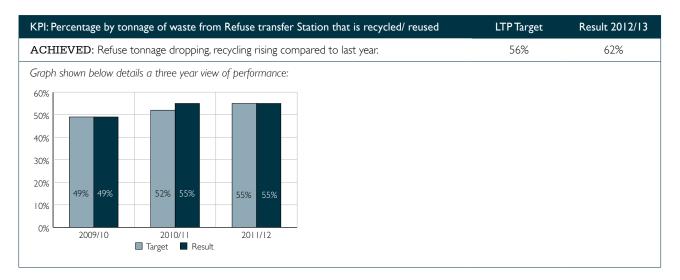
Community Outcome: A Sustainable and Liveable Environment

About this Outcome: Recycling and waste management is encouraged and supported.

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:



KPI: Percentage satisfied	LTP Target	Result 2012/13			
areas emerge as the two a small base size of 18 res	main reasons for sidents. Residents facilities that wor	dissatisfaction with rec who are very satisfied < well, ease of access, o	he lack of facilities in residential ycling services this year from with recycling station services rganised bins and friendly, %.	83%	65%
90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 2009/10	75% 72%	80% 78%			

KPI: Percentage satisfied with Refuse Transfer Station services	LTP Target	Result 2012/13
NOT ACHIEVED: Expense, in that residents having to pay at the transfer station, lack of facilities within the local areas and operational hours that are not suitable emerge as the three main reasons for dissatisfaction this year from a small base size of 23 residents. Residents who are satisfied with Council's refuse disposal service stems from good service that elicits no complaints, well maintained and tidy facilities. User satisfaction of the refuse transfer station services is 78%.	83%	58%
Graph shown below details a three year view of performance: 90% 80% 70% 60% 50% 40% 30% 20% 71% 66% 71% 68% 75% 80%		

KPI: Per capita Kilograms of refuse from District disposed of at landfills					LTP Target	Result 2012/13
NOT ACHIEVED: 19% drop required. Tonnes at refuse transfer stations dropped 6.4% Commercial operators dropped 0.4%. Campaign to target businesses to encourage recovery/ recycling required.				220	268	
			of performance: onitor this KPI in p	revious years)		
% —— 1.62	1.70	1.58 1.51	1.55 1.38			
2009	/10 □ Ta	2010/11 arget	2011/12			

0%

2009/10

2010/11
■ Target ■ Result

2011/12