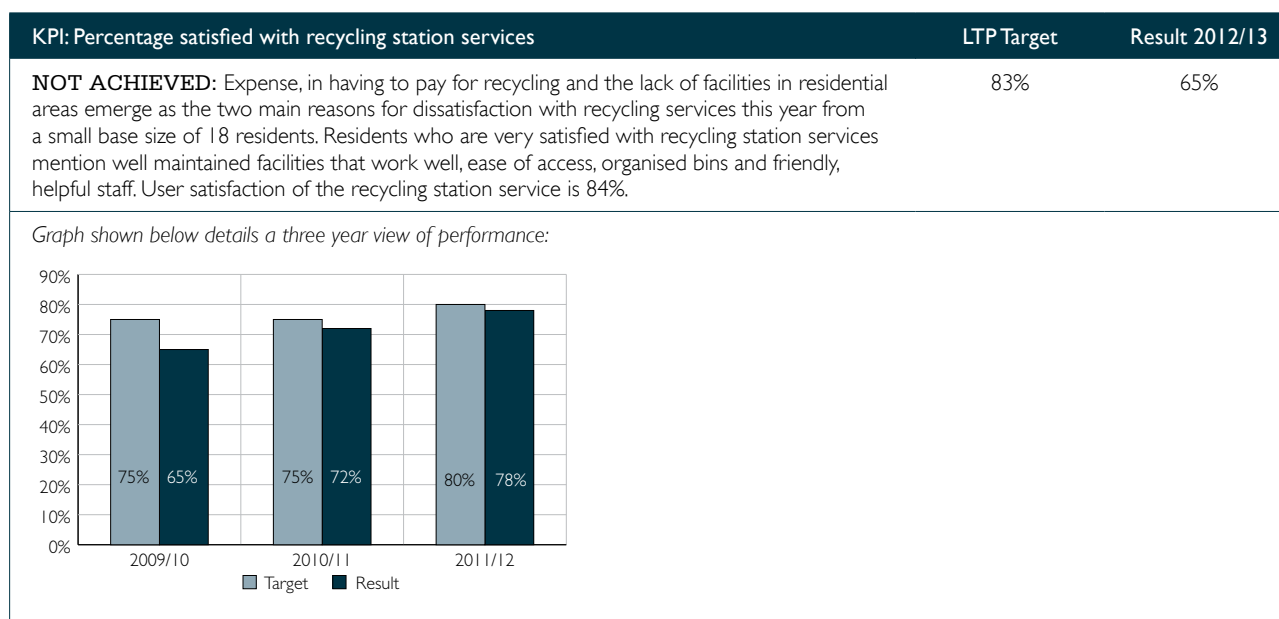
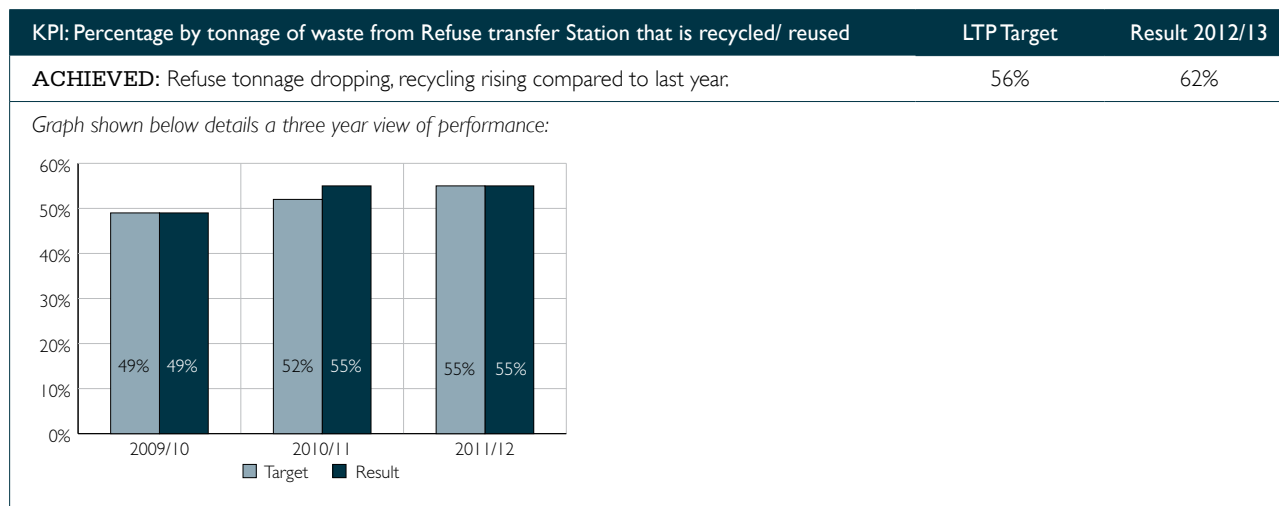


## Community Outcome: A Sustainable and Liveable Environment

**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:

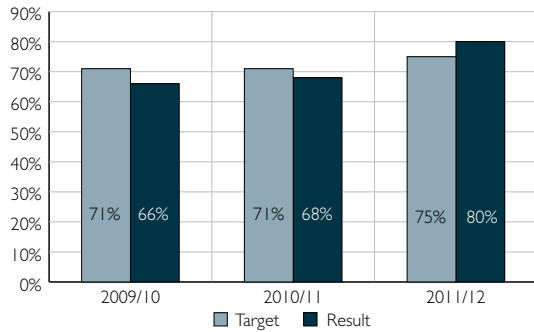


KPI: Percentage satisfied with Refuse Transfer Station services	LTP Target	Result 2012/13
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**NOT ACHIEVED:** Expense, in that residents having to pay at the transfer station, lack of facilities within the local areas and operational hours that are not 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:



KPI: Per capita Kilograms of refuse from District disposed of at landfills	LTP Target	Result 2012/13
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**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

Graph shown below details a three year view of performance:  
(The difference being volume was used to monitor this KPI in previous years)

