

Symbols used to identify each measure contributing to community outcomes

PS Public Safety TS Transport EM Environment EB Education, Training and Business Opportunities SC Services that support Communities

<b>Council initiatives</b> Maintain maritime assets		<b>Measure</b> Resident satisfaction with recreational boat ramps and jetties (Communitrak Survey).		<b>EB PS SC EM</b>
<b>Result 2010/11:</b> 47%	<b>Target 2011/12:</b> 59%	<b>Result 2011/12:</b> 74%	<b>Achieved - Comments:</b> The increased level of maintenance on the higher use ramps has had a positive increase in satisfaction.	

<b>Council initiatives</b> Maintain airport assets		<b>Measure</b> Customer satisfaction with airports (User Survey).		<b>TS PS SC EB EM</b>
<b>Result 2010/11:</b> 0%	<b>Target 2011/12:</b> 65%	<b>Result 2011/12:</b> 85%	<b>Achieved - Comments:</b> This is a new measure that will set the benchmark for satisfaction levels.	

