

Symbols used to identify each measure contributing to community outcomes

PH Public Health EM Environment EB Education, Training and Business Opportunities SC Services that support Communities

Council initiatives		Measure		PH SC
Improve cemetery provision		Percentage satisfied with cemetery provision in Communitrak Survey.		
Result 2010/11: 58%	Target 2011/12: 65%	Result 2011/12: 77%	Achieved - Comments: Achieved by consistently delivering higher levels of maintenance. Future surveys should clearly distinguish between Council owned and operated, and community owned and operated cemeteries.	

Council initiatives		Measure		EM PH SC
Improve toilet facilities		Percentage satisfied with public toilets in Communitrak Survey.		
Result 2010/11: 58%	Target 2011/12: 56%	Result 2011/12: 60%	Achieved - Comments: Achieved by consistently working together with the town maintenance contractor to ensure higher levels of service are maintained.	

Council initiatives		Measure		EM PH SC
Improve toilet facilities		Toilets RFS completion (urgent within 3 hours non urgent within 5 days).		
Result 2010/11: 91%	Target 2011/12: 90%	Result 2011/12: 92.14%	Achieved - Comments: Council worked with its contractor to improve the response times.	

Council initiatives		Measure		EM PH SC
Improve toilet facilities		Percentage of toilets that comply with NZS 4241 1999 public toilet standards.		
Result 2010/11: 70%	Target 2011/12: 70%	Result 2011/12: 70%	Achieved - Comments: This has been achieved by ensuring the contractors maintain and comply with the standards set by the public toilets committee (P 4241) for the standards Council established under the Standards Act 1988.	

Council initiatives		Measure		EB PH SC EM
Improve town maintenance		Percentage of graffiti removed within 48 hours of reporting.		
Result 2010/11: 100%	Target 2011/12: 95%	Result 2011/12: 96%	Achieved - Comments: Town maintenance contractors proactively deal with removing the graffiti before public report this to Council as a request for service.	

