

Symbols used to identify each measure contributing to community outcomes

**EB** Education, Training and Business Opportunities   **SC** Services that support Communities   **CH** Culture and Heritage

<b>Council initiatives</b> Deliver a quality visitor experience		<b>Measure</b> Annual supplier satisfaction rating.		<b>EB SC CH</b>
<b>Result 2010/11:</b> 91%	<b>Target 2011/12:</b> 85%	<b>Result 2011/12:</b> 91%	<b>Achieved - Comments:</b> Continued effort to ensure staff has the opportunity to obtain the adequate knowledge to on sell supplier's products.	

<b>Council initiatives</b> Deliver a quality visitor experience		<b>Measure</b> Annual customer satisfaction rating.		<b>EB SC CH</b>
<b>Result 2010/11:</b> 98%	<b>Target 2011/12:</b> 98%	<b>Result 2011/12:</b> 98%	<b>Achieved - Comments:</b> Continued effort to ensure staff is well trained and equipped to deliver visitor information.	

<b>Council initiatives</b> Deliver a quality visitor experience		<b>Measure</b> Achieve annual visitor info network (VIN) accreditation.		<b>EB SC CH</b>
<b>Result 2010/11:</b> 100%	<b>Target 2011/12:</b> 100%	<b>Result 2011/12:</b> 100%	<b>Achieved - Comments:</b> Continued effort to retain accreditation.	

