

Symbols used to identify each measure contributing to community outcomes

SC Services that support Communities

Council initiatives Maintain and develop quality standards		Measure Percentage of positive feedback in annual Councillor satisfaction survey.		SC
Result 2010/11: 94%	Target 2011/12: 100%	Result 2011/12: 86 %	Not Achieved - Comments: Service levels have been difficult to maintain with limited resources.	
Council initiatives Enhance community involvement in local government		Measure Percentage of residents aware of their Community Board (Communitrak Survey).		SC
Result 2010/11: 50%	Target 2011/12: 74.5%	Result 2011/12: 43%	Not Achieved - Comments: The community's interest in the Community Boards is expected to drop off once the elections are over. We anticipate that this will increase again in the 2013/14 year after the next election.	
Council initiatives Enhance community knowledge about the council		Measure Percentage of residents who feel they know a great deal / a fair amount about Council (Communitrak Survey).		SC
Result 2010/11: 54%	Target 2011/12: 60%	Result 2011/12: 57%	Not Achieved - Comments: Although it is an improvement over the 2010/11 survey there is still work to be done to improve residents understanding of the Council and its services.	
Council initiatives Keep people better informed about what the council does		Measure Percentage of residents who feel well informed about what Council is doing (Communitrak Survey).		SC
Result 2010/11: 53%	Target 2011/12: 47%	Result 2011/12: 54%	Achieved - Comments: Council's presence in the news media has increased over the last 12 months.	
Council initiatives Maintain and develop quality standards		Measure Percentage of agendas sent out in 5 days before meetings.		SC
Result 2010/11: 98.33%	Target 2011/12: 90%	Result 2011/12: 100%	Achieved - Comments: Staff have focussed on ensuring that Elected Members receive the meeting information on time.	
Council initiatives Maintain and develop quality standards		Measure Percentage of minutes sent out in 5 days after meetings.		SC
Result 2010/11: 94.58%	Target 2011/12: 100%	Result 2011/12: 93.25 %	Not Achieved - Comments: Conflicting priorities with limited resources have lead to this target not being attained; however, the result is similar to last year.	



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Council initiatives Keep people better informed about what the council does		Measure Website hits for agendas & minutes. <i>(Amended indicator to provide a better indication of progress. Target set in LTCCP was 100%).</i>		SC
Result 2010/11: 5,381	Target 2011/12: 8,000	Result 2011/12: 39,642	Achieved - Comments: In 2010 Council developed the website to analyse website hits in more detail. Previously we could only count the people accessing the web page, now we can capture people accessing PDF documents for agenda and minutes. Result reported in 2010/11 should have read 39,092.	

Council initiatives Improve public access to council information and services		Measure Percentage of residents satisfied with ease of access to Council information (Communitrak Survey).		SC
Result 2010/11: 41%	Target 2011/12: 69%	Result 2011/12: 43 %	Not Achieved - Comments: Some improvement but increased use of electronic media can be a challenge for some people in the North.	

