

Symbols used to identify each measure contributing to community outcomes

PS Public Safety EM Environment SC Services that support Communities

Council initiative Day to day service provision		Measure Percentage of request for service responded to in set time and to the appropriate standard.		EM SC
Result 2010/11: 99.33%	Target 2011/12: 90%	Result 2011/12: 93.50%	Achieved - Comments: Result achieved through the monitoring of the RFS response times, keeping the customer informed, undertaking works in an appropriate manner and to an acceptable standard within budget allocations.	

Council initiative Stormwater improvements		Measure Percentage of respondents indicating they are fairly satisfied as measured by the Communitrak Survey.		PS EM
Result 2010/11: 46%	Target 2011/12: 53%	Result 2011/12: 56%	Achieved - Comments: The increase is due to the implementation and completion of stormwater improvement projects in Ahipara and Russell and an understanding by the community over jurisdictional responsibilities between Northland Regional Council, NZTA and Far North District Council.	

