



Symbols used to identify each measure contributing to community outcomes

PH Public Health PS Public Safety EM Environment

Council initiatives Treatment plant upgrades		Measure Number of failures of resource consent determinants.		EM PH
Result 2010/11: 38	Target 2011/12: 18	Result 2011/12: 32	Not Achieved - Comments: In part this has resulted from higher quality standards arising from resource consent renewals, where plant upgrades have been subject to delay in implementation. Also improved quality monitoring has highlighted that targets set may be over optimistic, but similar stretch goals will be retained in search of improvement in this important area; there are new KPI's in the LTP for future years relating to discharge flow and quality limits.	
Council initiatives Implementation of spill management programme		Measure Number of spills of sewage to water.		PH PS EM
Result 2010/11: 11	Target 2011/12: 9	Result 2011/12: 8	Achieved - Comments: Council achieved this by a risk analysis of facilities most likely to cause spillage, and focussing attention and resources to manage those risks appropriately.	
Council initiatives General service improvements		Measure Percentage very satisfied / satisfied respondents (Communitrak Survey).		PH EM
Result 2010/11: 87%	Target 2011/12: 85%	Result 2011/12: 87%	Achieved - Comments: This has been achieved by monitoring on a regular basis to ensure levels of service are consistently met by Council's contractors.	
Council initiatives Improvements in infrastructure and equipment		Measure Percentage of service disruptions resolved in less than 4 hours.		PH
Result 2010/11: 99%	Target 2011/12: 95%	Result 2011/12: 99%	Achieved - Comments: Result achieved by implementing improved monitoring and response procedures through management of Council's contractors.	
Council initiatives Extend coverage of public wastewater systems		Measure Number of connections <i>(Due to slower growth than anticipated the number of connections has been reduced accordingly. Target set in LTCCP was 10,900).</i>		PH EM
Result 2010/11: 10,648	Target 2011/12: 10,650	Result 2011/12: 10,724	Achieved - Comments: Achieved by reducing the target to realistic levels, taking account of the slowdown in the economy and associated effects on development.	

