

2013/14 results

Result Target

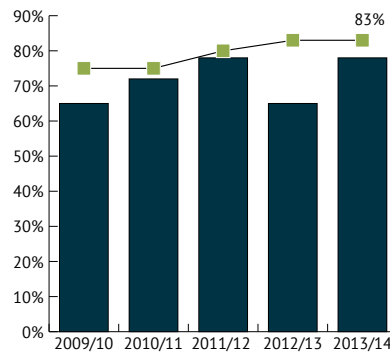
1: Not Achieved

78% of residents were very satisfied (21%) or satisfied (57%) with the recycling stations, This is an increase in satisfaction compared to last year.

Expense and the user-pays system were the main reasons for dissatisfaction with recycling services at the transfer stations (39%). For some areas the lack of services was the greatest reason for dissatisfaction (33%).

2: Percentage of Requests for Service (RFS) responded to in set time for sewerage

78%



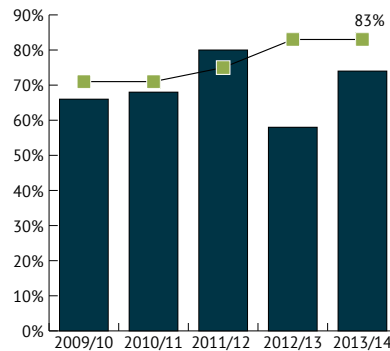
2: Not Achieved

Residents' satisfaction with refuse transfer station services increased with a significantly greater proportion of the population satisfied (58%) or very satisfied (16%) with the services.

Residents who were not very satisfied with the refuse transfer services felt the expense or the additional cost on top of rates (35%) was uncalled for. In some areas the lack of facilities (16%) drove dissatisfaction, with a lack of policy regarding bigger refuse items and green waste (9%) contributing to overall dissatisfaction with services.

2: Percentage of Requests for Service (RFS) responded to in set time for sewerage

74%





Peer Group Comparison	Peer Group Average for Recycling			Peer Group Average for Refuse		
	COUNCILS	2014	2012	COUNCILS	2014	2012
Combined satisfaction with the recycling was 80% for peer Councils.	80%			71%		
Combined satisfaction with the refuse was 71% for peer Councils.	TCDC	87%	90%	TCDC	86%	90%
	ODC	83%	70%	ODC	67%	64%
	GDC	69%	93%	GDC	60%	90%

2013/14 results

■ Result —■— Target

3: Achieved	3: Percentage by tonnage of waste from refuse transfer station that is recycled/reused		4: Per capita kilograms of refuse from district disposed of at landfills ²																												
	2012/13	2013/14	2012/13	2013/14																											
Education and contractors performance is a contributing factor to meeting Council's levels of service requirements.	63%		285																												
4: Not achieved KPI was based upon exceptional growth indications in parallel with large reduction in waste to landfill.	<table border="1"> <caption>Percentage by tonnage of waste from refuse transfer station that is recycled/reused</caption> <thead> <tr> <th>Year</th> <th>Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>50%</td> <td>63%</td> </tr> <tr> <td>2010/11</td> <td>55%</td> <td>63%</td> </tr> <tr> <td>2011/12</td> <td>58%</td> <td>63%</td> </tr> <tr> <td>2012/13</td> <td>63%</td> <td>63%</td> </tr> <tr> <td>2013/14</td> <td>56%</td> <td>63%</td> </tr> </tbody> </table>		Year	Result (%)	Target (%)	2009/10	50%	63%	2010/11	55%	63%	2011/12	58%	63%	2012/13	63%	63%	2013/14	56%	63%	<table border="1"> <caption>Per capita kilograms of refuse from district disposed of at landfills</caption> <thead> <tr> <th>Year</th> <th>Result (kg)</th> <th>Target (kg)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>270</td> <td>200</td> </tr> <tr> <td>2013/14</td> <td>200</td> <td>200</td> </tr> </tbody> </table>		Year	Result (kg)	Target (kg)	2012/13	270	200	2013/14	200	200
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The general public and businesses have not made a material change to reduce waste to landfill although recycling has increased.																															
Businesses were effectively discouraged from recycling through higher charges to recycle in some areas.																															

² Amended KPI focus (as part of the 2013/14 Annual Plan adoption) due to improved Refuse volumes from district disposed of in landfills.