



Network Services Group

WHAT ARE NETWORK SERVICES?

Network Services are often referred to as infrastructural assets and have generally been seen to be Council's core activities.

WHICH ACTIVITIES ARE INCLUDED IN THE NETWORK SERVICES GROUP?

- Rooding
- Water
- Wastewater
- Land Drainage
- Stormwater
- Solid Waste

Network Services Group

WHY ARE THESE ACTIVITIES INCLUDED?

The Network Services Group activities deliver services which the community needs to function comfortably on a day to day basis and collectively must meet standards that provide a high level of community health and safety.

These activities operate on a network basis across the District, or in specific areas of the District, and all assets associated with these services have a lifecycle maintenance and renewal programme.

RATIONALE OF NETWORK SERVICES

ROADING

Primary rationale: Roads provide essential infrastructure that supports safety and community cohesion. Council develops the local roading network to ensure that people have access to and contribute to a healthy, connected community. The community expects that Council will provide the local roading network.

WATER SUPPLY

Primary rationale: Water is an essential need for individuals and stock. The Council provides sufficient quantities of potable water for public amenity and to avoid the risk of water borne diseases affecting public health. Council provides water to enable livestock farming on dry land to have adequate water supplies. There is a community expectation that safe water will be provided, and Council undertakes this activity because of statutory obligation and public demand.

WASTEWATER

Primary Rationale: The Council provides reticulated sewerage treatment and disposal systems to achieve high quality public health and to minimise adverse effects on the receiving environment. There is a community expectation that high environmental standards will be met. Council undertakes this activity because of statutory obligations and public demand.

LAND DRAINAGE

Primary rationale: Council provides drainage systems to achieve high quality public health, protect property, drain excess water from roads and minimise adverse effects on the receiving environment. There is a community demand and expectation that high environmental standards will be met. These systems also support farming activities in the rural areas.

STORMWATER

Primary rationale: Council aims to ensure the efficient, safe and continuous removal of stormwater to minimise the effects of flooding to property and risks to human life. There is a community expectation that adequate stormwater will be provided. Council is seen to be the most appropriate to provide this service and it is consistent with the rural land drainage function. Council also has a statutory obligation to provide stormwater services in some areas.

SOLID WASTE

Primary rationale: Refuse collection and waste disposal services and facilities enable waste minimisation, and are provided for health reasons and to keep the District looking tidy.

Existing demand is for Council to provide this service in urban areas.

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WHAT IS THE COST OF OPERATING NETWORK SERVICES?

LTCCP 2008-09 \$000's		Budget 2007-08 \$000's	Budget 2008-09 \$000's	LTCCP 2008-09 \$000's		Budget 2007-08 \$000's	Budget 2008-09 \$000's
	OPERATING EXPENDITURE				CAPITAL EXPENDITURE		
6,168	Roading	6,098	6,278	3,626	Property, Plant and Equipment		
3,831	Water	3,176	3,623	5,760	Renewals	3,054	2,718
3,073	Wastewater	2,806	3,168	82	Level of Service Increases	7,815	6,751
1,323	Land Drainage	1,205	1,225	9,468	Capacity Demand Increases	465	137
599	Stormwater	581	628			11,334	9,606
1,271	Solid Waste	1,216	1,096	0	Internal/External Loan Repayments	0	92
16,265		15,082	16,018	423	Landfill Liability Reductions	247	423
	LESS OPERATING REVENUE			9,891	CAPITAL FUNDING REQUIRED	11,581	10,121
676	Fees and Charges	636	672	5,439	FUNDED BY		
3,522	External Subsidies	3,596	3,182	2,565	Depreciation	4,824	5,408
9,352	Targeted Rates	8,900	9,026		Internal/External Borrowing	4,219	3,234
1,784	General Rates	1,547	1,598	3	Transfers from/(to) Community Facilities		
15,334		14,679	14,478	317	Reserves	(42)	63
(931)	OPERATING SURPLUS/(DEFICIT)	(403)	(1,540)	(411)	Transfers from/(to) Water Reserve	718	397
				49	Transfers from/(to) Wastewater Reserve	(255)	(506)
	FUNDED BY			(14)	Transfers from/(to) Land Drainage Reserves	130	147
317	Transfers to/(from) Water Reserve	718	397	1,943	Transfers from/(to) Stormwater Reserves	(21)	(34)
(411)	Transfers to/(from) Wastewater Reserve	(255)	(506)	9,891	Transfers from General Reserve	2,008	1,412
49	Transfers to/(from) Land Drainage Reserves	130	147			11,581	10,121
(14)	Transfers to/(from) Stormwater Reserves	(21)	(34)				
559	Transfers to/(from) General Reserve	524	159				
(1,431)	Other General Funding	(1,499)	(1,703)				
(931)		(403)	(1,540)				

Roading Services

Council provides a network of local roads with their associated services throughout the District. Major through routes are designated state highways which are owned and managed by Transit New Zealand.

Delivery of a comprehensive roading service by Council involves a number of related service delivery activities that address safety and amenity issues:

- Road pavements
- Stormwater
- Street and amenity lighting
- Kerb and channel
- Road marking
- Street and road signs
- Footpaths
- Culverts
- Safety railings
- Bridges

SIGNALLING POSSIBLE CHANGE IN LEVELS OF SERVICE

Land Transport New Zealand reviews the level of subsidy it pays each year. The level has not varied by more than 1% in the last five years. A change could lead to a need for Council to review its works programmes accordingly. The priority for subsidy funding of roading projects is determined by:

- A formula for benefit/cost that is applied nationally
- Contribution to strategic objectives of the Land Transport Management Act 2003
- Priorities within national, regional and local land transport plans. Considerations could include congestion, sustainability, benefit/cost ratio, grouping of projects
- Willingness to fund local unsubsidised projects

Seal extensions are a significant discretionary activity for the Council, and Council may from time to time reconsider the amount allocated to this activity.

In the 2006-09 period, Council will re-tender existing contracts for streetlight maintenance, routine road maintenance and professional services.

Changes in contracts have the potential to change contract prices and subsequently may affect the estimates for Capital Works that have been included in this plan.

Individual communities fund a number of unsubsidised works. The level of funding committed by the communities determines the extent of work undertaken.

SPECIFIC ACTIONS FOR 2008/09

- Seal extension of Komata Reefs Road, Dickeys Flat Road, Ngatitangata Road and Managawhero Road are the key focus for the seal extension programme this year
- \$41,000 has been allowed for footpath replacements and \$76,000 for additional footpaths district wide

CHANGES FOR 2008/09

- The resurfacing subsidised roading budget has been increased from \$1,053,000 to \$1,296,000. This increase is to account for deferrals made over recent years, particularly last year following the expenditure reduction through the 2007/08 estimates consideration process.
- The Major Drainage Control subsidised roading budget has been reduced from \$236,000 to \$100,000. This amendment is due to a proposed decrease in the culvert replacement programme.
- The Area Wide Pavement Treatment subsidised roading budget has been reduced from \$908,000 to \$490,000. This is also due to the fact that there are not seen to be as many necessary works that need to be undertaken in 2008/09.
- As a result of refining the estimate figures, the subsidised seal extension budget has been reduced from \$179,000 to \$120,000.

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Roading Services

WHAT WILL SUCCESS LOOK LIKE?

Current levels of service	Measure	Method of Measuring Target	Baseline	2008/09 Target	Contribution to Community Outcomes
Delivery of a roading network that addresses safety and amenity issues.	Reduction in the number of reported crashes per 100 million vehicle kilometres travelled on local roads in the Hauraki District.	Land Transport Road Safety Report.	Rolling five year average (2000-2004). Urban 29 Rural 18	Rolling five year average <29 for urban local roads and < 18 for rural local roads.	We value the provision of well-managed infrastructure services
	An up to date Road Safety Management System is maintained and implemented.	Annual Report to Road Safety Committee on implementation of the system.	New measure in 2006/07	To implement the Road Safety Management System internally in Council by 30 June 2007/08.	
Provide access to the network of local roads.	Time for the access to be made to communities in a 1 in 10 climatic year event.	Length of time access unavailable.	New measure in 2006/07	100% of Arterials, collectors and local roads providing access to communities within 24 hours. All other roads 72 hours.	
	Satisfaction about how the roading network is operated from Council's Triennial Residents' Survey.	Triennial Residents' Survey results.	77% in 2004	>80%	We want to have a say in our Districts future.
	Extend pavement life of sealed roads.	Contract documents.	2003/04: 44km reseals 2004/05: 39km reseals 2005/06: 63.5km reseals Average: 49km reseals	Reseal an average of 40 km of sealed roads per year over a three year rolling average.	We value the provision of well-managed infrastructure services. Protecting the viability of our land for primary production.
Delivery of a roading network that addresses safety and amenity issues.	Rural sealed roads are maintained smoother than a NAASRA value of 80 (nationally accepted values for smooth roads).	Bi-Annual Survey.	72 in 2005/06	The bi-annual survey of Councils rural roading network results in a NAASRA value of 80.	We value the provision of well-managed infrastructure services.
			106 in 2005/06	The bi-annual survey of Councils urban roading network results in a NAASRA value of 110.	We value the provision of well-managed infrastructure services.

Water Supply Services

Hauraki District Council owns and operates eight water supply networks, to which there are approximately 7,500 water connections.

Water Supplies service the main urban communities of Paeroa, Waihi and Ngatea, and the smaller communities of Karangahake, Ohinemuri, Kaimanawa, Mackaytown, Waikino, Kerepehi, Waitakaruru and Turua, and the rural areas of the Hauraki Plains. The supplies have varying degrees of treatment and water quality.

Approximately 2,700 people obtain domestic water from rainwater tanks and private bores. Hauraki District Council is currently aware of 15 small reticulated supplies serving a variety of schools, clubs and industrial premises.

CURRENT LEVELS OF SERVICE

The Ministry of Health introduced a new grading specification in 2003. Public health gradings are only done for communities with 500 or more people.

On January 1st 2007 the grading of any supply that had not yet been reassessed on the basis of the new standards was reset to ungraded. Drinking Water Assessors are currently in the process of regrading all supplies in terms of the new criteria.

The lack of a grading should not be understood to necessarily mean that the water supplies are sub standard, it only reflects a temporary situation in the development of the new grading system in the course of implementation by the Ministry of Health. Over the next 12 months the Ministry of Health will be working around the country to regrade all of New Zealand's registered supplies.

SIGNALLING POSSIBLE CHANGE IN LEVELS OF SERVICE

New legislation under the Health Act and the Drinking Water Amendment Bill will require a number of changes to the standards of the supply of water for public consumption. These issues will be addressed as they arise.

Once Council's water supplies are graded by the Ministry of Health, Council may need to reassess the 10 year Capital Works Programme for the water supply activity. This assessment will be dependant on the public health gradings with regard to what they were as at 31st December 2005.

- \$2,060,000 has been provided for the completion of the Kerepehi Treatment Plant Upgrade in the 2008/09 budget, deferred from 2007/08. The deferral is needed as a result of slower than anticipated progress on design of the upgrade works.

SPECIFIC ACTIONS FOR 2008/09

- A series of water mains renewals are budgeted for Abbot Road, Hauraki Road, the Reservoir Canal off Riding Road, the Steen Road Raw Water Main, and Moresby Ave.
- \$671,000 has been budgeted for the Bush Road section 1 upgrade. This upgrade consists of water mains upgrades from Orchard East Road to Piako Road, on the Plains.
- \$35,000 has been budgeted for mains upgrades from the L & P Bottle to St Josephs School in Paeroa.
- Further enhancement and development of the Water Supply Asset Management Plan and the information supporting the Asset Management Plan will continue with a focus on working towards the progression of the Community Outcome: *Long term planning, ensures that our future infrastructure requirements meet the growth and development opportunities of our District.*

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Water Supply Services

CHANGES FOR 2008/09

- The Waihi Treatment Plant was due to be upgraded in 2008/09. This has been deferred to 2009/10 since this could be done without adversely affecting the level of service. Deferring the project will level the requirement for resources potentially allowing efficiencies of design leading to cost savings.
- The Waitakaruru Raw Water Storage was budgeted to take place during the period 2007/08 and 2008/09. The budget provision has been maintained but deferred by one year, that is to 2008/09 and 2009/10.
- The \$1.2 million budget for the Paeroa Water Treatment Plant upgrade and the Raw Water Main replacement has been deferred. This could be done without adversely affecting the level of service. Deferring the project will level the requirement for resources potentially allowing efficiencies of design leading to cost savings.
- The \$542,000 for Kerepehi Water Storage has been deferred until 2009/10, completing this project in the following year. The treated water storage provision is planned to follow, on completion of the treatment plant upgrade.



Andrew Ballantine
Miller Avenue School, Paeroa

*'How I see Paeroa in the Future'
I like my town because it has a McDonalds and a street shop,
but the thing I like the most is the L&P Bottle and the
'Battle of the Streets bike races'*

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Water Supply Services

WHAT WILL SUCCESS LOOK LIKE?

Current Level of Service	Measure	Method of Measuring Target	Baseline	2008/09 Target	Contribution to Outcomes
Provide quality water systems compliant with all statutory requirements and Council policies and standards.	Percentage of urban areas that comply with the NZ Fire Service Code of Practice standards.	A program of pressure and delivery measurements and use of a computer model.	60% 2006	75%	We value the provision of well-managed infrastructural services in our District.
	The number of confirmed complaints about the odour and taste of water.	Complaint records	65 2004/05	<35	
	Compliance with Resource Consent conditions.	Environment Waikato Compliance Report.	New measure in 2006/07	Substantial Compliance	
	A completely satisfactory grading is obtained for the water treatment and distribution system in Paeroa.	Public Health Gradings.	Cb in 2004 Ungraded in 2006	Cb	
	A completely satisfactory grading is obtained for the water treatment and distribution system in Waihi.		Ba in 2004 Ungraded in 2006	Ba	
	A completely satisfactory grading is obtained for the water treatment and distribution system in Kerepehi.		Db in 2004 Ungraded in 2006	Cb	
	Treated water capacity is achieved for the Plains water supply	Storage availability.	6 hours in 2005/06	Incremental increase towards 24 hours storage.	
To continually improve Councils water reticulation network.	Number of water breaks.	Service requests.	304 2004/05	<275	
Provide a safe, healthy and efficient water supply system which meets the reasonable needs of urban and commercial customers.	Implement high priority recommendations, identified in the Public Health Risk Management Plans.	Public Health Risk Management Plans.	New measure in 2006/07	75% of high priority recommendations implemented.	
	Water asset failures responded to within 8 hours.	Service request database.	New measure in 2006/07	>90%	
Quality customer communication, consultation and service provided.	Minimum 48 hours notification given to users of planned interruptions to supply.	Notifications	100% first six months of 2006/07	100%	
	Satisfaction with water supply services in Council's Triennial Residents' Satisfaction survey.	Triennial Survey results.	74% 2004	>75%	We want to have our say on our District's future.

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Wastewater Services

Wastewater Service

Hauraki District Council provides and operates wastewater reticulation and treatment schemes for seven urban areas and ensures that sewage collection, treatment and disposal is in a manner that complies with Public Health Standards and specific Resource Consent conditions.

SIGNALLING POSSIBLE CHANGE IN LEVELS OF SERVICE

There is no current programme to provide un-reticulated communities with reticulated wastewater systems. The Assessment of Water and Sanitary Services that was carried out in 2005 did not indicate the need to upgrade any of these systems.

Changing economic, environmental or health considerations could raise the need for a future programme.

SPECIFIC ACTIONS FOR 2008/09

- \$55,000 has been allowed for during the year to complete the extension to the sewer reticulation for those houses in Waitakaruru not yet served.
- Considerable work is to be focused on the Paeroa sewerage reticulation system totalling approximately \$230,000.
- \$310,000 had been provided for the treatment plant upgrade at Kerepehi during the 2007-2009 period. Of this budget, \$206,000 has been allowed for in 2008/09.
- \$108,000 has been budgeted for the part construction of a new rising main between Victoria Street and the Waihi Wastewater Treatment Plant.
- Further enhancement and development of the Wastewater Asset Management Plan and the information supporting the Asset Management Plan will continue with a focus on working towards the progression of the Community Outcome: *Long term planning, ensures that our future infrastructure requirements meet the growth and development opportunities of our District.*

WHAT WILL SUCCESS LOOK LIKE?

Current Levels of Service	Measure	Method of Measuring Target	Baseline	Target 2008/09	Contribution to Community Outcomes
Provide efficient reliable wastewater system to meet the reasonable needs of the urban and commercial communities.	Number of dry weather service overflows as a result of blockages or failure of the public wastewater system each year.	Overflow register.	2004/05: 10 2003/04: 15	No more than 15.	We value the provision of well-managed infrastructural services in our District.
	Develop a Trade Waste Bylaw and a Wastewater Bylaw.	Council resolution.	New measure in 2006/07	By 30 June 2008.	
	Comply with the Resource consent conditions.	Environment Waikato Compliance Report.	New measure in 2006/07	Substantial compliance	
Quality customer communication, consultation and service provided.	Incidents of noise and odour complaints within a 1km radius of pump station recorded.	Complaints register	New measure in 2006/07	<5 complaints	We want to have our say on our District's future; We value the provision of well-managed infrastructural services in our District.

Land Drainage Services



Tirohia Canal, Mill Road Pump Station and Floodgate

A considerable portion of the northern Hauraki Plains lies at or below normal high tide level in the Firth of Thames. The balance is only slightly above this level, so protection against high tides and river floods is essential to continuing occupation and use of land for agricultural operations on the Hauraki Plains. Effective land drainage is also essential to continue this productive use.

Hauraki District Council has defined land drainage areas which manage water run-off to achieve an agreed level of protection for the community and the environment. Hauraki District Council is responsible for the operation of these land drainage systems.

Most of Council's drainage districts lie within the areas covered by the Piako River or the Waihou Valley Schemes operated by the Waikato Regional Council, Environment Waikato. The maintenance of these schemes' foreshore and river stopbanks and associated structures (such as the floodgates and pump stations), which provide the outlets for Council's drainage districts, is the responsibility of Environment Waikato.

SIGNALLING POSSIBLE CHANGE IN LEVELS OF SERVICE

- Improvements to chemical sprays, biological control of weeds and improved water quality due to changing farm effluent technologies are predicted to have a positive effect on the land drainage system.
- Increased drainage pumping capacity may be needed in time to counteract the possible impact of climate change and rising sea levels in addition to that needed to counteract the lowering ground levels on the peat soils of the Hauraki Plains.
- Changes in land use, for example increased horticulture, could result in the need for increased drainage capacity.
- The increase in the number of subdivided properties could require a review of the existing level of service.

SPECIFIC ACTIONS FOR 2008/09

- \$54,550 has been allocated for an ongoing programme of piping Ngatea township drains.
- The continuation of the Turua and Kerepehi stormwater improvements have been budgeted for again for the 2008/09 year and includes \$22,000 for Kerepehi and \$33,000 for Turua.
- Further enhancement and development of the Land Drainage Asset Management Plan and the information supporting the Asset Management Plan will continue with a focus on working towards the progression of the Community Outcome: *Long term planning, ensures that our future infrastructure requirements meet the growth and development opportunities of our District.*

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Land Drainage Services

CHANGES FOR 2008/09

- \$106,200 has been allowed for Ngatea urban pump upgrades as it is expected there may be a need to upgrade the pumps to accommodate urban development.
- The Pouarua/Maukoro Final Design/Documentation and the Southern Area Works have been postponed to progress in conjunction with Environment Waikato in 2008/09 and 2009/10 respectively.

WHAT WILL SUCCESS LOOK LIKE?

Current Levels of Service	Measure	Method of Measuring Target	Baseline	2008/09 Target	Contribution to Community Outcomes
Provide efficient reliable land drainage systems.	Systems are able to drain 38mm of runoff in 24 hrs.	System design and rainfall records.	100% in 2005/06	100%	We value the provision of well-managed infrastructural services in our District; Our communities support the viability of maintaining our rural lifestyles and values; Protecting the viability of our land for primary production.
Quality customer communication, consultation and service provided.	Emergencies responded to within 3 hrs.	Service request database.	New measure in 2006/07	>90%	
	Faults responded to within 48 hours.			> 90%	

Stormwater Services

Hauraki District Council undertakes to provide urban areas with stormwater systems capable of effectively managing water run-off from weather events. Management of stormwater is essential for protection of the community and environment. Stormwater systems include natural watercourses, man-made drains, open channels, reticulated pipe network and any other structures for accepting run-off from stormwater. Council maintains stormwater systems in the urban areas of Paeroa, Waihi, Ngatea, Turua, Kerepehi and Whiritoa.

SIGNALLING POSSIBLE CHANGE IN LEVELS OF SERVICE

Environment Waikato may consider a minor improvement to the Paeroa Main Drain (Hape Stream) pumps to increase capacity. The pumps have been converted to diesel generation to improve reliability.

Council currently has a programme to pipe open urban stormwater drains. This programme will be reviewed through the life of this plan. As Council's knowledge of stormwater asset infrastructure and condition improves through the Asset Management Plan process, modifications to the stormwater priorities may occur and would be signalled through the Annual Plan process or as an amendment to the Hauraki Community Plan.

Council's District Plan identifies and protects floodways and ponding areas. During the Review of the District Plan these will need to be reassessed.

SPECIFIC ACTIONS FOR 2008/09

- Further enhancement and development of the Stormwater Asset Management Plan and the information supporting will continue with a focus on working towards the progression of the Community Outcome: *Long term planning, ensures that our future infrastructure requirements meet the growth and development opportunities of our District.*

CHANGES FOR 2008/09

- Upgrades for Paeroa Urban Stormwater are programmed to improve the existing stormwater network following the Streetscape development, particularly in the CBD and through to Railway Reserve.

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Stormwater Services

WHAT WILL SUCCESS LOOK LIKE?

Current Levels of Service	Measure	Method of Measuring Target	Baseline	2008/09 Target	Contribution to Community Outcomes
Quality customer communication, consultation and service provided.	Emergencies responded to within 3 hours.	Service request database.	New measure in 2006/07	>90%	
	Faults responded to within 48 hours.		New measure in 2006/07	> 90%	
Urban areas are provided with stormwater systems capable of effectively managing water run-off from weather events.	Habitable residential buildings are flooded during the year.	Complaints	New measure in 2006/07	<5 in 10 year event.	Our communities support the viability of maintaining our rural lifestyles and values; Protecting the viability of our land for primary production; We value the provision of well-managed infrastructural services in our District; We support protecting our significant habitats and ecosystems.
The storm water infrastructure protects people and the environment.	Stormwater resource consents comply with the Resource consent conditions.	Environment Waikato Compliance Report.	New measure in 2006/07	Compliance	

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Solid Waste Services

Solid Waste Services

This activity incorporates systems for the management of refuse collection, refuse disposal, waste reduction and recycling.

CHANGE IN LEVELS OF SERVICE

The present refuse collection contract continues the methodology of the previous contract, other than the requirement that only pre-paid bags will be collected from 1 July, 2008. The possibility and attractiveness of a prepaid bag system as noted in the 2007/08 Annual Plan was found to be advantageous and Council adopted this new system as part of the 2008/09 Annual Plan process for those areas that get refuse collected. Council has also introduced a weekly recycling system for those areas receiving refuse collection services. This service commenced on 1 July, 2008.

Council has an adopted Waste Management Plan that is required to be updated on a regular basis where changes in levels of service will be identified. The next scheduled review is programmed to occur during the effective life of the Hauraki Community Plan, i.e. before 30th June 2009.

SPECIFIC ACTIONS FOR 2008/09

- A review of fees and charges is currently underway. Council will continue to review its fees regularly to ensure consistency with the Revenue and Financing Policy.
- The progression of the Paeroa Tip Rehabilitation is to take place.

CHANGES FOR 2008/09

- The updating of the Waste Management Plan is to take place in 2008/09.
- Provision is made in the Annual Plan 2008/09 for additional costs of a kerbside recyclable collection, included with the current kerbside collection.

WHAT WILL SUCCESS LOOK LIKE?

Current Levels of Service	Measure	Method of Measuring Target	Baseline	2008/09 Target	Contribution to Community Outcomes
Refuse collections are carried out in the urban communities of Ngatea, Paeroa, Karangahake, Waikino, Waihi and Whiritoa on a weekly basis.	Missed Refuse and Recycling collections per year compared to the number of annual lifts.	Complaints register.	New measure in 2006/07	<1%	We support protecting our significant habitats and ecosystems.
Waste reduction and recycling is encouraged.	Implementation of Councils Waste Management Plan. Percentage of separated green waste used beneficially.	Annual report to Council on Waste Management Plan. Waste survey.	Adopted plan 2002. New measure in 2006/07	Continue to implement. >80%	
Quality customer communication, consultation and service provided.	Customer satisfaction about how the refuse collection service is operated from Council's Triennial Residents' Survey.	Triennial Residents' Survey results.	75% in 2004	>75%	We want to have our say on our District's future.
	Customer satisfaction with how the refuse transfer station is operated from Council's Triennial Residents' Survey.	Triennial Residents' Survey results.	New measure in 2006/07	>75%	