

# So what are some examples of Levels of Service?

## Governance

Level of service (2008/09): Public input/consultation is sought on all significant decisions

Service provided: Number of consultation days available under the special consultative procedure compared to the minimum number required by statute

Performance measure: Compare days available with days required

Target: Exceed minimum statutory period for each consultation

## Environmental Services

Level of service (2008/09): Environmental, public health and safety standards maintained or enhanced

Performance measure: Annual community satisfaction survey – satisfaction with Animal Control

Target:  $\geq 87\%$  satisfaction with those who had an opinion

## Amenity Services

Level of service (2008/09): All urban residents have access to kerbside recycling service

Service provided: Provide a weekly urban kerbside recycling service in Te Awamutu, Cambridge, Kihikihi, Pirongia, Ngahinapouri and Ohaupo

Performance measure: Annual community satisfaction survey

Target:  $\geq 88\%$  satisfaction with those who receive service and had an opinion

Performance measure: Annual participation survey

Target:  $\geq 90\%$  participation in kerbside recycling

We have measures for the other services – transport management, stormwater, water treatment and supply, wastewater treatment and disposal, and support services.

For details of the levels of service, check out the Annual Plan 2008/09

