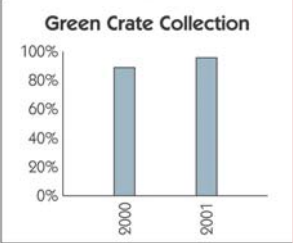
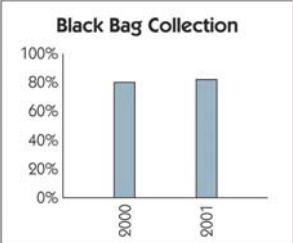



WASTE MINIMISATION & DISPOSAL

Objectives	Environmental Performance Indicators	Information Source	Social Performance Indicators	Information Source	Economic/Financial Performance Indicators	Information Source	Link to Strategic Objectives																								
<p>Customer Service</p> <p>To provide the community with safe, convenient and efficient solid waste services.</p>	<ul style="list-style-type: none"> Incidence of reported illegal dumping (<i>Target: Less than one occasion reported per week, 52 per year</i>) 	<p>(RFS illegal dumping hotline)</p>	<ul style="list-style-type: none"> 90% of customers are satisfied with the green crate recycling service provided <div style="text-align: center;">  <table border="1"> <caption>Green Crate Collection</caption> <thead> <tr> <th>Year</th> <th>Satisfaction (%)</th> </tr> </thead> <tbody> <tr> <td>2000</td> <td>90</td> </tr> <tr> <td>2001</td> <td>95</td> </tr> </tbody> </table> </div> <ul style="list-style-type: none"> 80% of customers are satisfied with the black bag service provided <div style="text-align: center;">  <table border="1"> <caption>Black Bag Collection</caption> <thead> <tr> <th>Year</th> <th>Satisfaction (%)</th> </tr> </thead> <tbody> <tr> <td>2000</td> <td>80</td> </tr> <tr> <td>2001</td> <td>80</td> </tr> </tbody> </table> </div>	Year	Satisfaction (%)	2000	90	2001	95	Year	Satisfaction (%)	2000	80	2001	80	<p>Annual Citizens Survey</p>	<ul style="list-style-type: none"> Recycling and waste collection service delivers value for money (<i>Target: 80% satisfaction</i>) <div style="text-align: center;">  <table border="1"> <caption>Recycling & Waste Collection</caption> <thead> <tr> <th>Year</th> <th>Satisfaction (%)</th> </tr> </thead> <tbody> <tr> <td>1997</td> <td>80</td> </tr> <tr> <td>1998</td> <td>75</td> </tr> <tr> <td>1999</td> <td>80</td> </tr> <tr> <td>2000</td> <td>80</td> </tr> <tr> <td>2001</td> <td>80</td> </tr> </tbody> </table> </div> <ul style="list-style-type: none"> Cost of Waste Management per household (<i>Target: \$126 per household</i>) 	Year	Satisfaction (%)	1997	80	1998	75	1999	80	2000	80	2001	80	<p>Annual Citizens Survey</p>	<p>C4, E1, F5, F6, F7</p>
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WASTE MINIMISATION & DISPOSAL

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Community Engagement (Cont'd)	<ul style="list-style-type: none"> Progress toward waste minimisation targets (<i>Target for 2003: Total refuse landfilled (excluding hardfill) 210,000 tonnes; greenwaste composted 35,500; kerbside recycled 17,000 tonnes</i>) <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p style="text-align: center;">Recycling and Composting</p> </div> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p style="text-align: center;">Waste to Landfill</p> </div>	Landfill Statistics					
Planning & Infrastructure Management To plan and provide waste management services in partnership with the community and other governing bodies to achieve desired outcomes.			<ul style="list-style-type: none"> Number of opportunities provided for public engagement in the planning process (<i>Target: At least 4 per year</i>) 	Management Report			C4, D1, D3, D4, E3, F2, G1, G2, G3

WASTE MINIMISATION & DISPOSAL

Objectives	Environmental Performance Indicators	Information Source	Social Performance Indicators	Information Source	Economic/Financial Performance Indicators	Information Source	Link to Strategic Objectives
<p>Compliance with Legislation</p> <p>To operate waste management facilities that comply with or surpass legislative requirements.</p>	<ul style="list-style-type: none"> Compliance with resource consent conditions as recorded by Environment Canterbury (<i>Target: Nil non-compliance, report by exception</i>) 	<p>Exception Reporting</p>			<p>Penalties or fines incurred (<i>Target: Nil</i>)</p>	<p>Exception Reporting</p>	<p>C4, E1, E3</p>