

# Performance framework



This section sets the performance measures that enable Council to monitor and report against our community outcomes and service performance.

## Alignment with the city vision

Upper Hutt's community outcomes are expressed through the city vision and its five strategic priority areas: Environment, Community, City Centre, Economy, and Infrastructure.

In previous Long Term Plans and Annual Plans, performance measures were grouped under each Council activity area which provided activity-specific information and performance. For this Long Term Plan, the performance measures have been reviewed and aligned with the strategic priority areas. This clearly identifies linkages between what we do and why we do it, with the ultimate goal of working towards the community outcomes.

Targets are set so that Council can measure and continually improve services provided to the community. We will report on our performance in our Annual Reports and where appropriate, based on data availability, some measures will be reported on more frequently (quarterly or half-yearly).

## Levels of service

We have reworded our existing level-of-service objectives, aligned these under the city vision strategic priority areas, and refocused the measures we report against. This has not resulted in any change to the actual levels of service we are delivering to the community.

## Mandatory infrastructure measures

Councils across New Zealand are required to report on a set of mandatory measures for aspects of the water supply, wastewater, stormwater and land transport activities. The aim of these measures is to better inform and enable the community to participate in discussions on levels of service for these activities.

## Additional internal monitoring

In addition to the performance framework in this section, Council carries out extensive internal monitoring and regular reporting to its various Council committees on progress with work programmes, projects and a range of important metrics.

## Community outcome – Environment: We're a scenic playground

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 – 10	DATA SOURCE
Our city is connected to its open spaces	<b>New:</b> Percentage of households that have visited parks, reserves or gardens in the previous 12 months. (Includes Trentham Memorial Park, Maidstone Park, and Harcourt Park)	This is a new measure. First year data to inform future targets	≥ previous financial year	≥ previous financial year	≥ previous financial year	Community Survey
	Resident satisfaction with parks, reserves and gardens (includes Trentham Memorial Park, Maidstone Park, and Harcourt Park)	95% satisfaction	95% satisfaction	95% satisfaction	95% satisfaction	Community Survey
	<b>New:</b> Number of users on the Upper Hutt pathways network, as indicated by a counter at a specific site	This is a new measure. First year data to inform future targets	≥ previous financial year	≥ previous financial year	≥ previous financial year	Counter on network
	<b>New:</b> User satisfaction with the Upper Hutt pathways network	This is a new measure. First year data to inform future targets	≥ previous financial year	≥ previous financial year	≥ previous financial year	User survey

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 - 10	DATA SOURCE
We are sustainably managing the impact of our activities on the natural environment	<b>New:</b> Increasing total tonnage of recycling materials being deposited at the drop off station	This is a new measure. First year data to inform future targets	≥ previous financial year	≥ previous financial year	≥ previous financial year	Quarterly provider data
	<b>New:</b> Percentage of households that have used the drop-off point in the previous 12 months	This is a new measure. First year data to inform future targets	≥ previous financial year	≥ previous financial year	≥ previous financial year	Community Survey

## Community outcome – Community: We're family

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 – 10	DATA SOURCE
Our services and facilities are accessible and valued by our residents and visitors	Number of physical visits to library facilities in the 12 months to June	Minimum 275,000 visitors	≥ previous financial year results	≥ previous financial year	≥ previous financial year	Door counter (5% margin of error)
	Number of digital connections made to library platforms in the 12 months to June. (Platforms include: (www.upperhuttlibrary.co.nz), (upperhutt.kotui.org.nz), Heritage site records (uhcl.recollect.co.nz), Australia New Zealand Reference Centre, Masterfile complete, Encyclopaedia Britannica, Ancestry, Pressreader, MyHeritage, Facebook, Instagram, Pinterest, Twitter, Generosity (GivMe, GivUS funding databases), <a href="http://graffiti.uhcl.recollect.co.nz/">http://graffiti.uhcl.recollect.co.nz/</a> <a href="https://newspaperarchives.uhcc.govt.nz/">https://newspaperarchives.uhcc.govt.nz/</a>	Minimum 640,000 digital connections made	Minimum 640,000 digital connections made	Minimum 640,000 digital connections made	Minimum 640,000 digital connections made	Internal data analytics tool

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 - 10	DATA SOURCE
	User satisfaction with customer service provided by library staff	95% of respondents are either satisfied or very satisfied	95% of respondents are either satisfied or very satisfied	95% of respondents are either satisfied or very satisfied	95% of respondents are either satisfied or very satisfied	Community Survey
	H <sup>2</sup> O Xtream: Annual attendance figures. (Represented by paying users)	210,000 people	210,000 people	210,000 people	210,000 people	Internal Point of Sale (POS) system
	<b>New:</b> H <sup>2</sup> O Xtream: User satisfaction with the facility	80% of users are satisfied or very satisfied	80% of users are satisfied or very satisfied	80% of users are satisfied or very satisfied	80% of users are satisfied or very satisfied	Annual user survey
	<b>New:</b> H <sup>2</sup> O Xtream: Satisfaction with service provided by staff	90% of users are satisfied or very satisfied	90% of users are satisfied or very satisfied	90% of users are satisfied or very satisfied	90% of users are satisfied or very satisfied	Annual user survey
	Expressions Whirinaki: Number of visitors in 12 months to June	100,000 visitors per annum	100,000 visitors per annum	100,000 visitors per annum	100,000 visitors per annum	Internal audit of attendance rates
	Expressions Whirinaki: Community satisfaction with the range and quality of events and exhibitions provided at Expressions Whirinaki	90% of respondents are satisfied or very satisfied	90% of respondents are satisfied or very satisfied	90% of respondents are satisfied or very satisfied	90% of respondents are satisfied or very satisfied	Community Survey
We have a healthy, and resilient community	<b>New:</b> Attendance figures at flagship events: a) Parks and Places programme b) Buggy walks c) Play events	This is a new measure and includes a new programme of events. First year data to inform target	≥ previous financial year	≥ previous financial year	≥ previous financial year	Internal booking system/ attendance records

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 - 10	DATA SOURCE
	<b>New:</b> Percentage of respondents who know how much water per person should be stored in the case of an emergency event	Increasing awareness that households need to store 20 litres of water per person per day for seven days to be sufficiently prepared	Increasing awareness that households need to store 20 litres of water per person per day for seven days to be sufficiently prepared	Increasing awareness that households need to store 20 litres of water per person per day for seven days to be sufficiently prepared	Increasing awareness that households need to store 20 litres of water per person per day for seven days to be sufficiently prepared	Community Survey
	<b>New:</b> Council emergency preparedness: Attendance at Emergency Operations Centre (EOC) trainings	90%	90%	90%	90%	EOC training attendance audit
	Community group satisfaction: Engagement with the Community Development team	90% of respondents are satisfied or very satisfied	90% of respondents are satisfied or very satisfied	90% of respondents are satisfied or very satisfied	90% of respondents are satisfied or very satisfied	Annual community groups survey

## Community outcome – City centre: We're a centre for opportunity

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 – 10	DATA SOURCE
People feel welcome and connected to our city centre	<b>New:</b> City centre on street parking occupancy levels	80% - 85% occupancy	80% - 85% occupancy	80% - 85% occupancy	80% - 85% occupancy	Years 1 – 2: Annual targeted surveys Years 3 – 10: Monitoring via sensors
	<b>New:</b> Resident satisfaction: Appearance of the city centre	75% are satisfied or very satisfied	75% are satisfied or very satisfied	75% are satisfied or very satisfied	80% are satisfied or very satisfied	Community Survey
	<b>New:</b> Resident satisfaction with safety in the city centre	85% are satisfied or very satisfied	85% are satisfied or very satisfied	85% are satisfied or very satisfied	85% are satisfied or very satisfied	Community Survey
	<b>New:</b> Resident satisfaction with safety in their neighbourhood	85% are satisfied or very satisfied	85% are satisfied or very satisfied	85% are satisfied or very satisfied	85% are satisfied or very satisfied	Community Survey
The city centre is a great place for businesses	<b>New:</b> The number of ground floor vacancies in the city centre	This is a new measure. First year data to inform target	≤ previous financial year	≤ previous financial year	≤ previous financial year	Six monthly physical audit



## Community outcome – Economy: We're enabling growth and success

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 – 10	DATA SOURCE
Our city is a great place to live in and do business.	Engaged business: satisfaction with the level of Council support in relation to economic development.	75% of respondents are either satisfied or very satisfied	75% of respondents are either satisfied or very satisfied	75% of respondents are either satisfied or very satisfied	75% of respondents are either satisfied or very satisfied	Business survey
	Engaged retailers: satisfaction with the level of support provided by Retail and Business Liaison Officer	85% of respondents are either satisfied or very satisfied	85% of respondents are either satisfied or very satisfied	85% of respondents are either satisfied or very satisfied	85% of respondents are either satisfied or very satisfied	Retailers survey

## Community outcome – Infrastructure: We're connected

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 - 10	DATA SOURCE
<b>Roading</b> We will provide a safe roading network	Road Safety: The change from the previous financial year in the number of fatalities and serious injury crashes on the local road network, expressed as a number	No more than previous year	No more than previous year	No more than previous year	No more than previous year	New Zealand Transport Agency data
<b>Roading</b> We will provide a well-lit, clean, convenient and safe roading network in the city centre for parking, pedestrians and cyclists	Road conditions: The average quality of ride on a sealed local road network, measured by smooth travel exposure	80%	80%	80%	80%	Annual roughness survey
	Road maintenance: The area of the sealed local road network that is resurfaced	95% of work programmed in Asset Management Plan delivered	95% of work programmed in Asset Management Plan delivered	95% of work programmed in Asset Management Plan delivered	95% of work programmed in Asset Management Plan delivered	Internal register and database
	Footpaths: The percentage of footpaths within Upper Hutt that fall within the level of service as set out in the Long Term Plan and Asset Management Plan	95%	95%	95%	95%	Internal database

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 – 10	DATA SOURCE
	Response to service requests: The percentage of customer service requests relating to roads and footpaths to which Council responds within the timeframe specified in the Long Term Plan	≥ 90% of requests are initially responded to within 3 days	≥ 90% of requests are initially responded to within 3 days	≥ 90% of requests are initially responded to within 3 days	≥ 90% of requests are initially responded to within 3 days	Internal database
	Resident satisfaction with street lighting	85% of respondents are satisfied or extremely satisfied	85% of respondents are satisfied or extremely satisfied	85% of respondents are satisfied or extremely satisfied	85% of respondents are satisfied or extremely satisfied	Community Survey
	Resident satisfaction with street cleanliness	85% of respondents are satisfied or extremely satisfied	85% of respondents are satisfied or extremely satisfied	85% of respondents are satisfied or extremely satisfied	85% of respondents are satisfied or extremely satisfied	Community Survey
<b>WATER SUPPLY</b> We will maintain a high quality water supply with minimal interruptions	Safety of drinking water: The percentage to which Council's drinking water supply complies with part 4 of the drinking-water standards (bacteria compliance criteria) and part 5 of the drinking-water standards (protozoal compliance criteria)	Bacterial compliance achieved Protozoal compliance achieved	Bacterial compliance achieved Protozoal compliance achieved	Bacterial compliance achieved Protozoal compliance achieved	Bacterial compliance achieved Protozoal compliance achieved	Wellington Water data
	Maintenance of the reticulation network: The percentage of real water loss from the local authority's networked reticulation system	Less than 17%	Less than 17%	Less than 17%	Less than 17%	Wellington Water data

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 - 10	DATA SOURCE
	<p>Fault response times: Where Council attends a call-out in response to a fault or unplanned interruption to its networked reticulation system, the following median response times measured:</p> <p>a) attendance to urgent call-outs from the time that the local authority receives notification to the time that service personnel reach site, and</p> <p>b) resolution of urgent call-outs from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption</p> <p>c) attendance for non-urgent call-outs from the time that the local authority receives notification to the time that service personnel reach the site, and</p>	<p>a) 60 minutes</p> <p>b) 4 hours</p> <p>c) 36 hours</p>	<p>a) 60 minutes</p> <p>b) 4 hours</p> <p>c) 36 hours</p>	<p>a) 60 minutes</p> <p>b) 4 hours</p> <p>c) 36 hours</p>	<p>a) 60 minutes</p> <p>b) 4 hours</p> <p>c) 36 hours</p>	Wellington Water data

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 – 10	DATA SOURCE
	d) Resolution of non-urgent call-outs from the time that the local authority receives notification to the time that service personnel confirm resolution of the fault or interruption	d) 15 days	d) 15 days	d) 15 days	d) 15 days	
	Customer satisfaction: The total number of complaints received about any of the following (expressed per 1000 connections): a) Drinking water clarity b) Drinking water taste c) Drinking water odour d) Drinking water pressure or flow e) Continuity of supply	≤ 30 complaints per 1000 connections	≤ 30 complaints per 1000 connections	≤ 30 complaints per 1000 connections	≤ 30 complaints per 1000 connections	Wellington Water data
	Demand management: The average consumption of drinking water per day per resident	335 litres per person per day	335 litres per person per day	335 litres per person per day	335 litres per person per day	Wellington Water data
	Interruptions to the water supply: The number of unplanned supply cuts per 1000 connections	<4 per 1000 connections	<4 per 1000 connections	<4 per 1000 connections	<4 per 1000 connections	Wellington Water data

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 - 10	DATA SOURCE
<b>WASTEWATER</b> Our sewerage systems, and the treatment and disposal of sewage is well maintained, safe, and allows for growth	System and adequacy: The number of dry weather sewerage overflows from Council's sewerage system expressed per 1000 sewerage connections to the sewerage system	Zero dry weather sewerage overflows	Zero dry weather sewerage overflows	Zero dry weather sewerage overflows	Zero dry weather sewerage overflows	Wellington Water data
	Discharge compliance: Compliance with the Council's resource consents for discharge from its sewerage system, measured by the number of:  a) abatement notices for discharges from wastewater system  b) infringement notices for discharges from wastewater system  c) enforcement orders for discharges from wastewater system, and  d) convictions for discharges from wastewater system  received by the Council in relation to the resource consents	a) Zero abatement notices  b) Zero infringement notices  c) Zero enforcement orders  d) Zero convictions	a) Zero abatement notices  b) Zero infringement notices  c) Zero enforcement orders  d) Zero convictions	a) Zero abatement notices  b) Zero infringement notices  c) Zero enforcement orders  d) Zero convictions	a) Zero abatement notices  b) Zero infringement notices  c) Zero enforcement orders  d) Zero convictions	a) Zero abatement notices  b) Zero infringement notices  c) Zero enforcement orders  d) Zero convictions

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 - 10	DATA SOURCE
	<p>Fault response times: Where the Council contractor attends to sewerage overflows, resulting from blocked or other faults in the sewerage system, the following median response times will be measured:</p> <p>a) attendance time: from the time that notification is received to the time that service personnel reach the site, and</p> <p>b) resolution time: from the time that notification is received to the time that service personnel confirm resolution of the blockage or other fault</p>	<p>a) Median attendance time ≤ 60 minutes</p> <p>b) Median resolution time ≤ 6 hours</p>	<p>a) Median attendance time ≤ 60 minutes</p> <p>b) Median resolution time ≤ 6 hours</p>	<p>a) Median attendance time ≤ 60 minutes</p> <p>b) Median resolution time ≤ 6 hours</p>	<p>a) Median attendance time ≤ 60 minutes</p> <p>b) Median resolution time ≤ 6 hours</p>	Wellington Water data
	<p>Customer satisfaction: The total number of complaints received about any of the following:</p> <ul style="list-style-type: none"> <li>• sewerage odour</li> <li>• sewerage system faults</li> <li>• sewerage system blockages, and</li> <li>• Council's response to the sewerage system issues.</li> </ul> <p>Expressed per 1000</p>	Total number of complaints ≤ 30 per 1000 connections	Total number of complaints ≤ 30 per 1000 connections	Total number of complaints ≤ 30 per 1000 connections	Total number of complaints ≤ 30 per 1000 connections	Wellington Water data

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 - 10	DATA SOURCE
	connections to Council's sewerage system					
<b>WASTEWATER</b> We will effectively manage stormwater to minimize the risk of property damage and preserve public safety and health.	System adequacy: a) The number of flooding events that occur in the district b) For each flooding event, the number of habitable floors affected. (Expressed per 1000 properties connected to the stormwater system)	Wellington Water Limited Statement of Intent target: a) Zero flooding events b) Zero habitable floors affected	Wellington Water Limited Statement of Intent target: a) Zero flooding events b) Zero habitable floors affected	Wellington Water Limited Statement of Intent target: a) Zero flooding events b) Zero habitable floors affected	Wellington Water Limited Statement of Intent target: a) Zero flooding events b) Zero habitable floors affected	Wellington Water data
	Discharge compliance: Compliance with the council's resource consents for discharge from its stormwater system, measured by the number of: a) Abatement notices	a) Zero abatement notices received by Council in relation to those resource consents	a) Zero abatement notices received by Council in relation to those resource consents	a) Zero abatement notices received by Council in relation to those resource consents	a) Zero abatement notices received by Council in relation to those resource consents	a) Zero abatement notices received by Council in relation to those resource consents



LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 - 10	DATA SOURCE
	<p>b) Infringement notices</p> <p>c) Enforcement orders</p> <p>d) Convictions Received by Council in relation to those resource consents</p>	<p>b) Zero infringement notices received by Council in relation to those resource consents</p> <p>c) Zero enforcement orders received by Council in relation to those resource consents</p> <p>d) Zero convictions received by Council in relation to those resource consents</p>	<p>b) Zero infringement notices received by Council in relation to those resource consents</p> <p>c) Zero enforcement orders received by Council in relation to those resource consents</p> <p>d) Zero convictions received by Council in relation to those resource consents</p>	<p>b) Zero infringement notices received by Council in relation to those resource consents</p> <p>c) Zero enforcement orders received by Council in relation to those resource consents</p> <p>d) Zero convictions received by Council in relation to those resource consents</p>	<p>b) Zero infringement notices received by Council in relation to those resource consents</p> <p>c) Zero enforcement orders received by Council in relation to those resource consents</p> <p>d) Zero convictions received by Council in relation to those resource consents</p>	
	Response times: The median response time to attend a flooding event, measured from the time that Council receives notification to the time that service personnel reach the site	Median response time ≤ 60 minutes	Median response time ≤ 60 minutes	Median response time ≤ 60 minutes	Median response time ≤ 60 minutes	Wellington Water data

<b>LEVEL OF SERVICE OBJECTIVES</b>	<b>HOW WE MEASURE SUCCESS</b>	<b>OUR AIM YEAR 1</b>	<b>OUR AIM YEAR 2</b>	<b>OUR AIM YEAR 3</b>	<b>OUR AIM YEARS 4 - 10</b>	<b>DATA SOURCE</b>
	Customer satisfaction: The number of complaints received by Council about the performance of its stormwater system, expressed per 1000 properties connected to the territorial authority's stormwater system	≤ 25 complaints per 1,000 properties connected to Council's stormwater system	≤ 25 complaints per 1,000 properties connected to Council's stormwater system	≤ 25 complaints per 1,000 properties connected to Council's stormwater system	≤ 25 complaints per 1,000 properties connected to Council's stormwater system	Wellington Water data

**Council is fit for purpose and capable**

<b>LEVEL OF SERVICE OBJECTIVES</b>	<b>HOW WE MEASURE SUCCESS</b>	<b>OUR AIM YEAR 1</b>	<b>OUR AIM YEAR 2</b>	<b>OUR AIM YEAR 3</b>	<b>OUR AIM YEARS 4 - 10</b>	<b>DATA SOURCE</b>
Service provision meets all regulatory requirements	Process LIMs within statutory timeframes	100%	100%	100%	100%	Internal database
	Process resource consents within statutory timeframes	100%	100%	100%	100%	Internal database
	Process building consents within the statutory timeframes	100%	100%	100%	100%	Internal database
	User satisfaction with building consenting service	92% of respondents are satisfied or very satisfied	92% of respondents are satisfied or very satisfied	92% of respondents are satisfied or very satisfied	92% of respondents are satisfied or very satisfied	Annual building consents survey
	All food and hairdresser premises inspections conducted on time in accordance with the Act	100%	100%	100%	100%	Internal database
	Timeliness of response to complaints of excessive noise	Respond within one hour to 90% of excessive noise reports	Respond within one hour to 90% of excessive noise reports	Respond within one hour to 90% of excessive noise reports	Respond within one hour to 90% of excessive noise reports	Internal database

LEVEL OF SERVICE OBJECTIVES	HOW WE MEASURE SUCCESS	OUR AIM YEAR 1	OUR AIM YEAR 2	OUR AIM YEAR 3	OUR AIM YEARS 4 - 10	DATA SOURCE
	Timeliness of initial response to reported dog attacks	100% of reported dog attacks will receive an initial response within two hours of the complaint being received	100% of reported dog attacks will receive an initial response within two hours of the complaint being received	100% of reported dog attacks will receive an initial response within two hours of the complaint being received	100% of reported dog attacks will receive an initial response within two hours of the complaint being received	Internal database
The Upper Hutt City Council has a positive reputation	<b>New:</b> Reputation	First year will provide baseline then improving	First year will provide baseline then improving	First year will provide baseline then improving	≥ previous year	Community survey
	<b>New:</b> Perceived value for money	First year will provide baseline then improving	First year will provide baseline then improving	First year will provide baseline then improving	≥ previous year	Community survey
	<b>New:</b> Overall satisfaction with services, infrastructure and facilities	First year will provide baseline then improving	First year will provide baseline then improving	First year will provide baseline then improving	≥ previous year	Community Survey
	<b>New:</b> Satisfaction with the overall performance of our Mayor and Councillors	85%	85%	85%	85%	Community Survey