

Appendix 2.0

| KPI Number | Performance Standard Failure:   | Monitoring Frequency |
|------------|---|----------------------|
| 1          | Reduce the number of Fly Tipp incidents per quarter. Current target less than X per quarter this target will be reviewed annually | Quarterly            |
| 2          | Number of properties that where missed for a particular waste services twice or more in 2 months. Target < X                      | Bi monthly           |
| 3          | Number of missed collections at assisted collection properties. Target < X per month.   | Monthly              |
| 4          | Number of complaints received with regards to replacement of containers. Target < X per month                                     | Monthly              |
| 5          | Number of Stage 2 complaints. Target < X a month  | Monthly              |
| 6          | Overall Waste and recycling customer satisfaction from the Citizens panel survey to be X% or more.                                | Annually             |
| 7          | Overall Grounds Maintenance customer satisfaction from the Citizens panel survey to be X% or more.                                | Annually             |
| 8          | Overall Street Cleansing customer satisfaction from the Citizens panel survey to be X% or more.                                   | Annually             |

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