

Symbols used to identify each measure contributing to community outcomes

PH Public Health PS Public Safety TS Transport EM Environment EB Education, Training and Business Opportunities SC Services that support Communities
 CH Culture and Heritage

Council Initiatives Continue to improve customer service standards		Measure Satisfaction when contacting the Council by telephone (Communitrak Survey)		SC
Result 2009/10: 78%	Target 2010/11: 68%	Result 2010/11: 70%	Achieved - Comments: Improved monitoring systems in place.	
In 2009/10 Council advised: Consistent approach to maintaining the phone systems and ensuring staff training, up skilling, and communication, meets Council's key strategic priorities.			Challenges going forward: Ensure that any changes that may be implemented to Council's telephony system are enabling improved customer contact.	

Council Initiatives Continue to improve customer service standards		Measure Satisfaction when contacting the Council in writing (Communitrak Survey)		SC
Result 2009/10: 56%	Target 2010/11: 51%	Result 2010/11: 62%	Achieved - Comments: Improved monitoring systems in place.	
In 2009/10 Council advised: Process improvements aligned to current systems allowing efficiency and accuracy. Will be surveyed with a view to improving customer satisfaction.			Challenges going forward: Continuous improvement to ensure customer satisfaction is increasing.	

Council Initiatives Continue to improve customer service standards		Measure Overall satisfaction when contacting Council (Communitrak Survey)		SC
Result 2009/10: 79%	Target 2010/11: 82%	Result 2010/11: 73%	Not Achieved - Comments: Requirement for a shift in culture, thinking, discipline and process design to improve satisfaction when contacting Council.	
In 2009/10 Council advised: Best practice procedures that allow real time surveys to measure the ongoing functional requirements of Customer Service for the organisation need to be addressed in-house.			Challenges going forward: Understanding customer triggers and ensuring any process redesigns are based on these. Creating a culture where customer service is one of the key priorities. Establishing and having staff 'buy' in to a Customer Service/Experience Charter.	

Council Initiatives Continue to improve customer service standards		Measure Percentage of calls answered in 20 seconds		SC
Result 2009/10: 86.83%	Target 2010/11: 82%	Result 2010/11: 78.87%	Not Achieved - Comments: Requirement for improved design and use of information systems to enable quick and efficient access to information.	
In 2009/10 Council advised: The implementation of industry training will increase staff competency to effectively deliver on Council's key messages.			Challenges going forward: Identifying and understanding the best channels for service delivery and exploring other options such as self service.	



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Council Initiatives		Measure		SC
Continue to improve customer service standards		Percentage of abandoned calls		
Result 2009/10: 3.66%	Target 2010/11: 5.5%	Result 2010/11: 4.49%	Achieved - Comments: Ongoing effort to train staff on phone use and systems required to maintain a below target result.	
In 2009/10 Council advised: Ongoing monitoring of phone use, training, user training on systems and recording procedures.			Challenges going forward: Providing easy access to generalists (broad knowledge of all council processes and services supported by information systems and regular training) and more narrow but deep (specialist) resources that have deep knowledge but only about certain services. Application of appropriate measures in place to ensure organisational and staff accountability in place.	

Council Initiatives		Measure		SC
Continue to improve customer service standards		Percentage of calls answered at first point of contact		
Result 2009/10: 75.94%	Target 2010/11: 68%	Result 2010/11: 67.59%	Not Achieved - Comments: Requirement for whole of organisation approach for the provision of clear and precise information.	
In 2009/10 Council advised: Transparency within the organisation of key goals and communication are an ongoing aspect of customer service ensuring effective data is captured thus allowing growth.			Challenges going forward: Shifting culture from "capable, overworked, customer-focused and held accountable few" to a "trusted, empowered, capable and accountable, customer-focused workforce that delivers". Application of appropriate measures in place to ensure organisational and staff accountability in place.	

