

Community Outcome: Services that support a sustainable and liveable environment and a vibrant, thriving economy

About this Outcome: Provide information on Council services and assist members of the community in doing business with Council.

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Overall satisfaction when contacting Council	LTP Target	Result 2012/13												
<p>NOT ACHIEVED: The overall satisfaction when contacting Council has declined since last year from 77% to 72% according to the annual resident survey however the incidence of contact with Council has also decreased, from 47% last year to 34% this year. Some of the main reasons for satisfaction when contacting the Council included that customers got what they needed, satisfactory outcome; follow up good, helpful.</p> <p>Graph shown below details a three year view of performance:</p> <table border="1"> <caption>Overall satisfaction when contacting Council (2009/10 to 2011/12)</caption> <thead> <tr> <th>Year</th> <th>Target</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>63%</td> <td>78%</td> </tr> <tr> <td>2010/11</td> <td>68%</td> <td>70%</td> </tr> <tr> <td>2011/12</td> <td>73%</td> <td>71%</td> </tr> </tbody> </table>	Year	Target	Result	2009/10	63%	78%	2010/11	68%	70%	2011/12	73%	71%	75%	72%
Year	Target	Result												
2009/10	63%	78%												
2010/11	68%	70%												
2011/12	73%	71%												

KPI: Percentage of calls answered in 20 seconds	LTP Target	Result 2012/13												
<p>ACHIEVED: Contact Centre is adequately resourced with staff that are able to meet customer expectations.</p> <p>Graph shown below details a three year view of performance:</p> <table border="1"> <caption>Percentage of calls answered in 20 seconds (2009/10 to 2011/12)</caption> <thead> <tr> <th>Year</th> <th>Target</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>80%</td> <td>87%</td> </tr> <tr> <td>2010/11</td> <td>82%</td> <td>79%</td> </tr> <tr> <td>2011/12</td> <td>84%</td> <td>69%</td> </tr> </tbody> </table>	Year	Target	Result	2009/10	80%	87%	2010/11	82%	79%	2011/12	84%	69%	79%	84%
Year	Target	Result												
2009/10	80%	87%												
2010/11	82%	79%												
2011/12	84%	69%												

KPI: Percentage of calls resolved at first point of contact	LTP Target	Result 2012/13
ACHIEVED: Contact Centre resourcing has improved with multi-skilled staff that have the ability to resolve customer enquiries at first point of contact.	70%	73%

Graph shown below details a three year view of performance:

