

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 2010/11: 70%	Target 2011/12: 73%	Result 2011/12: 71%	Not Achieved - Comments: While there has been improvement on the previous year result, this was not significant enough to meet target. Staff have recognised the value in customer contact by phone, however, progress has been slower than envisaged. An ongoing commitment to promoting Council's key customer focused messages across the organisation is required.	

Council initiatives Continue to improve customer service standards		Measure Satisfaction when contacting the Council in writing (Communitrak Survey).		SC
Result 2010/11: 62%	Target 2011/12: 54%	Result 2011/12: 82%	Achieved - Comments: Council has made a concerted effort to improve responses to written communication with customers including audits of correspondence (quality) and closer monitoring of request for service that ensures letters etc. are responded to in a timely manner.	

Council initiatives Continue to improve customer service standards		Measure Satisfaction when contacting the Council in writing (Communitrak Survey).		SC
Result 2010/11: 62%	Target 2011/12: 54%	Result 2011/12: 82%	Achieved - Comments: Council has made a concerted effort to improve responses to written communication with customers including audits of correspondence (quality) and closer monitoring of request for service that ensures letters etc. are responded to in a timely manner.	

Council initiatives Continue to improve customer service standards		Measure Percentage of calls answered in 20 seconds.		SC
Result 2010/11: 78.87%	Target 2011/12: 84%	Result 2011/12: 68.44%	Not Achieved - Comments: Low staffing numbers in the contact centre impacted on this result. New staff have now been secured and completed induction programme in June 2012.	
In 2010/11 Council advised: The implementation of industry training will increase staff competency to effectively deliver on Council's key messages.				

Council initiatives Continue to improve customer service standards		Measure Percentage of abandoned calls.		SC
Result 2010/11: 4.49%	Target 2011/12: 5%	Result 2011/12: 9.15%	Not Achieved - Comments: Low staffing numbers in the contact centre impacted on this result. New staff are now been secured and completed an induction programme in June 2012.	

Council initiatives Continue to improve customer service standards		Measure Percentage of calls answered at first point of contact.		SC
Result 2010/11: 67.59%	Target 2011/12: 70%	Result 2011/12: 70.07%	Achieved - Comments: Sustained effort to ensure the organisation is providing clear and accurate information to enable first point of contact service delivery.	

