

Attachment 3 – Customer Reports – Service Promise Report

Key results

Metric/Indicator			Target	Q2 (Dec) 2008/09
% of Service Promises on or above target			70%	67%
1	Customer Contact	% of telephone calls to ASSIST answered within 30 seconds	80%	70%
2		% of customers contacted within 1 working day of request	85%	87%
3		% satisfaction with being informed of progress of request	70%	Q3
4		Number of privacy breaches identified	0	1
5	Street & Beach Cleaning	% customer satisfaction with street & beach cleaning service	70%	Q3
6		% of street & beach cleaning program commitments met	[baseline]	86%
7	Civil Infrastructure	% customer satisfaction with civil infrastructure	70%	Q3
8		% of infrastructure maintenance services delivered on time	85%	99%
9	Waste Management	% customer satisfaction with waste management service	70%	Q3
10		Number of reports of missed waste & recycling bins	<90 pm	77 pm
11		Number of reports of overfull litter bins in shopping centres	<5 pm	2 pm
12	Parks & Open Spaces	% customer satisfaction with parks & open spaces	70%	Q3
13		% reduction of water usage in parks & open spaces	70%	[Annual]
14		Increase in useable public open space	700 sqm	[Annual]
15	Community Care	Total community hours provided	16,000	19,065
16		Number of community bus trips	7,500	5,640
17		% of in-home services delivered to new clients on time	80%	Q3
18	Family & Children's Services	% customer satisfaction with family and children's services	70%	Q3
19		% satisfaction with level of involvement in family & children's services	50%	Q3

Attachment 3 – Customer Reports – Service Promise Report

Metric/Indicator			Target	Q2 (Dec) 2008/09
20		% of family & children's services delivered to new clients on time	80%	Q3
21	Parking Management	% customer satisfaction with parking services	55%	Q3
22		% of parking infringements paid within 28 days of issue	55%	45%
23		% of milestones completed for 5 major travel initiative projects	100%	Q3
24	Planning & Building Services	% customer satisfaction with planning strategies	50%	Q3
25		% customer satisfaction with new planning developments	50%	Q3
26		% of planning applications determined within 60 days	80%	Q3
27	Library Services	% of available library services items aged less than 5 years	47%	49%
28		% of requested library services items supplied	70%	72%
29		% of requests for new library services items handled on time	[baseline]	Q3
% internal customer satisfaction with OSS Service Promises			80%	93%

Analysis

Total number of external service promises	29
Number of external service promises measured this quarter	12
Number of external service promises on or above target	8
% of external service promises on target (from those able to be measured)	66.7%

- This is the first quarterly report of results of the Service Promises made to the Port Phillip Community in August 2008.
- Performance results are available for about 40% of the service promises.
- Most of the remainder were not able to be measured because customer satisfaction surveying was suspended during the election period.
- General customer and user satisfaction surveying have now re-commenced and full results will be available for the next quarter.
- For a small number of promises (#20, #26 and #29), measuring methodologies are also being finalised. Again results are expected to be available next quarter.
- Next quarter's report will contain more detailed data and analysis of each promise.
- Trend analysis will be possible once further quarterly results are available.