

## ET Quarterly Strategic Review

### Service Promises Report

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Reporting Period: April - June 2009 (Q4)

#### Key results

Metric/Indicator		Target	Q2 (Dec) 2008/09	Q3 (Mar) 2008/09	Q4 (Jun) 2008/09	
% of Service Promises on or above target		70%	67%	45%	57%	
1	<b>Customer Contact</b>	% of telephone calls to ASSIST answered within 30 seconds	80%	70%	50%	96%
2		% of customers contacted within 1 working day of request	85%	87%	85%	83%
3		% satisfaction with being informed of progress of request	70%	Q3	45%	44%
4		Number of privacy breaches identified	0	1	0	0
5	<b>Street &amp; Beach Cleaning</b>	% customer satisfaction with street & beach cleaning service	70%	Q3	56%	57%
6		% of street & beach cleaning program commitments met	[baseline]	86%	87%	86%
7	<b>Civil Infrastructure</b>	% customer satisfaction with civil infrastructure	70%	Q3	40%	45%
8		% of infrastructure maintenance services delivered on time	85%	99%	98%	99%
9	<b>Waste Management</b>	% customer satisfaction with waste management service	70%	Q3	58%	64%
10		Number of reports of missed waste & recycling bins	<90 pm	77 pm	87 pm	63 pm
11		Number of reports of overfull litter bins in shopping centres	<5 pm	2 pm	4 pm	0.6 pm
12	<b>Parks &amp; Open Spaces</b>	% customer satisfaction with parks & open spaces	70%	Q3	74%	74%
13		% reduction of water usage in parks & open spaces	4% pa	[Annual]	Q4	68%
14		Increase in useable public open space	700 sqm	[Annual]	Q4	844 sqm

ATTACHMENT 3: 4TH QUARTER SERVICE PROMISE REPORT

Metric/Indicator		Target	Q2 (Dec) 2008/09	Q3 (Mar) 2008/09	Q4 (Jun) 2008/09	
15	<b>Community Care</b>	Total community hours provided	16,000	19,065	14,183	14,509
16		Number of community bus trips	7,500	5,640	5,508	5,962
17		% of in-home services delivered to new clients on time	80%	Q3	Q4	82%
18	<b>Family &amp; Children's Services</b>	% customer satisfaction with family and children's services	70%	Q3	85%	Not surveyed
19		% satisfaction with level of involvement in family & children's services	50%	Q3	44%	Not surveyed
20		% of family & children's services delivered to new clients on time	80%	Q3	Q4	94%
21	<b>Parking Management</b>	% customer satisfaction with parking services	55%	Q3	26%	31%
22		% of parking infringements paid within 28 days of issue	55%	45%	45%	44%
23		% of milestones completed for 5 major travel initiative projects	100%	Q3	100%	93%
24	<b>Planning &amp; Building Services</b>	% customer satisfaction with planning strategies	50%	Q3	Q4	46%
25		% customer satisfaction with new planning developments	50%	Q3	Q4	52%
26		% of planning applications determined within 60 days	80%	Q3	Q4	61%
27	<b>Library Services</b>	% of available library services items aged less than 5 years	47%	49%	47%	47%
28		% of requested library services items supplied	70%	63%	61%	70%
29		% of requests for new library services items handled on time	[baseline]	82%	76%	69%
<b>% internal customer satisfaction with OSS Service Promises</b>		80%	100%	75%	94%	

## ATTACHMENT 3: 4TH QUARTER SERVICE PROMISE REPORT

### Analysis

<b><i>Total number of external &amp; internal service promises measured this quarter</i></b>	28
<b><i>Number of service promises on or above target</i></b>	16
<b><i>% of service promises on target</i></b>	57%
<b><i>% of service promises on target or within 10% of target</i></b>	75%

- This is the third quarterly report of results of the Service Promises made to the Port Phillip Community in August 2008.
- Performance results are available for all Service Promises measured in the quarter.
- Two Service Promises for Family and Children's Services (Nos. 18 & 19) were not measured as the small customer database had been exhausted in the previous quarter, and it was not appropriate to re-survey the same client base so soon.
- Seven of the service promises results are more than 10% below target.
- The promises that measure community perceptions of individual services are generally below target, which reflect the ratings on overall customer satisfaction.
- Satisfaction levels with Customer Contact have significantly increased and are now well above industry standards.
- Planning and Building customers have been surveyed for the first time this year and this department is looking at ways of utilising this data and obtaining more detailed information to improve their business practices.
- Waste management have made improvements on all performance areas with a reduced number of missed bin collections and litter bin complaints. Consequently, their overall satisfaction rating has also improved and is close to meeting target for the first time.
- Work is now underway to commence the review of the current service promises, including the content of the promises, the measurement capability and the level of targets set.

### Recommendations

- ET notes the Service Promises report
- ET notes the need to review and relaunch the Service Promises for 2009-10.