



AGENDA

FOR INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE MEETING TO BE HELD ON

**9 NOVEMBER 2020 AT CONCLUSION OF SPORT, RECREATION AND GRANTS
COMMITTEE**

**IN WITTBER & DR RUBY DAVY ROOMS, SALISBURY COMMUNITY HUB,
34 CHURCH STREET, SALISBURY**

MEMBERS

Cr K Grenfell (Chairman)
Mayor G Aldridge (ex officio)
Cr L Braun
Cr C Buchanan (Deputy Chairman)
Cr A Duncan
Cr D Hood
Cr P Jensen
Cr J Woodman

REQUIRED STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
Manager Governance, Mr M Petrovski

APOLOGIES

LEAVE OF ABSENCE

PRESENTATION OF MINUTES

Presentation of the Minutes of the Innovation and Business Development Sub Committee Meeting held on 12 October 2020.

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OTHER BUSINESS

CLOSE



**MINUTES OF INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
MEETING HELD IN WITTBER & DR RUBY DAVY ROOMS, SALISBURY
COMMUNITY HUB, 34 CHURCH STREET, SALISBURY ON**

12 OCTOBER 2020

MEMBERS PRESENT

Cr K Grenfell (Chairman)
Mayor G Aldridge (ex officio)
Cr L Braun
Cr C Buchanan (Deputy Chairman)
Cr A Duncan
Cr D Hood
Cr P Jensen
Cr J Woodman

OBSERVERS

Cr S Reardon

STAFF

Acting Chief Executive Officer, Mr C Mansueto
General Manager City Development, Mr T Sutcliffe
Manager Governance, Mr M Petrovski
Administrative Coordinator – Business Excellence, Mrs M Potter

The meeting commenced at 6.41 pm.

The Chairman welcomed the members, staff and the gallery to the meeting.

APOLOGIES

Nil

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr L Braun
Seconded Cr J Woodman

The Minutes of the Innovation and Business Development Sub Committee Meeting held on 14 September 2020, be taken as read and confirmed.

CARRIED

REPORTS

IBDSC1 Future Reports for the Innovation and Business Development Sub Committee

Moved Cr D Hood
Seconded Cr P Jensen

1. The information be received.

CARRIED

IBDSC2 Salisbury Fringe - Change to Friday Night Event

Moved Cr C Buchanan
Seconded Cr L Braun

1. The information contained within this report be received and noted and that:
 - a. Ward Councillors will invite up to 10 individuals per Ward from the local community or business in that Ward.
 - b. The Mayor will invite up to 10 individuals from the local community or businesses.
 - c. City of Salisbury Citizens of the year be invited.
 - d. The Chief Executive Officer & General Managers and partners be invited.
 - e. Remainder of invitees be endorsed by the Mayor and the Chief Executive Officer.
 - f. A formal acknowledgement be made within the Mayor's opening address to reference the contribution the community clubs and groups make to the City of Salisbury.
2. Council notes the existing Protocol for Civic Events and Functions organised by the City of Salisbury Policy but due to COVID restrictions and to ensure that the maximum number of community groups and businesses can be invited that only local State and Federal MP's be invited without partners.

CARRIED

IBDSC3 Salisbury Community Achievement Awards incorporated into the Australia Day Awards Program

Moved Cr C Buchanan
Seconded Cr L Braun

1. The information contained within this report be received.
2. The brand new Award for Active Citizenship in the 2021 Australia Day Awards Program introduced by the Australia Day Council is supported.
3. That a separate award called ‘The Salisbury Community Achievement Award’ is included, and
 - a. The award will be presented at the Australia Day breakfast event as part of the awards ceremony.
 - b. All award winners will be engaged after the awards ceremony and remain connected to our Salisbury Community by becoming an invited guest at future City of Salisbury events.

CARRIED

IBDSC4 Roxby Downs Public and Environmental Health Services

Moved Cr L Braun
Seconded Cr A Duncan

1. The information be received.
2. The City of Salisbury withdraws from the provision of Public and Environmental Health Services for the Roxby Downs Council.
3. Staff formally write to Roxby Downs and advise of the intent to withdraw and cease Public and Environmental Health services at the end of 2020/21 or until such time that a new service provider is engaged (whichever occurs first).
4. The City of Salisbury provides Roxby Downs with remote support for the duration of the 2020/21 period or until such time that a new service provider is engaged (whichever occurs first).

CARRIED

IBDSC5 Community Requests - Response Dashboard

Moved Cr P Jensen
Seconded Cr L Braun

1. The information be received.

CARRIED

IBDSC6 Community Bus to Service Western Suburbs

Moved Cr L Braun
Seconded Cr C Buchanan

1. That the information contained in this report be noted.
2. That Council Endorse a 6-month trial of a Fixed Route Community bus service linking the greater Salisbury area to the suburbs west side of Pt Wakefield Road during the 2021/2022 daylight savings period - 3 October 2021 to 3 April 2022.
3. That the service be a fully funded council-subsidised service operating 3 times per day on 3 days per week.
4. That the Route of the Community bus service incorporate;
 - The Salisbury Hub
 - Hollywood Plaza
 - Globe Derby Park
 - Bolivar (Highway One Caravan Park/Truck stop)
 - Paralowie Village Shop Shopping Centre
 - Springbank Plaza
 - St Kilda Tram Museum
 - St Kilda Playground
5. That Council promote the trial through social media, print media and use of the Hub tele-screen.
6. That a report be brought back after 6 months analysing the success or otherwise of the trial, including;
 - the uptake of the service overall
 - which stops are used the most/least
 - Customer and staff feedback

CARRIED
UNANIMOUSLY

OTHER BUSINESS

Nil

CLOSE

The meeting closed at 7.27 pm.

CHAIRMAN.....

DATE.....

ITEM	IBDSC1 INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	09 November 2020
HEADING	Future Reports for the Innovation and Business Development Sub Committee
AUTHOR	Michelle Woods, Projects Officer Governance, CEO and Governance
CITY PLAN LINKS	4.2 We deliver quality outcomes that meet the needs of our community
SUMMARY	This item details reports to be presented to the Innovation and Business Development Sub Committee as a result of a previous Council resolution.

RECOMMENDATION

1. The information is received.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 A list of resolutions requiring a future report to Council is presented to each sub committee and standing committee for noting.
- 1.2 If reports have been deferred to a subsequent month, this will be indicated, along with a reason for the deferral.

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 Report authors and General Managers.
- 2.2 External
 - 2.2.1 Nil.

3. REPORT

- 3.1 The following table outlines reports to be presented to the Innovation and Business Development Sub Committee as a result of a previous Council resolution:

Meeting Item	Heading and Resolution	Officer
28/10/2019 1.1.3	<p>Collaboration Agreement between Council and Community Centres</p> <p>3. That the Innovation and Business Development Sub Committee conduct a review of the Collaboration Agreement over the next 12 months and conduct a review of the management model for Community Hubs (Burton, Para Hills and Ingle Farm) by June 2020.</p> <p>Due: November 2020 Deferred to: December 2020 Reason: To allow time for further discussion with the Project Control Group and the relevant stakeholders.</p>	Jo Cooper
28/10/2019 2.1.1	<p>Burton Community Hub Project Update</p> <p>2. That development of a management model be considered as part of a review of community hub models, including the Paddocks Hub by the Innovation and Business Development Sub Committee to be reported to the sub committee by April 2020.</p> <p>Due: November 2020 Deferred to: December 2020 Reason: To allow time for further discussion with the Project Control Group and the relevant stakeholders.</p>	Jo Cooper
25/11/2019 6.0.2- IBDSC4	<p>Verge Maintenance Review</p> <p>3. A further report be provided at the completion of 2020 on the effectiveness of the trial.</p> <p>4. Further work be undertaken over the next 12 months to identify sites for alternative verge treatments with consideration to aligning and funding through existing strategies and capital works programs, and a report be brought back recommending other sites and verge treatments.</p> <p>Due: December 2020</p>	Mark Purdie
25/11/2019 6.0.2- IBDSC4	<p>Verge Maintenance Review</p> <p>5. A further report be provided on implementing changes to the Verge Development Policy with advice on the potential to provide financial and other incentives to residents to maintain their own verges.</p> <p>Due: December 2020</p>	Craig Johansen

23/03/2020	Improvement of Organisational Operations	John Devine / Terry Sutcliffe
6.0.2- IBDSC-OB1	That staff bring back a report to the Innovation and Business Development Sub Committee that: a. details the current status of the existing operations covering building, property and land development related functions; b. identifies opportunities to improve the alignment and interface across organisation operations associated with the delivery of property related strategic outcomes and service delivery and support to leaseholders of Council facilities. Due: November 2020 Deferred to: December 2020 Reason: To allow for further staff consultation.	
25/05/2020	Update on the proposed Dry Creek Project	Bruce Naumann
6.0.3- IBDSC2	2. A Dry Creek project business case be presented to Council, following successful completion of the Dry Creek Stormwater Management Plan (SMP) and a community/stakeholder engagement process. Due: November 2020 Deferred to: September 2021 Reason: The Dry Creek business case relies on the completion of the Dry Creek SMP, which is not scheduled to be completed until June 2021. The September timeframe allows sufficient time for the business case to be completed.	
28/09/2020	Little Para Golf Course	Adam Trotman
2.9.2	Council has previously resolved this resolution to be confidential. Due: November 2020 This is being presented to the Works and Services Committee this month.	
26/10/2020	Community Bus to Service Western Suburbs	Julie Douglas
6.0.2- IBDSC6	6. That a report be brought back at the conclusion of the trial, analysing the success or otherwise of the trial, including; – the uptake of the service overall – which stops are used the most/least – Customer and staff feedback. Due: June 2022	

4. CONCLUSION / PROPOSAL

4.1 Future reports for the Innovation and Business Development Sub Committee have been reviewed and are presented to Council for noting.

CO-ORDINATION

Officer: Executive Group
Date: 02/11/2020

ITEM	IBDSC2
	INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	09 November 2020
HEADING	Community Market - City of Salisbury
AUTHOR	Julie Kushnir, Manager Community Experience & Relationships, Business Excellence
CITY PLAN LINKS	3.1 Salisbury's businesses are successful and part of our community 4.4 We plan effectively to address community needs and identify new opportunities 1.4 We are proud of our strengths, achievements and cultural diversity
SUMMARY	That the report be noted and consideration be made regarding the financial impost to conduct such an activity, which is not recommended to pursue in the main, due to its direct competitive intent against our local business/retail/produce cohort.

RECOMMENDATION

1. That the report is noted.
2. That a Council operated market is not pursued but that where possible and viable staff incorporate a community market component into the approved 3 year Event Calendar.

ATTACHMENTS

There are no attachments to this report.

1. BACKGROUND

- 1.1 A report was provided to the Innovation and Business Development Sub Committee in May 2020 on a revised events program. Within this report information was also provided in regards to the implications of holding a community market like that held at the Mindil Market in Darwin.
- 1.2 The report recommended that such a market not progress due to various reasons including the cost to hold such an event.
- 1.3 Following consideration of the report Council resolved (extract from full resolution) that:

With regard to the potential of a community market being established in future, a report be prepared for further consideration and inclusion in the budget process for the next financial year.(0554/2020)
- 1.4 This report responds to the further resolution.

2. CONSULTATION / COMMUNICATION

2.1 Internal

2.1.1 Coordinator Economic Growth

2.1.2 Manager Economic Development & Urban Policy

2.2 External

2.2.1 Administration – Mindil Markets, Darwin,

2.2.2 Administration – Salamanca Markets, Hobart

3. REPORT

3.1 The City of Salisbury has a diverse business community, comprising many SMEs within the food and beverage, retail, and produce sectors.

3.2 During the last few months, and as a direct result of COVID-19, the City of Salisbury introduced an initiative to specifically support our local businesses – and #shopsalisbury was introduced as a dedicated business support platform.

3.3 Council also provided various other support measures to the business community to support them through the impacts of COVID-19.

3.4 Anecdotally, we know that the initiative has been well received and should continue to grow and establish itself as a well-known reference and promotional platform for the local traders of Salisbury.

3.5 Staging an additional community market within the Salisbury City Centre region may have a negative impact on local traders, who may have experienced business downturn as a direct result of COVID-19.

3.6 Throughout the metropolitan area there are a vast number of well established markets (retail and produce) which are very attractive.

3.7 The City of Salisbury also has a number of markets within the immediate region complemented by ones in neighbouring surrounds. There are currently at least 4 markets held either weekly or monthly in the City of Salisbury or immediate area:

- Maggie's Market – Salisbury Community Bowls Club, 1st Sunday of each month
- Parafield Farmers Market – Wednesdays and Saturdays
- Farm Direct Community Market – Old Spot Hotel carpark, Saturdays
- Paddy's Market, Pooraka – Wednesdays through to Sundays

There are other markets within relatively close proximity to the City of Salisbury:

- Torrens Island Market (includes seafood) - Sundays
- Gepps Cross Treasure Market – Sundays
- Farm Direct Community Market – Windsor Gardens Hotel Car Park – Wednesdays and Saturdays
- Various markets throughout Barossa Valley towns, and Gawler
- Port Adelaide Fisherman's Wharf – Sundays

- People’s Market at Hart’s Mill, Port Adelaide – Fridays through to Sundays
 - Tea Tree Gully – Banksia Markets, Uniting Church – monthly
 - Wayville Produce Market (further away) – Sundays
 - Marden Market (further away) – Saturdays
 - Summer markets at Thorden Park (further away) twilight – monthly
 - Adelaide Night markets (North Terrace) (further away), last Sunday each month during Daylight Savings hours.
- 3.8 Additionally, various Christmas markets are held throughout the City of Salisbury, one significant one at the Mawson Centre, plus other smaller “pop ups” often held by community groups. To note of course is that the vast majority of these markets will not be staged in 2020.
- 3.9 From time to time, the City of Salisbury has conducted its own markets, to align with special events such as “Secret Garden” or the opening of the Salisbury Community Hub late in 2019 and at community centres.
- 3.10 Assistance in staging these markets on occasion has been provided by the Salisbury Business Association, who also hold their own markets to complement their events (such as the Christmas Parade – again not being held in 2020).
- 3.11 Also to note is that the SA Produce Markets have introduced a specific “buy local” campaign, encouraging purchases from local families, local businesses, and local growers (85 retailers across the state have committed).

4. DARWIN MINDIL BEACH MARKET

- 4.1 The Mindil Beach Markets are somewhat of an institution in the Northern Territory, held each Thursday and Sunday 4pm – 9pm during the Dry Season, late April to late October, against a beautiful tropical ocean backdrop. It is promoted as a key tourist destination and is within relatively easy walking distance to the main centre and Casino.
- 4.2 With over 200 unique stalls, 60 of them being food vendors, the atmosphere is electric, with buskers, performers and vendors all adding to a sense of family fun. The market is a BYO venue, with promotions encouraging family and picnic style visitation.
- 4.3 Interestingly, the Mindil Beach Markets have one financial sponsor, Set for Life (Lotto), plus local TV station Imparja who provide them with “in kind” advertising support. The market is a Not-For-Profit Community Market and now lays claim to injecting \$15 million annually into the local economy and employs approximately 1000 people.
- 4.4 Desktop research has identified that stalls for items such as arts and crafts range in price from \$50 - \$90 per market, with food stalls requiring to enter into a year’s rental arrangement, with provision for water supply and waste removal. No food stall costings could be ascertained online.
- 4.5 Initial contact with the administration has identified that the market does not turn a profit, only almost breaking even each time it is conducted (twice per week), @ around \$18,000 per market.

- 4.6 There is a dedicated Mindil Beach Market Administration team of 2 full time employees, plus 12 part time, using a full website, administration email addresses and stall holder application facilities.

5. HOBART, SALAMANCA MARKET

- 5.1 The Salamanca Markets have been staged in the City of Hobart for 47 years and similar to the Mindil markets, are located in the heart of the city, within easy walking distance to some 20 hotels within the tourist catchment.
- 5.2 There are 322 spaces, made up as 269 for permanent bookings and 97 casual spots.
- 5.3 The Salamanca market is held Saturdays from 8.30am – 3pm, with crew arriving at 4.45am, working through until 6pm approximately.
- 5.4 The council conduct all road closures, removal of vehicles, cleaning the site etc.
- 5.5 The team responsible for staging the Salamanca Markets consists of 2 Full Time Equivalents, 3 Part Time employees, plus another 20 personnel on rotating paid overtime rosters, and this model is costed in the Options Analysis section of this report with an estimation also given to staging a “start up” market much smaller than the size of Salamanca.
- 5.6 Average attendance is 980,000 per annum, with pre Christmas averages around 24,000.
- 5.7 The Salamanca market is home to a substantial artisan food and craft base – with breads, cakes, donuts, sweets, produce and finely crafted artworks, jewellery, glassware etc

6. STIRLING MARKET

- 6.1 The Stirling Market in the Adelaide Hills is a volunteer based market held once per month.
- 6.2 They have 8 volunteers on their committee, with net proceeds of the markets donated to community organisations in the Adelaide Hills area.
- 6.3 This year, they state they will donate \$30,000 (net proceeds) to the community, the result of holding a year’s worth of monthly markets.
- 6.4 The goods on offer range from garden plants, produce, gifts, jewellery, cosmetics, pottery, collectibles and antiques.
- 6.5 The market has built a reputation for quality and is an attraction to the picturesque Adelaide Hills Town of Stirling, and is held in Druids Avenue.

7. OPTIONS ANALYSIS

- 7.1 Pursuing the concept of adopting similar types of markets in Salisbury is not recommended given the scale of such an event and the implication on resourcing that Council would need to fund to deliver a regular market. Similarly the environments in which the example markets held (Salamanca and Mindil) are popular tourist locations, two of which are within easy walking distance to the main city centre, hotels and tourist attractions. Stirling of course is a short drive from the Adelaide CBD and is pitched as an Adelaide Hills tourist attraction.

7.2 Our research has identified that community markets are a labour intensive undertaking, requiring dedicated full time and part time staff, volunteers, traffic management and health officers, security personnel etc. Anecdotally, they barely break even from a cost perspective. Added to that, the most successful markets are often located in or adjacent to significant tourist attractions or visitation areas and therefore require a substantial regular audience of interested and motivated tourists/visitors to the region to maintain their viability.

7.2.1 Using the Salamanca Market model (long term established market) which has the benefit of tapping into a range of City of Hobart internal support resources is estimated at:

2 x FTE + oncosts	\$204,000
3 x 0.4 FTE equivalent + oncosts	\$110,900
10 staff members, 9 hour shift @ time and half, + oncosts	\$328,300
12 month Total	\$643,600

7.2.2 Estimating that a potential market in Salisbury would start off small, it would be reasonable to estimate a suitable “start up” estimate of 30 market stalls could be seen as representing one tenth of the above figure, namely \$64,360 per annum. However, it is likely that additional costs would be required up front in staging a successful, long term, viable market. It would be envisaged that up to 2 FTE’s would be required to stage a weekly market at an approximate cost of \$204,000 per annum.

7.2.3 The City of Salisbury would also need to invest in additional infrastructure and services to stage a regular weekly or monthly market, including but not limited to marquees, generators, power access and power solutions, traffic management, anticipated extension of parking bay time allocations etc.

7.2.4 Options to either purchase or hire marquees will need to be considered should Council progress with a market. For the purpose of this exercise estimates are identified as:

30 x white marquees, rental	With walls, roof, concrete weights	\$10,800
Transport		\$ 1,060
Damage waiver		\$ 864
Total		\$12,724 per week @ 45 markets per year = \$572,580

8. CONCLUSION

- 8.1 In summary, it is recommended not to pursue the concept of a community market in the short term (ie 1-3 years) as the costs to establish and successfully run such a market are high. Further there are many other similar markets already running in the Salisbury and surrounding areas.
- 8.2 Council recently endorsed the Annual Events and Exhibition Calendar for the next 3 years, which offers Council numerous opportunities throughout the year to provide the community with events that inspire, surprise and delight – from educational learning programs, to fun filled carnival days, to writer’s forums and opportunities for creative expression. 2021 and beyond will be the time to truly embed the Salisbury Community Hub at the heart of our community as we ramp up the event program after COVID-19.
- 8.3 The opportunity to leverage off existing events when viable to include a community market component may be possible whilst also recognising the benefit to many local traders in the vicinity of the event being held.
- 8.4 In parallel, an expanded Curation and Activation uplift program is being investigated which will also serve to provide our community with a raft of experiences to enjoy, at no cost.
- 8.5 The Salisbury Community Hub potentially will feature a range of events and exhibitions in 2021 and beyond which will provide our community with opportunities to expand their horizons, enjoy new experiences and connect with one another.

CO-ORDINATION

Officer: Executive Group
Date: 02/11/2020

ITEM	IBDSC3 INNOVATION AND BUSINESS DEVELOPMENT SUB COMMITTEE
DATE	09 November 2020
HEADING	Community Requests - Response Dashboard
AUTHOR	Hannah Walters, Project Manager Community Experience, Community & Org. Development
CITY PLAN LINKS	4.1 Members of our community receive an exceptional experience when interacting with Council
SUMMARY	As per Council resolution a monthly report on the Community Requests - Response Dashboard is provided for information.

RECOMMENDATION

1. The information is received.

ATTACHMENTS

This document should be read in conjunction with the following attachments:

1. Community Requests - 31 October 2020

1. BACKGROUND

- 1.1 At the council meeting held on 26/08/2019 item IBDSC-OB2 was considered and the following resolved:

‘That, in order to regularly monitor customer service performance, an update report on the “customer review dashboard” be a standing item on the agenda for the Innovation and Business Development Sub Committee, and be provided at each meeting.’

Resolution No 0250/2019

- 1.2 Further, at the November 2019 meeting, the committee also requested that the information be provided by department.

2. CONSULTATION / COMMUNICATION

- 2.1 Internal
 - 2.1.1 Nil
- 2.2 External
 - 2.2.1 Nil

3. ORGANISATION

- 3.1 The Community Request - Response Dashboard for the period 1 November 2019 to 31 October 2020 is attached for reference.
- 3.2 Only service requests received through the Community Experience Centre are included in this report. No anonymous requests are included in this report.
- 3.3 Of the 22,121 requests received in the past rolling 12 month period:
- 1.2.1 72.8% of requests were closed within 10 days.
- 3.3.1 94.1% were either closed or a response provided within 10 days.
- 3.4 The target response listed in the City Plan Corporate Dashboard - Innovation and Business Development is to respond to 94.4% of requests within 10 working days. (This is reported as closed or responded to within 10 days).

4. DATA SETS

4.1 12 Month Rolling Report - CRM data

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,256	0.2%	98.2%	1.6%	98.4%
City Development	5,169	11.2%	80.5%	8.3%	91.7%
Community Development	152	0.0%	86.8%	13.2%	86.6%
City Infrastructure	15,477	26.6%	68%	5.4%	94.6%
Epathway	5	14.3%	85.7%	0%	100%
Information Requests	60	3.3%	91.7%	5%	95%
Total	22,121	21.3%	72.8%	5.9%	94.1%
			94.1%	5.9%	

4.1.2 The table below shows data for the rolling 12 month period relating to requests closed or responded to within 10 business days.

The City Plan Corporate Dashboard target is 94.4%.

Rolling 12 Months Ending	% Closed or Responded within 10 Days
Nov-19	95.5
Dec-19	95.5
Jan-20	95
Feb-20	95

Mar-20	94.4
Apr-20	94.5
May-20	94.5
Jun-20	94.2
Jul-20	94.3
Aug-20	94.3
Sep-20	97.8
Oct-20	94.1

4.1.3 The requests captured as Epathway are requests previously received online before Council commenced CityWatch (new E-Services application). No new Epathway requests will be received going forward and requests received via CityWatch are captured in the relevant Department stats.

4.1.4 Information requests are for when a community member contacts Council to provide some information but it doesn't generate any action.

4.2 10 Days Prior to End of Month Data

4.2.1 In the 10 days prior to, and including 31 October 2020, of the requests that had not been closed within the 10 days, 75.4% had been responded to within the 10 day period, compared to last month which was 90.8%.

4.2.2 This decrease is primarily a result of a drop in the number of requests closed or responded to in a number of departments. The Project Manager Exceptional Community Experience will undertake further analysis with the relevant teams to ensure we see an increase in CRM requests that are either closed or responded to within 10 business days,

5. FURTHER ANALYSIS AND CHANGES TO DASHBOARD

5.1 After viewing the "Snap Send Solve" dashboard, we have added some additional data. The dashboard now includes 12 months rolling data for,

- The method the customer used to contact Council
- A breakdown of customer type who logged the CRM request
- The top 5 service requests types

5.2 After the recent feedback at last month's meeting we have updated the colours on the dashboard.

5.3 We logged a total of 1993 CRM requests in October 2020.

5.4 The top 5 CRM requests types for October 2020 are:

- Dumped Rubbish 118
- Change of Address 112
- General Parking Complaint 105
- Tree Pruning 99
- Fast Response Field Services 90

5.5 The top 5 suburbs where CRM requests were logged are as follows:

- Mawson Lakes 208
- Parafield Gardens 189
- Salisbury 187
- Paralowie 177
- Salisbury North 151

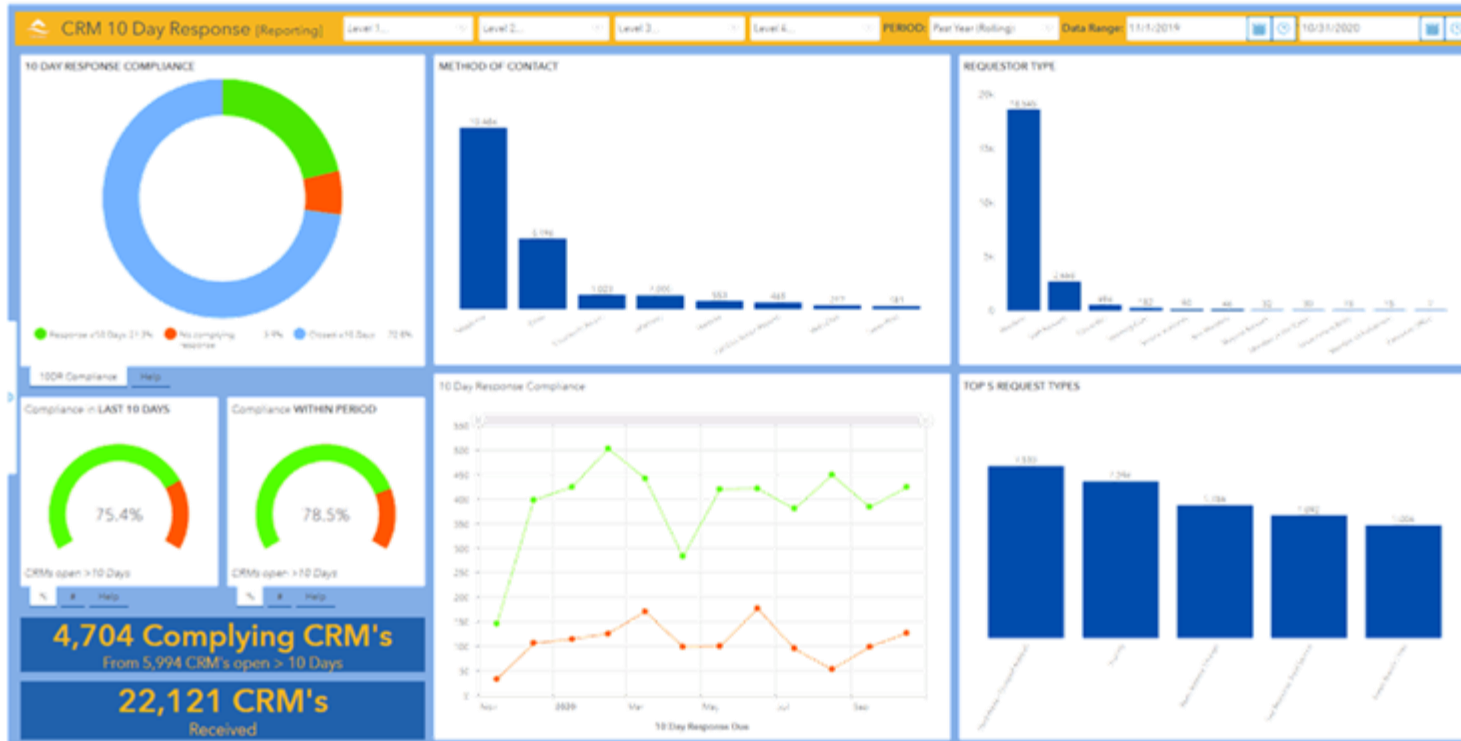
6. CONCLUSION / PROPOSAL

6.1 The monthly report on the Community Requests - Response Dashboard be received.

CO-ORDINATION

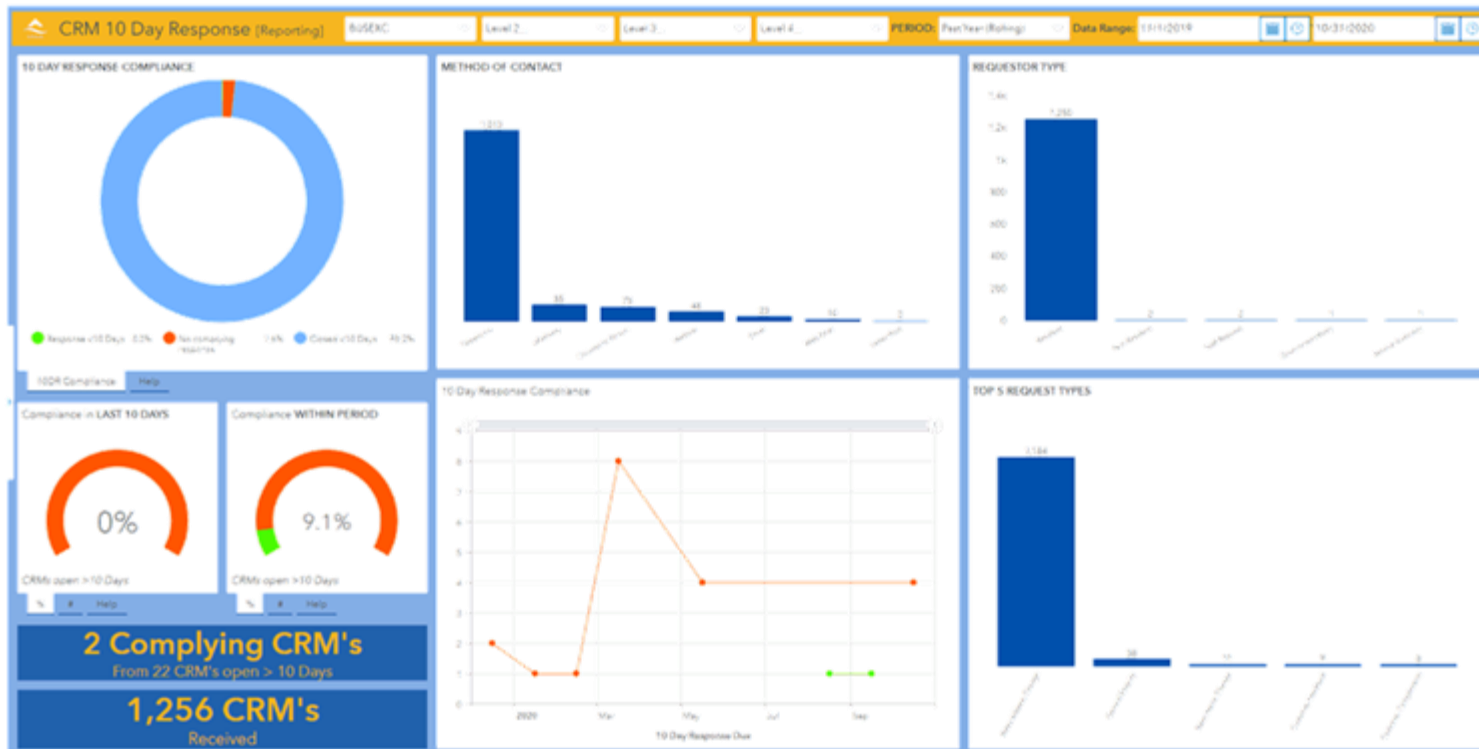
Officer: EXECUTIVE GROUP
Date: 02/11/2020

10 Day Service Standard – 1 November 2019 to 31 October 2020

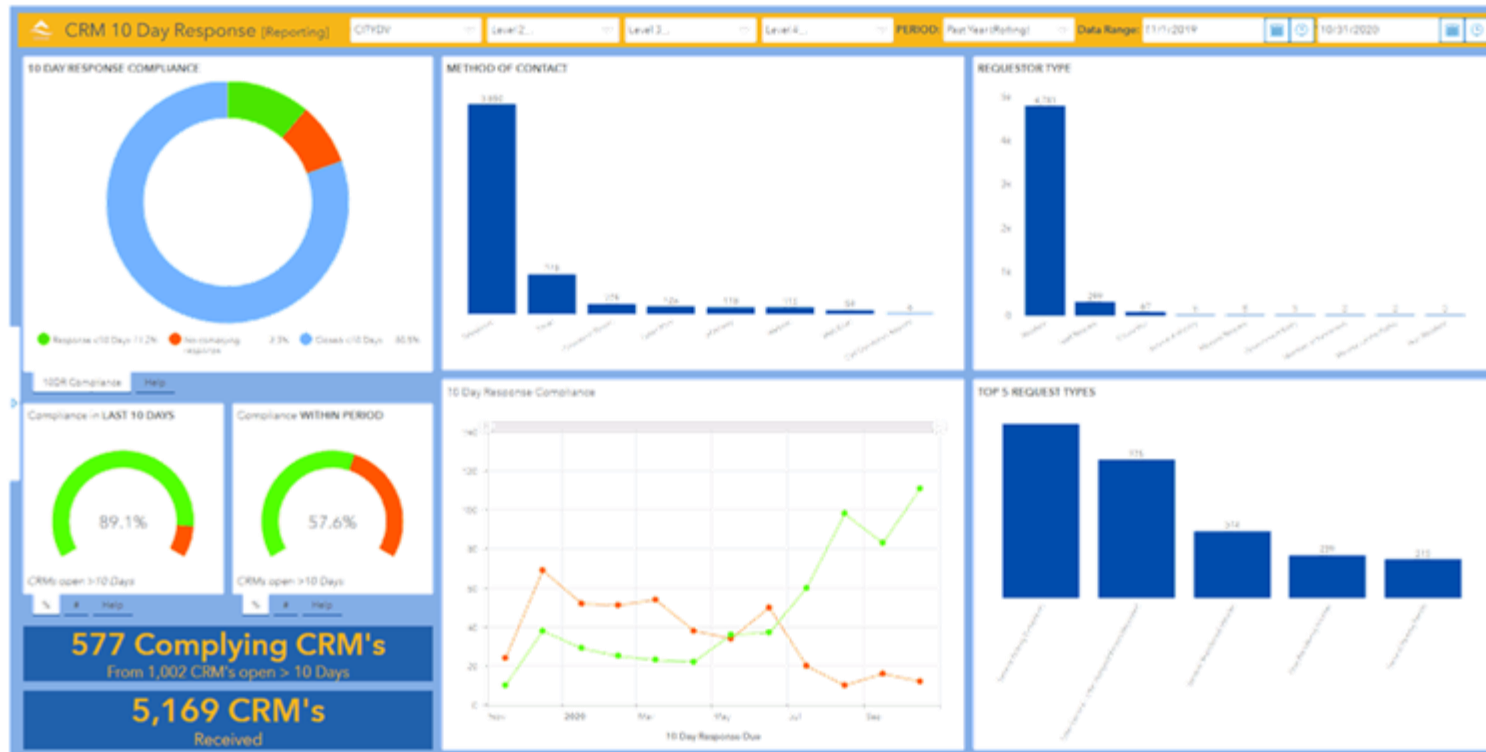


Item IBDSC3 - Attachment 1 - Community Requests - 31 October 2020

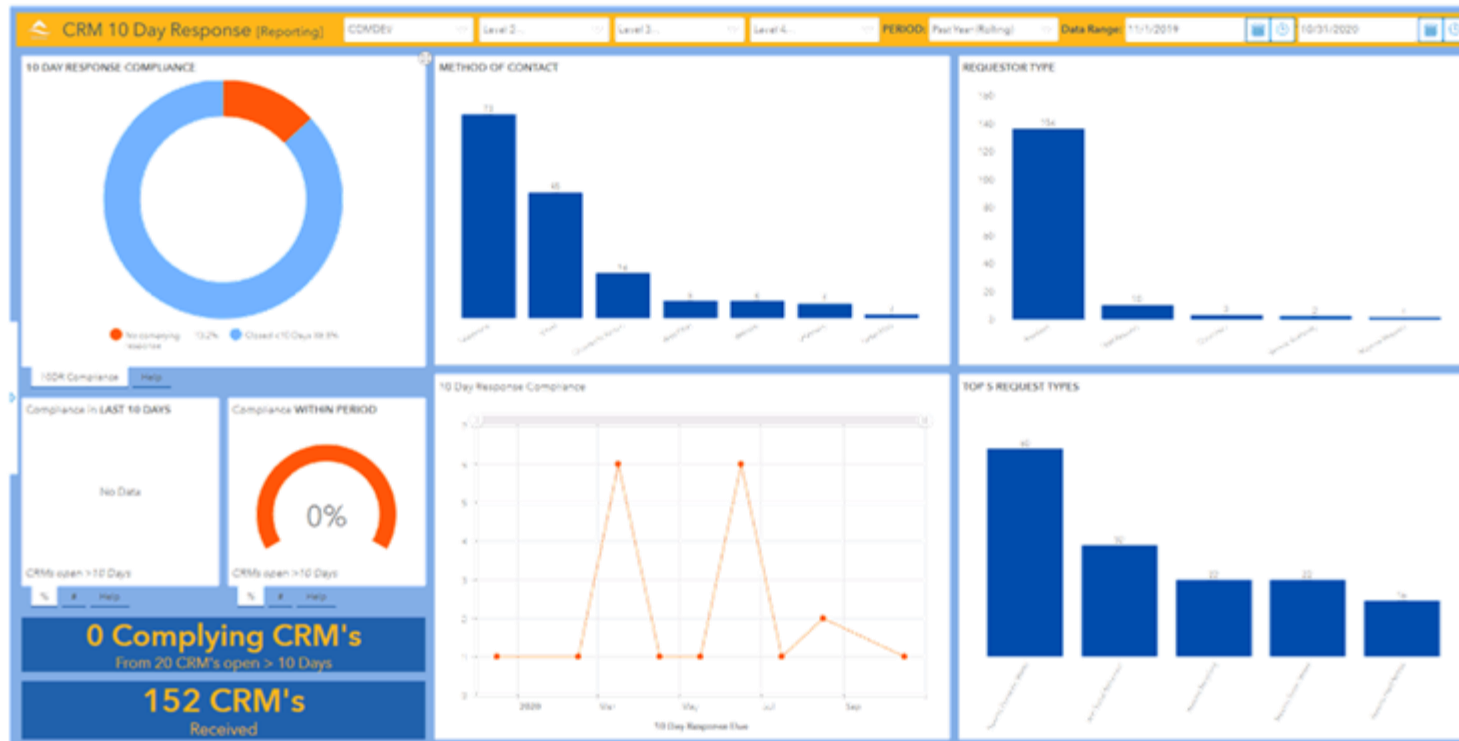
Business Excellence – 1 November 2019 to 31 October 2020



City Development – 1 November 2019 to 31 October 2020

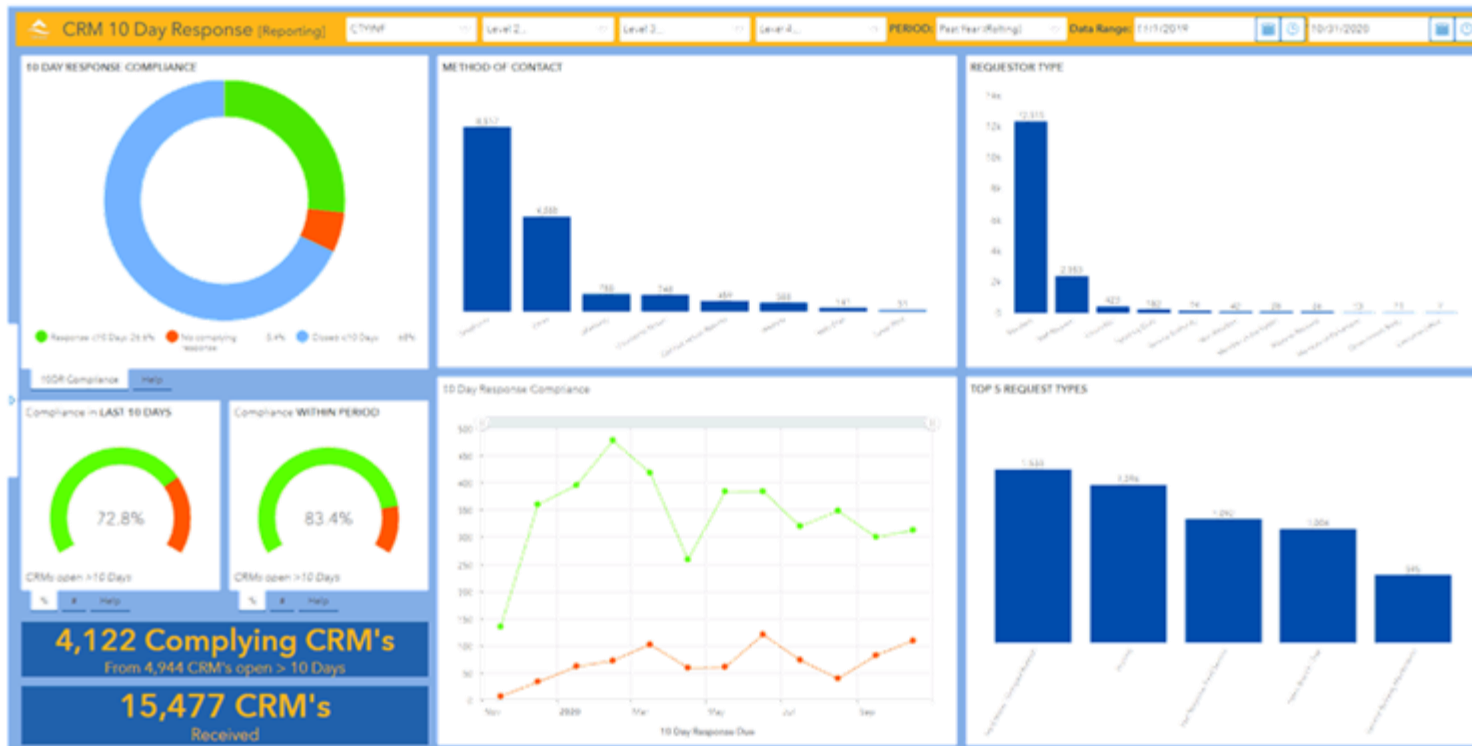


Community Development – 1 November 2019 to 31 October 2020



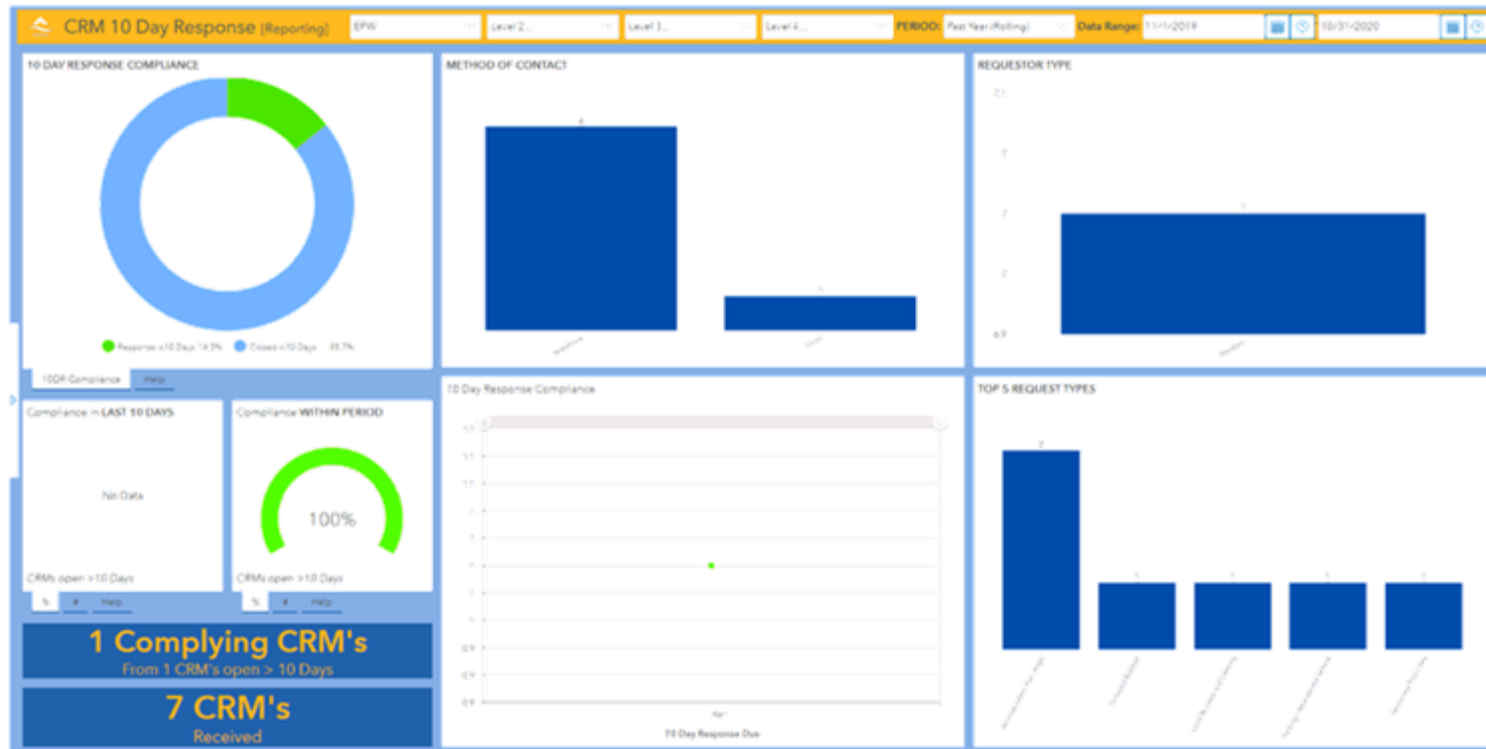
Item IBDSC3 - Attachment 1 - Community Requests - 31 October 2020

City Infrastructure – 1 November 2019 to 31 October 2020



Item IBDSC3 - Attachment 1 - Community Requests - 31 October 2020

Epathway – 1 November 2019 to 31 October 2020



Information Only – 1 November 2019 to 31 October 2020

