



AGENDA

FOR INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE MEETING TO BE HELD ON

**17 MAY 2022 AT CONCLUSION OF COMMUNITY WELLBEING AND SPORT
COMMITTEE**

**IN LITTLE PARA CONFERENCE ROOMS, SALISBURY COMMUNITY HUB,
34 CHURCH STREET, SALISBURY**

MEMBERS

Cr K Grenfell (Chairman)
Mayor G Aldridge (ex officio)
Cr M Blackmore
Cr B Brug (Deputy Chairman)
Cr C Buchanan
Cr P Jensen
Cr G Reynolds
Cr J Woodman

REQUIRED STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
Manager Governance, Mr R Deco
Team Leader Corporate Governance, Mr B Kahland
Team Leader Council Governance, Ms J O'Keefe-Craig

APOLOGIES

LEAVE OF ABSENCE

PRESENTATION OF MINUTES

Presentation of the Minutes of the Innovation and Business Development Committee Meeting held on 20 April 2022.

REPORTS

Administration

6.0.1 Future Reports for the Innovation and Business Development Committee 9

For Decision

6.1.1 Recommendations of the Strategic Property Development Sub Committee meeting held on Monday 9 May 2022..... 11

6.1.2 Community Bus Budget 2022/2023 19

For Information

6.2.1 Community Requests - Response Dashboard 25

QUESTIONS ON NOTICE

There are no Questions On Notice.

MOTIONS ON NOTICE

There are no Motions On Notice

OTHER BUSINESS

(Questions Without Notice, Motions Without Notice, CEO Update)

CLOSE

Confidential Item 6.4.1

CONFIDENTIAL ITEMS

6.4.1 Recommendations of the Confidential Strategic Property Development Sub Committee meeting held on Monday 9 May 2022

Recommendation

Pursuant to section 83(5) of the *Local Government Act 1999* the Chief Executive Officer has indicated that, if Council so determines, this matter may be considered in confidence under Part 3 of the *Local Government Act 1999* on grounds that:

1. Pursuant to Section 90(2) and (3)(b)(i) and (b)(ii) of the *Local Government Act 1999*, the principle that the meeting should be conducted in a place open to the public has been outweighed in relation to this matter because:
 - it relates to information the disclosure of which could reasonably be expected to confer a commercial advantage on a person with whom the council is conducting, or proposing to conduct, business, or to prejudice the commercial position of the council; and
 - information the disclosure of which would, on balance, be contrary to the public interest.
2. In weighing up the factors related to disclosure,
 - disclosure of this matter to the public would demonstrate accountability and transparency of the Council's operations
 - Non disclosure of this report at this time will protect Council's commercial position as public disclosure may provide third parties with a commercial advantage.

*On that basis the public's interest is best served by not disclosing the **Recommendations of the Confidential Strategic Property Development Sub Committee meeting held on Monday 9 May 2022** item and discussion at this point in time.*
3. Pursuant to Section 90(2) of the *Local Government Act 1999* it is recommended the Council orders that all members of the public, except staff of the City of Salisbury on duty in attendance, be excluded from attendance at the meeting for this Agenda Item.

6.4.2 Exceptional Community Experience Project Update

Recommendation

Pursuant to section 83(5) of the *Local Government Act 1999* the Chief Executive Officer has indicated that, if Council so determines, this matter may be considered in confidence under Part 3 of the *Local Government Act 1999* on grounds that:

1. *Pursuant to Section 90(2) and (3)(b)(i) and (b)(ii) of the Local Government Act 1999, the principle that the meeting should be conducted in a place open to the public has been outweighed in relation to this matter because:*
 - *it relates to information the disclosure of which could reasonably be expected to confer a commercial advantage on a person with whom the council is conducting, or proposing to conduct, business, or to prejudice the commercial position of the council; and*
 - *information the disclosure of which would, on balance, be contrary to the public interest.*
2. *In weighing up the factors related to disclosure,*
 - *disclosure of this matter to the public would demonstrate accountability and transparency of the Council's operations*

*On that basis the public's interest is best served by not disclosing the **Exceptional Community Experience Project Update** item and discussion at this point in time.*
3. *Pursuant to Section 90(2) of the Local Government Act 1999 it is recommended the Council orders that all members of the public, except staff of the City of Salisbury on duty in attendance, be excluded from attendance at the meeting for this Agenda Item.*

CLOSE



**MINUTES OF INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
MEETING HELD IN LITTLE PARA CONFERENCE ROOMS, SALISBURY
COMMUNITY HUB, 34 CHURCH STREET, SALISBURY ON**

20 APRIL 2022

MEMBERS PRESENT

Cr K Grenfell (Chairman)
Mayor G Aldridge (ex officio)
Cr M Blackmore
Cr B Brug (Deputy Chairman)
Deputy Mayor, Cr C Buchanan
Cr G Reynolds

OBSERVERS

Nil

STAFF

A/Chief Executive Officer, Mr J Devine
General Manager Business Excellence, Mr C Mansueto
General Manager Community Development, Mrs A Pokoney Cramey
A/Manager Governance, Mr B Kahland
Governance Support Officer, Ms K Boyd

The meeting commenced at 6.40 pm.

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

APOLOGIES

An apology was received from Cr P Jensen.

LEAVE OF ABSENCE

Leave of absence for this meeting was previously granted to Cr J Woodman.

PRESENTATION OF MINUTES

Moved Cr B Brug
Seconded Mayor G Aldridge

The Minutes of the Innovation and Business Development Committee Meeting held on 22 March 2022, be taken as read and confirmed.

CARRIED

REPORTS

Administration

6.0.1 Future Reports for the Innovation and Business Development Committee

Moved Cr M Blackmore
Seconded Cr B Brug

That Council:

1. Notes the report.

CARRIED

For Information

6.2.1 Community Requests - Response Dashboard

Moved Cr B Brug
Seconded Cr M Blackmore

That Council:

1. Notes the report.

CARRIED

QUESTIONS ON NOTICE

There were no Questions on Notice.

QUESTIONS WITHOUT NOTICE

There were no Questions Without Notice.

MOTIONS ON NOTICE

There were no Motions on Notice.

MOTIONS WITHOUT NOTICE

There were no Motions Without Notice.

OTHER BUSINESS

There were no Other Business items.

CLOSE

The meeting closed at 6.43 pm.

CHAIRMAN.....

DATE.....

ITEM	6.0.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	17 May 2022
HEADING	Future Reports for the Innovation and Business Development Committee
AUTHOR	Hayley Berrisford, PA to General Manager Business Excellence, Business Excellence
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 Committee as a result of a previous Council resolution.

RECOMMENDATION

That Council:

1. Notes the report.

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 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 table below outlines the reports to be presented to the Innovation and Business Development Committee as a result of a Council resolution.

Meeting Item	- Heading and Resolution	Officer
27/09/2021 6.1.1	Community Hubs Management Model and Community Centre's Collaboration Agreement Review 4. Approves a comprehensive assessment of the management models, in the context of delivering the best outcomes for our community, be conducted and reported back to Council by June 2023 for Bagster Road Community Centre, Salisbury East Neighbourhood Centre, Pooraka Farm Community Centre and Morella Community Centre. Due: June 2023	Chandler Giles
28/02/2022 6.1.2	Support and Recovery Plan for Residents and Businesses through COVID 5. Approves a Report to be presented to Council in August 2022 to report on outcomes delivered and unspent funds. Due: August 2022	Amy Pokoney Cramey
28/03/2022 6.2.2	Community Bus Trial Implementation Update 2. Approves the continued provision of the Community Bus service until July 2022 pending the preparation of an evaluation report on the Community Bus Trial. Due: July 2022	Julie Douglas

4. CONCLUSION / PROPOSAL

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

ITEM

6.1.1

INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE

HEADING

Recommendations of the Strategic Property Development Sub Committee meeting held on Monday 9 May 2022

AUTHOR

Sharee Klein, Manager Strategic Development Projects, City Development

CITY PLAN LINKS

1.5 Our community is resilient and adaptive to change
4.2 We deliver quality outcomes that meet the needs of our community
4.4 We plan effectively to address community needs and identify new opportunities

SUMMARY

The minutes and recommendations of the Strategic Property Development Sub Committee meeting held on Monday 9 May 2022 are presented for Innovation and Business Development Committee's consideration.

RECOMMENDATION

That Council:

1. Receives and notes the information contained in the Strategic Property Development Sub Committee Minutes of the meeting held on 09 May 2022 and that the following recommendations contained therein be adopted by Council:

SPDSC1 Future Reports for the Strategic Property Development Sub Committee

That Council:

1. Notes the report.

ATTACHMENTS

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

1. Minutes Strategic Property Development Sub Committee - 9 May 2022



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

9 MAY 2022

MEMBERS PRESENT

Mayor G Aldridge (ex officio)
Cr K Grenfell (Acting Chairman)
Cr G Reynolds
Cr J Woodman

OBSERVERS

Nil.

STAFF

Chief Executive Officer, Mr J Harry
General Manager City Development, Mrs M English
Acting General Manager City Infrastructure, Mr D Roy
General Manager Business Excellence, Mr C Mansueto
Manager Strategic Development Projects, Mrs S Klein
PA to GM Community Development, Ms Sara Howley
Manager Governance, Mr R Deco

The meeting commenced at 6:38pm.

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

APOLOGIES

Apologies were received from Cr C Buchanan, Cr P Jensen (Chairman) and Cr D Proleta.

LEAVE OF ABSENCE

Nil.

PRESENTATION OF MINUTES

Moved Mayor G Aldridge
Seconded Cr G Reynolds

The Minutes of the Strategic Property Development Sub Committee Meeting held on 14 February 2022, be taken as read and confirmed.

CARRIED

REPORTS

SPDSC1 Future Reports for the Strategic Property Development Sub Committee

Moved Cr G Reynolds
Seconded Cr J Woodman

That Council:

1. Notes the report.

CARRIED

OTHER BUSINESS

Nil.

CONFIDENTIAL ITEMS

SPDSC2 Len Beadell - Land Disposal Update

Moved Cr G Reynolds
Seconded Mayor G Aldridge

Pursuant to section 83(5) of the *Local Government Act 1999* the Chief Executive Officer has indicated that, if Council so determines, this matter may be considered in confidence under Part 3 of the *Local Government Act 1999* on grounds that:

1. *Pursuant to Section 90(2) and (3)(b)(i) and (b)(ii) of the Local Government Act 1999, the principle that the meeting should be conducted in a place open to the public has been outweighed in relation to this matter because:*

- it relates to information the disclosure of which could reasonably be expected to confer a commercial advantage on a person with whom the council is conducting, or proposing to conduct, business, or to prejudice the commercial position of the council; and

- information the disclosure of which would, on balance, be contrary to the public interest.

2. *In weighing up the factors related to disclosure,*

- disclosure of this matter to the public would demonstrate accountability and transparency of the Council's operations

- Non disclosure of this report at this time will protect Council's commercial position as public disclosure may provide third parties with a commercial advantage.

*On that basis the public's interest is best served by not disclosing the **Len Beadell - Land Disposal Update** item and discussion at this point in time.*

3. *Pursuant to Section 90(2) of the Local Government Act 1999 it is recommended the Council orders that all members of the public, except staff of the City of Salisbury on duty in attendance, be excluded from attendance at the meeting for this Agenda Item.*

CARRIED

SPDSC3 Strategic Development Projects - Status Report

Moved Cr G Reynolds
Seconded Mayor G Aldridge

Pursuant to section 83(5) of the *Local Government Act 1999* the Chief Executive Officer has indicated that, if Council so determines, this matter may be considered in confidence under Part 3 of the *Local Government Act 1999* on grounds that:

1. *Pursuant to Section 90(2) and (3)(b)(i) and (b)(ii) of the Local Government Act 1999, the principle that the meeting should be conducted in a place open to the public has been outweighed in relation to this matter because:*
 - *it relates to information the disclosure of which could reasonably be expected to confer a commercial advantage on a person with whom the council is conducting, or proposing to conduct, business, or to prejudice the commercial position of the council; and*
 - *information the disclosure of which would, on balance, be contrary to the public interest.*
2. *In weighing up the factors related to disclosure,*
 - *disclosure of this matter to the public would demonstrate accountability and transparency of the Council's operations*
 - *Non disclosure of this report at this time will protect Council's commercial position as public disclosure may provide third parties with a commercial advantage.*

*On that basis the public's interest is best served by not disclosing the **Strategic Development Projects - Status Report** item and discussion at this point in time.*
3. *Pursuant to Section 90(2) of the Local Government Act 1999 it is recommended the Council orders that all members of the public, except staff of the City of Salisbury on duty in attendance, be excluded from attendance at the meeting for this Agenda Item.*

CARRIED

SPDSC4 Ryans Road Land Disposal Update

Moved Cr G Reynolds
Seconded Mayor G Aldridge

Pursuant to section 83(5) of the *Local Government Act 1999* the Chief Executive Officer has indicated that, if Council so determines, this matter may be considered in confidence under Part 3 of the *Local Government Act 1999* on grounds that:

1. *Pursuant to Section 90(2) and (3)(b)(i) and (b)(ii) of the Local Government Act 1999, the principle that the meeting should be conducted in a place open to the public has been outweighed in relation to this matter because:*
 - *it relates to information the disclosure of which could reasonably be expected to confer a commercial advantage on a person with whom the council is conducting, or proposing to conduct, business, or to prejudice the commercial position of the council; and*
 - *information the disclosure of which would, on balance, be contrary to the public interest.*
2. *In weighing up the factors related to disclosure,*
 - *disclosure of this matter to the public would demonstrate accountability and transparency of the Council's operations*
 - *Non disclosure of this report at this time will protect Council's commercial position as public disclosure may provide third parties with a commercial advantage.*

*On that basis the public's interest is best served by not disclosing the **Ryans Road Land Disposal Update** item and discussion at this point in time.*
3. *Pursuant to Section 90(2) of the Local Government Act 1999 it is recommended the Council orders that all members of the public, except staff of the City of Salisbury on duty in attendance, be excluded from attendance at the meeting for this Agenda Item.*

CARRIED

The meeting moved into confidence at 6:39pm.

The meeting moved out of confidence and closed at 6:50pm.

CHAIRMAN.....

DATE.....

ITEM	6.1.2
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	17 May 2022
HEADING	Community Bus Budget 2022/2023
AUTHOR	Amy Pokoney Cramey, General Manager Community Development, Community Development
CITY PLAN LINKS	1.2 The health and wellbeing of our community is a priority 1.3 People are valued and they feel safe, included and connected 4.2 We deliver quality outcomes that meet the needs of our community
SUMMARY	This report is seeking approval for a budget bid for the continuation of the Community Bus service for 2022/2023 in the western part of the City of Salisbury to link residents to shopping precincts and the Salisbury Community Hub. A future report will provide Council with a review of the Bus Trial and provide further recommendations on its proposed continuation and operating model, however this report provides a budgetary provision in the interim.

RECOMMENDATIONThat the Community Wellbeing and Sport Committee:

1. Notes that the Community Bus Services 2021/2022 budget is close to being fully expended.
2. Approves a further budget allocation be provided to support the Community Bus service into 2022/23, with a late bid of \$100k into the 2022/23 budget as set out in Attachment 1 of this report (Item No.6.1.2)
3. Notes a review of the Community Bus Service report will be provided to Council in June 2022 to seek feedback on the future operating model and continuation of the service.

ATTACHMENTS

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

1. Community Bus Service - Budget Bid Report

1. BACKGROUND

- 1.1 At the 26 October 2020 Council meeting, the following was approved in relation to the Community Bus trial:
 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, and that a corresponding New Initiative Bid be developed by staff for consideration in the 2021/22 budget.

3. *That the service be a fully funded council-provided 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 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.*

(Resolution Number: 0710/2020)

1.2 An implementation update of the trial was reported to Council on 20 December 2021, and it was resolved that Council:

1. *Notes that passenger numbers in the Community Bus Trial are steadily increasing and that Salisbury City Centre (Parabanks bus stop), St Kilda; and Highway One Caravan Park are the most popular bus stops.*
2. *Request that the administration introduce the additional bus stops, subject to confirmation from the bus company, for the remainder of the trial, effective immediately at:*
 - *Martins Road adjacent to the bike track*
 - *Bolivar Road near dog park*
 - *St Kilda near the roundabout*
3. *Staff provides a further information report to Council on cost implications of introducing a Sunday service for the remainder of the trial.*
4. *Approves that a non-discretionary bid of \$42,000 is considered through the second quarter budget review process to cover the cost of increased passenger capacity and disability access for the Community Bus Trial as expressed by Council.*

(Resolution Number: 1198/2021)

1.3 A Further Information report was also provided to Council's 20 December 2021 meeting, and it was resolved that Council:

1. *Incorporates additional bus stops at Martins Road and Bolivar Road into the Community Bus Trial from 31 January 2022 or sooner.*
2. *Incorporates an additional Sunday community bus service into the Community Bus Trial commencing 2 January 2022.*
3. *Approves a further non-discretionary bid of \$19,158 through the second quarter budget review process to cover the cost of providing additional services on Sundays for the remainder of the Community Bus Trial.*

(Resolution Number 1199/2021)

1.4 At the 28 March 2022 Council meeting, it was resolved that Council:

1. *Notes that passenger numbers in the Community Bus Trial have continued to increase to an average of 90 passengers per week. *
2. *Approves the continued provision of the Community Bus service until July 2022 pending the preparation of an evaluation report on the Community Bus Trial.*
3. *Approves that a non-discretionary bid of \$53,000 is considered through the Third Quarter Budget Review process to extend the Community Bus service for a further 3 months.*

(Resolution Number 1301/2022)

2. CONSULTATION / COMMUNICATION

2.1 Internal

2.1.1 Manager Financial Services, Kate George

2.1.2 Manager Sport, Community Planning and Recreational Services

3. REPORT

3.1 The Community Bus Service 2021/2022 budget is close to being fully expended.

3.2 There is currently no budget provision for the continuation of the bus service in 2022/23 draft budget.

3.3 Should the Council approve this service be continued into the new financial year, a budget bid will be required to be approved to the cost of approximately \$100,000. Attachment 1 outlines the proposed budget bid details.

3.4 A review of the Community Bus Service will be provided to the Innovation and Business Committee in June 2022 and will allow for a more detailed budget to be included in the 2022/23 budget based on Council's direction and endorsed future operating model.

4. CONCLUSION / PROPOSAL

- 4.1 The Community Bus Service 2021/2022 budget is close to being fully expended.
- 4.2 Following the review in June 2022, should the Innovation and Business Committee approve this service to continue, a further budget allocation is required to support the Community Bus service into 2022/23.
- 4.3 A late bid of \$100k will be included in the 2022/23 budget as set out in Attachment 1 of this report (Item No.6.1.2) to provide a budget provision for the service in the interim.

2022/23 Financial Year	OPN000959
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Id Number:	27147
Program:	Operating Bids
Department:	Community Development
Key Direction:	Innovation and Business Development
Est Completion Date:	

Financial Year:	2023
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Executive Summary:	Funds to continue the community bus service in the western part of the City of Salisbury to link residents to shopping precincts and the Salisbury Community Hub.
Scope:	This bid is to fund the Community Bus Service for a further 6 months to the value of \$100,000.
Justification:	In October 2020, Council approved a 6 month trial of a fixed-route Community Bus Service to occur during 03 October 2021- 03 April 2022 (Resolution Number 0710/1010). Further to this, in March 2022, Council resolved to extend the Community Bus Service until July 2022 (Resolution Number 1301/2022).

Project Stakeholders	
Manager:	Andrew Hamilton
General Manager:	Amy Pokoney Cramey
Asset Owner:	Andrew Hamilton
Elected Member:	

Budget Bid Financial Summary	2023	2024	2025	2026	Total
Capital Expenditure	0	0	0	0	0
Capital Income	0	0	0	0	0
Transfer From Reserves - Capital	0	0	0	0	0
Operating Expenditure (Excl Depn)	100,000	0	0	0	100,000
Operating Expenditure -	0	0	0	0	0

OPN000959 - Page | 1
Date Produced: 09-May-2022

Depreciation					
Operating Income	0	0	0	0	0
Transfer From Reserves - Operating	0	0	0	0	0
Net Budget Bid	100,000	0	0	0	100,000

Budget Bid Projects					
	2023	2024	2025	2026	Total
Community Bus	100,000	0	0	0	100,000
Income	0	0	0	0	0
Expenses	100,000	0	0	0	100,000
				Total	100,000

Item 6.1.2 - Attachment 1 - Community Bus Service - Budget Bid Report

ITEM	6.2.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	17 May 2022
HEADING	Community Requests - Response Dashboard
AUTHOR	Hannah Walters, Project Manager Community Experience, Community 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

That Council:

1. Notes the report.

ATTACHMENTS

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

1. 10 Day Service Standard Report

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 Project Lead, Data Management
- 2.2 External

3. REPORT

Organisation

- 3.1 The Community Request - Response Dashboards for the rolling 12-month period 1 May 2021 to 30 April 2022 are 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 20,887 requests received in the past rolling 12-month period ending 30 April 2022:
- 3.3.1 87.7% of requests were closed within 10 days.
- 3.3.2 94.8% 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).
- 3.5 The definition of “Closed” is when the Customer Request Management (CRM) request has been actioned and completed within 10 business days.
- 3.6 The definition of “Responded” is when the CRM has been logged and we contact the customer within 10 days to inform them when the required action will be undertaken.
- 3.7 The definition of “Non-Compliance” is when a CRM request has been logged and open for more than 10 days and no contact has been made with the customer.

Current Month Performance

- 3.8 The table below shows the results for CRM requests logged in April 2022 where the community members supplied their contact details.

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	81	4.9%	95.1%	0.0%	100.0%
City Development	387	20.6%	72.4%	7.0%	93.0%
Community Development	16	3.0%	97.0%	3.0%	97.0%
City Infrastructure	1,149	38.3%	60.3%	1.4%	98.6%
Information Requests	4	00.0%	50.0%	50.0%	50.0%
Total	1,637	32.2%	65.1%	2.7%	97.3%
		97.3%		2.7%	

- 3.9 For CRMs received in April 2022 we achieved a compliance rate of 97.3% where the CRM Request was either closed or responded to within 10 business days.

12 Month Rolling Report Ending 30 April 2022 - CRM Data

3.10 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
May-21	93.0
Jun-21	93.0
Jul-21	92.4
Aug-21	92.0
Sept-21	91.9
Oct-21	92.1
Nov -21	92.4
Dec-21	92.6
Jan-22	92.9
Feb-22	94.0
Mar 22	94.6
Apr 22	94.8

CRM Data – Rolling 12 months till April 2022

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,204	0.3%	99.3%	0.4%	99.6%
City Development	4,886	2.7%	90.0%	7.3%	92.7%
Community Development	67	3.0%	94.0%	3.0%	97.0%
City Infrastructure	14,639	9.2%	86.0%	4.8%	95.2%
Information Requests	91	0.0%	92.3%	7.7%	92.3%
Total	20,887	7.1%	87.7%	5.2%	94.8%
		94.8%		5.2%	

- 3.11 The requests captured as Null 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. The Null category captures information requests and requests captured under old categories that are no longer used.

Definitions:

Epathway: Old online pathway module used to log service requests via the website

Citywatch: Replaced Epathway with more user-friendly functionality for community members to log service requests online via the Council website.

E-Services Allows for service provision through the internet. The community to log requests online.

- 3.12 Information requests are defined as a community member contacting Council to provide some information, but this information does not generate any action.

Further Analysis and Changes to Dashboard

- 3.13 We have successfully moved the data and it is now being stored in the cloud. The dashboard is automatically updated each day.

- 3.14 The interactive dashboard will allow filtering of results by department and ward and will provide a complete breakdown of requests per suburb.

- 3.15 The dashboard now shows the top 10 categories for each department.

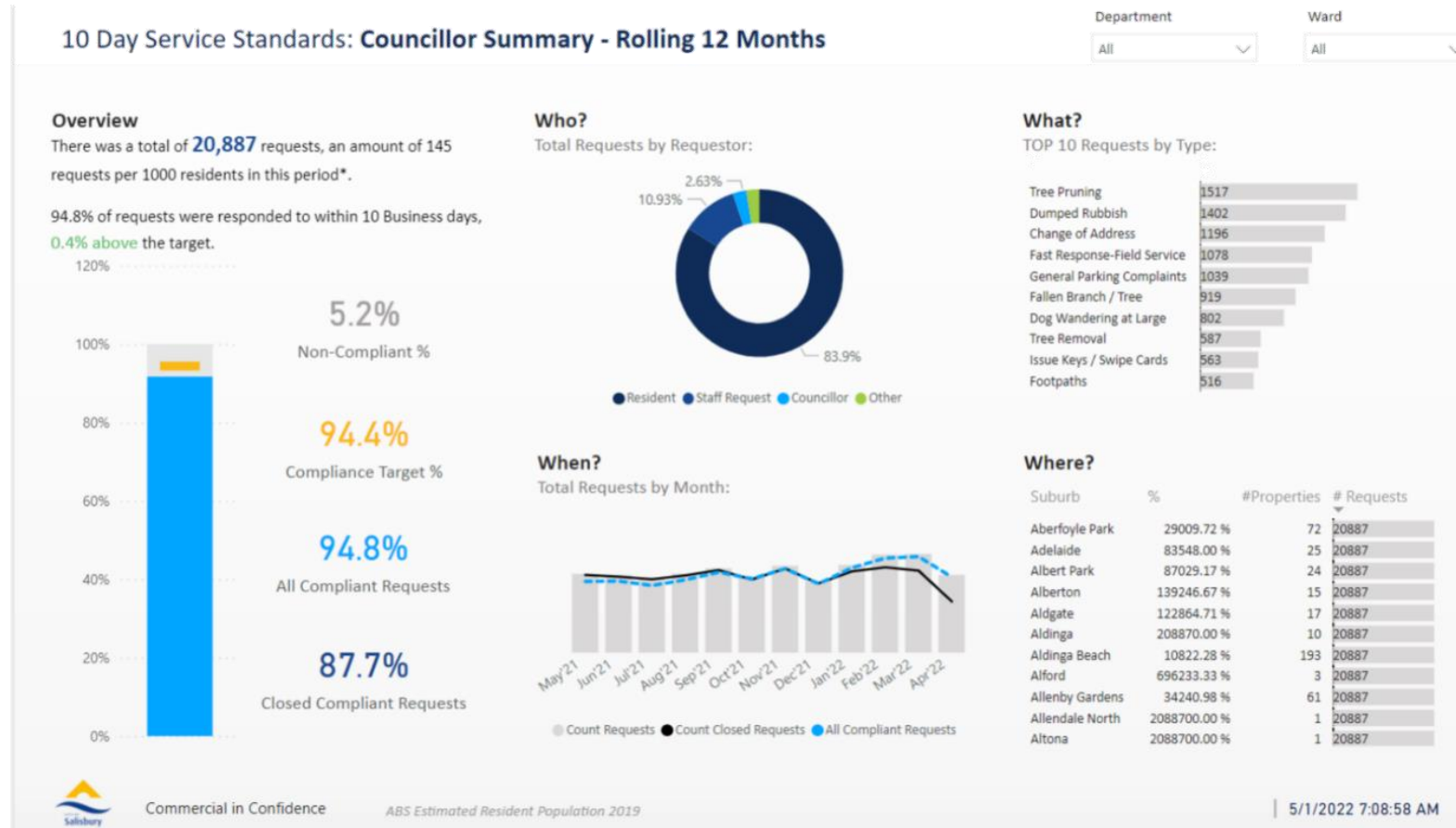
4. CONCLUSION / PROPOSAL

- 4.1 The new Power BI dashboard has been implemented and has been available on the Elected Member portal since the end of March 2022.

- 4.2 It is noted that the Community Experience Lead will continue to work with individual business units to identify where CRM is not meeting the target.

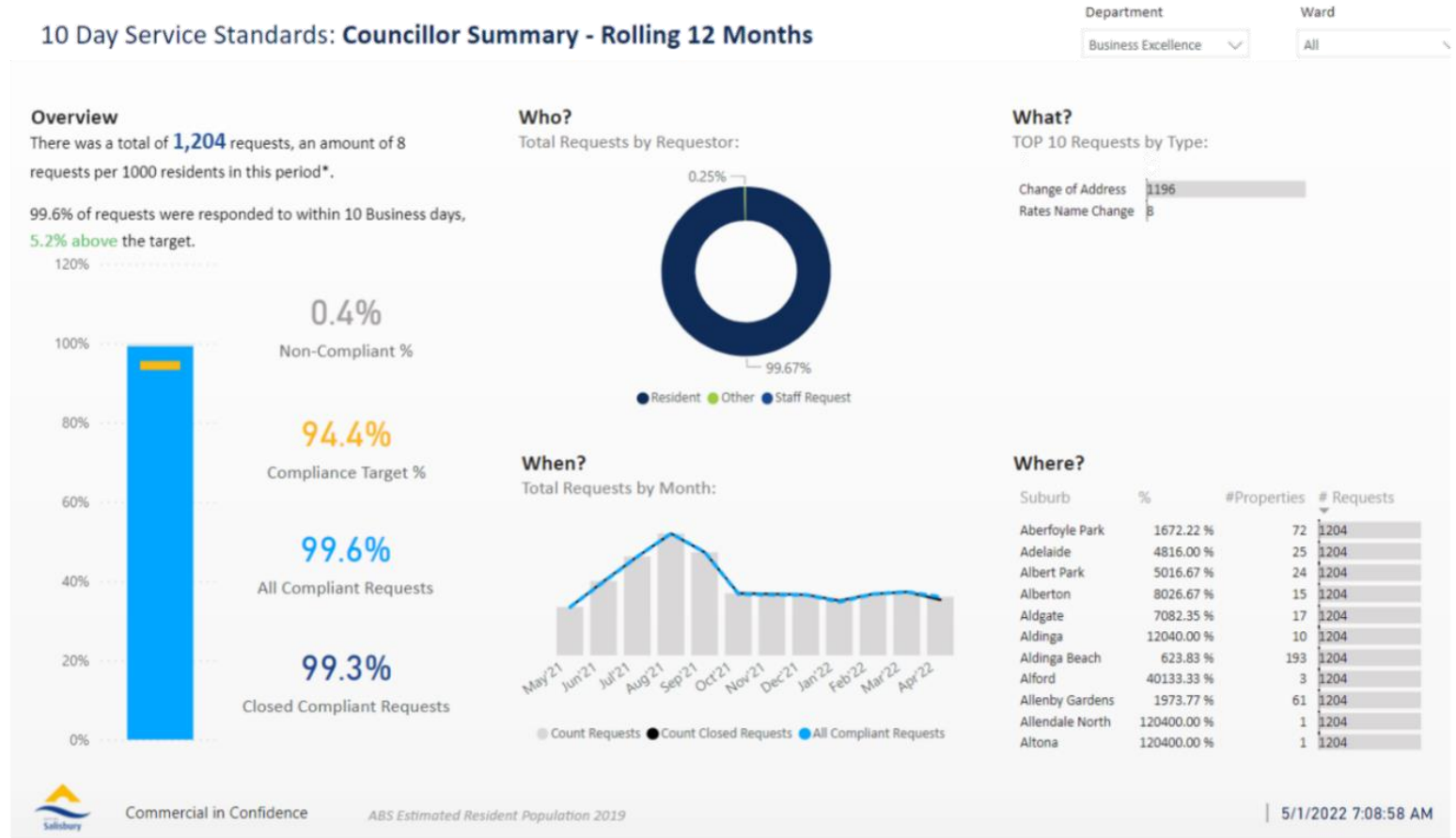
- 4.3 This month we have met the target response listed in the City Plan Corporate Dashboard - Innovation and Business Development to respond to 94.4% of requests within 10 working days.

10 Day Service Standard –1 May 2021 to 30 April 2022



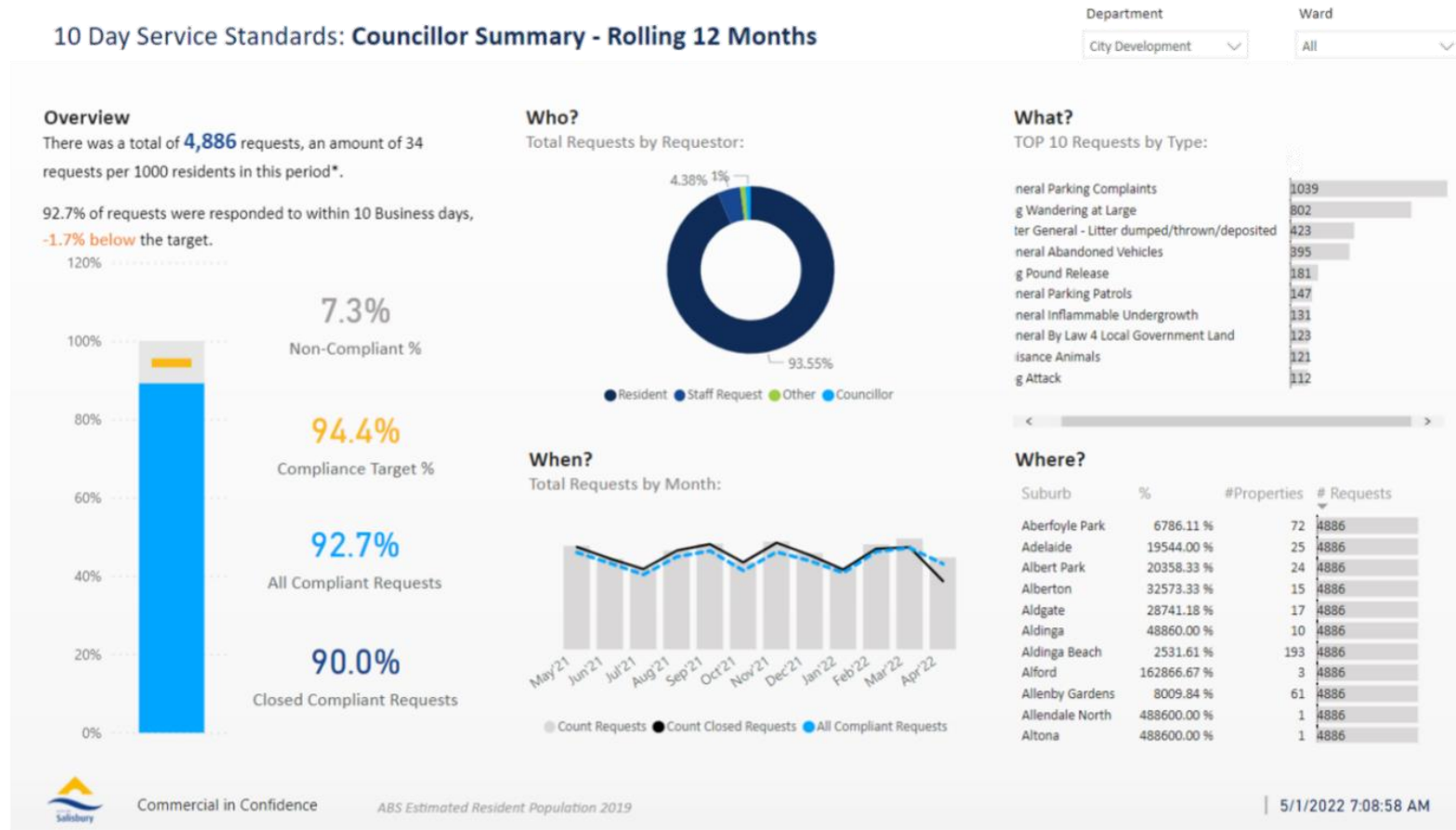
Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

Business Excellence – 1 May 2021 to 30 April 2022



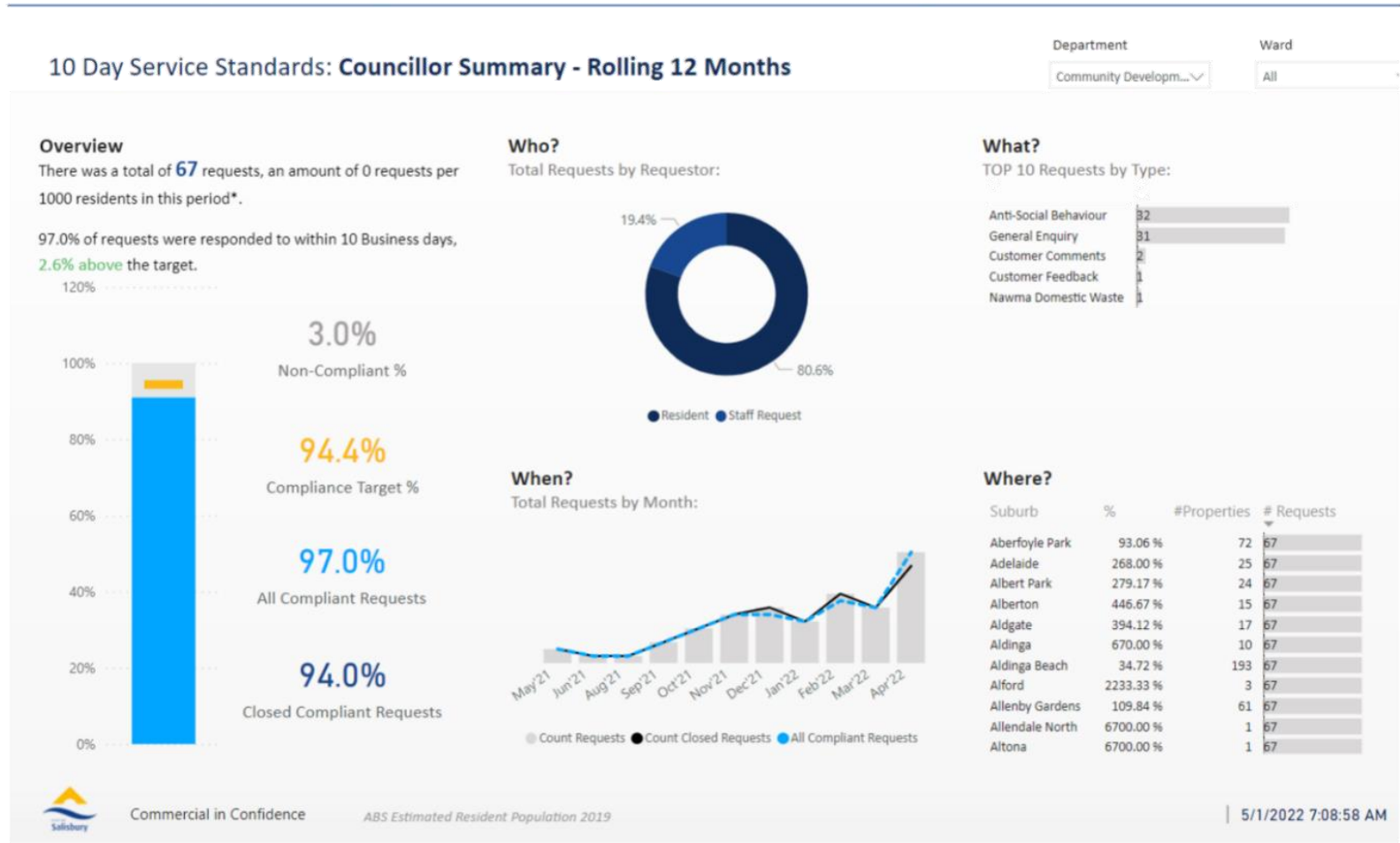
Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

City Development – 1 May 2021 to 30 April 2022



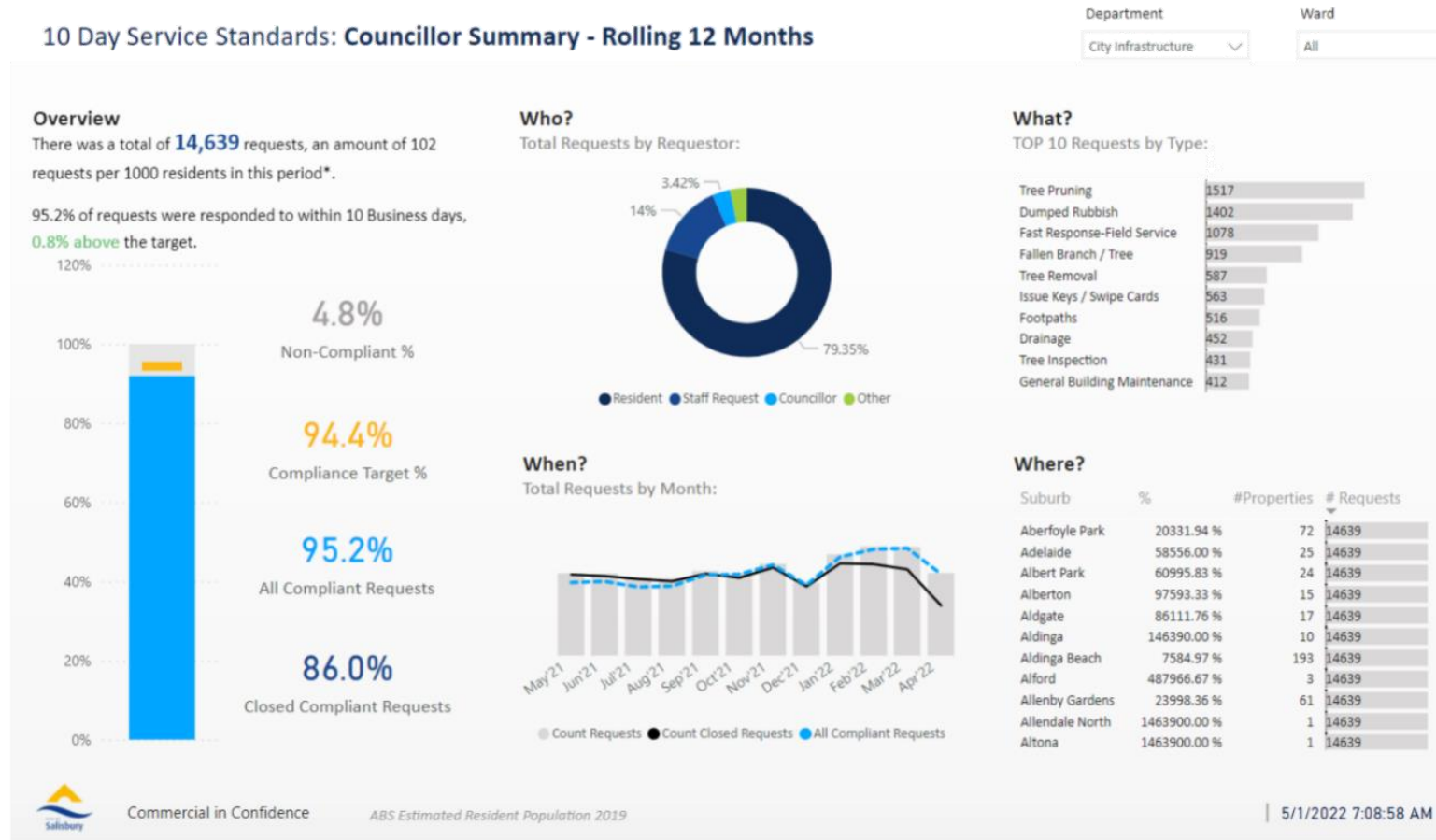
Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

Community Development – 1 May 2021 to 30 April 2022



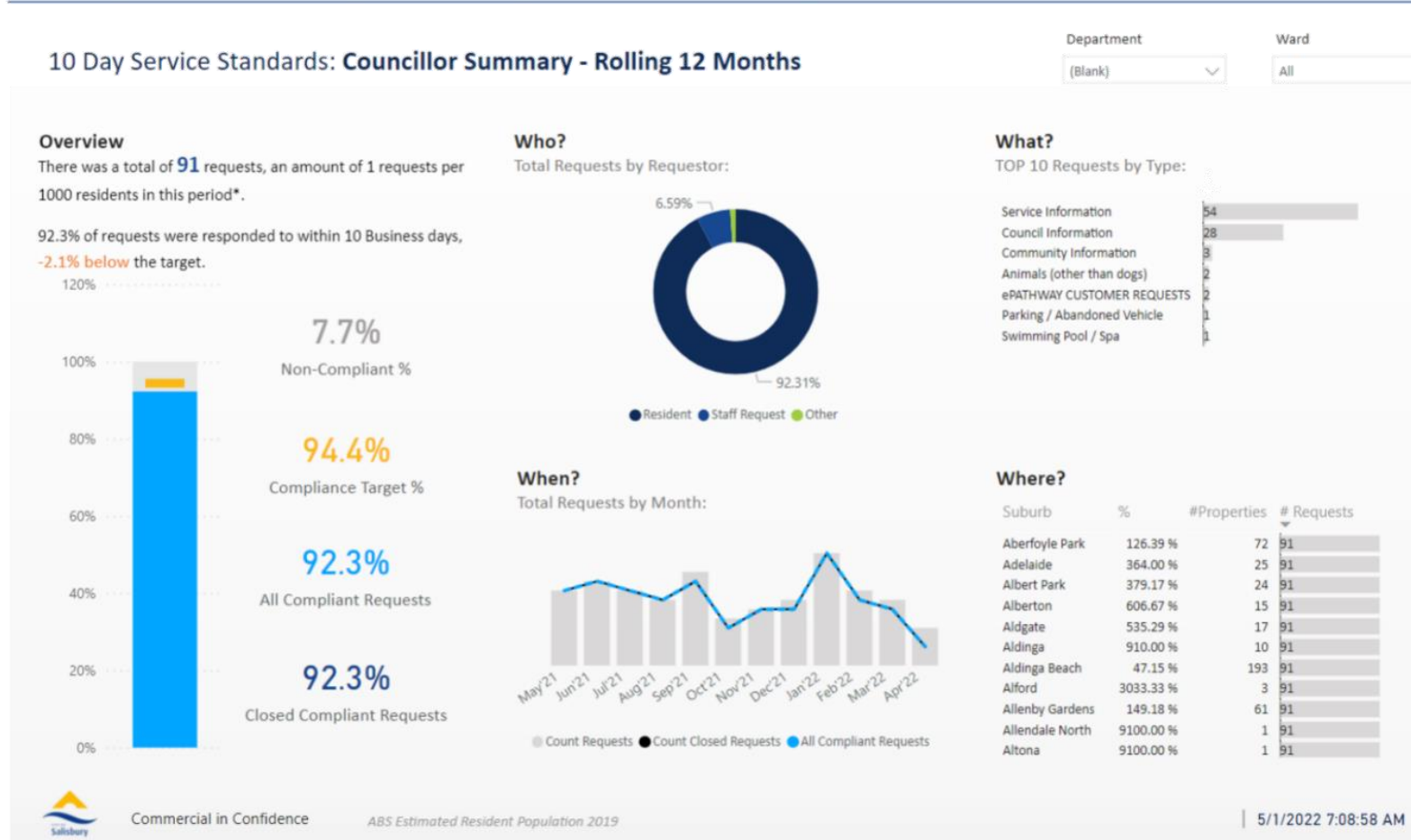
Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

City Infrastructure – 1 May 2021 to 30 April 2022



Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report

Null (Information) – 1 May 2021 to 30 April 2022



Item 6.2.1 - Attachment 1 - 10 Day Service Standard Report