



AGENDA

FOR INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE MEETING TO BE HELD ON

**24 JANUARY 2023 AT CONCLUSION OF COMMUNITY WELLBEING AND
SPORT COMMITTEE**

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

MEMBERS

Cr Shiralee Reardon (Chairman)
Mayor G Aldridge (ex officio)
Cr L Brug
Cr C Buchanan
Cr Kylie Grenfell (Deputy Chairman)
Cr M Mazzeo
Cr S McKell

REQUIRED STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
General Manager Community Development, Mrs A Pokoney Cramey
General Manager City Infrastructure, Mr J Devine
General Manager City Development, Ms M English
Manager Governance, Mr R Deco
Governance Support Officer, Ms K Boyd

APOLOGIES

LEAVE OF ABSENCE

PRESENTATION OF MINUTES

Presentation of the Minutes of the Innovation and Business Development Committee Meeting held on 18 October 2022.

REPORTS

Administration

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For Decision

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For Information

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QUESTIONS ON NOTICE

MOTIONS ON NOTICE

OTHER BUSINESS

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

CONFIDENTIAL ITEMS

6.4.1 Enterprise Resource Planning and Customer Relationship Management Update

Recommendation

Pursuant to section 83(5) of the *Local Government Act 1999* the Chief Executive Officer has indicated that, if the Innovation and Business Development Committee 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)(k) 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 tenders for the supply of goods, the provision of services or the carrying out of works.*
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 **Enterprise Resource Planning and Customer Relationship Management 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.*

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

17 OCTOBER 2022

MEMBERS PRESENT

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

OBSERVERS

Manager Infrastructure Delivery, Mr J Collins
Team Leader, Sport, Recreation and Cemeteries, Mr B Hopkins
Director Business Transformation, Ms J Emerson

STAFF

Chief Executive Officer, Mr J Harry
General Manager Business Excellence, Mr C Mansueto
General Manager City Infrastructure, Mr J Devine
General Manager City Development, Ms M English
General Manager Community Development, Mrs A Pokoney Cramey
Manager Governance, Mr R Deco
Governance Support Officer, Ms K Boyd

The meeting commenced at 6.59 pm.

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

APOLOGIES

Apologies were received from Cr M Blackmore, Cr B Brug and Cr P Jensen.

LEAVE OF ABSENCE

Nil

PRESENTATION OF MINUTES

Moved Cr C Buchanan
Seconded Mayor G Aldridge

The Minutes of the Innovation and Business Development Committee Meeting held on 16 August 2022, be taken as read and confirmed.

CARRIED

REPORTS

Administration

6.0.1 Future Reports for the Innovation and Business Development Committee

Moved Cr G Reynolds
Seconded Cr J Woodman

That Council:

1. Notes the report.

CARRIED

6.0.2 Update on COVID Response Strategies to Support the Community & Businesses

Moved Cr C Buchanan
Seconded Mayor G Aldridge

That Council:

1. Notes the report.

CARRIED

For Decision

6.1.1 Digital Strategy Overview

Moved Cr G Reynolds
Seconded Cr J Woodman

That Council:

1. Adopts the principles, priorities and goals as defined in Attachment 1 Digital Salisbury 2027 (Innovation and Business Development Committee, 17 October 2022, Item No. 6.1.1).

CARRIED

6.2.1 Community Requests - Response Dashboard

Moved Cr J Woodman
Seconded Mayor G Aldridge

That Council:

1. Notes the report.

CARRIED

6.2.2 Salisbury City Centre Revitalisation Update - Church and John Streets Working Group Outcomes

Moved Mayor G Aldridge
Seconded Cr J Woodman

That Council:

1. Notes the six outcomes for the revitalisation of Church and John Street and endorses the quick wins that will be undertaken by December 2022.
2. Notes Council's previous decision to release the Len Beadell site to the market (28 October 2019, 0318/2019) and reaffirms the re-release of the Len Beadell site to the market via an Expression of Interest process during November – December 2022 including the encouragement of proponents identifying other development opportunities within the Salisbury City Centre that will support the longer term City Centre renewal strategy.
3. Notes that the outcome of the Expression of Interest will be reported to Council seeking approval to progress negotiations with a preferred proponent should one be identified.

CARRIED

QUESTIONS ON NOTICE

Nil

MOTIONS ON NOTICE

Nil

OTHER BUSINESS

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

ORDER TO EXCLUDE THE PUBLIC

6.4.1 Enterprise Resource Planning and Customer Relationship Management Update.

Moved Cr J Woodman
Seconded Cr G Reynolds

Pursuant to section 83(5) of the *Local Government Act 1999* the Committee orders, 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)(k) 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 tenders for the supply of goods, the provision of services or the carrying out of works.*
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*
 - *as Council is currently in a tender process*

*On that basis the public's interest is best served by not disclosing the **Enterprise Resource Planning and Customer Relationship Management 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 the following staff of the City of Salisbury on duty in attendance:*

Chief Executive Officer, Mr J Harry; General Manager Business Excellence, Mr C Mansueto; General Manager City Infrastructure, Mr J Devine; General Manager City Development, Ms M English; General Manager Community Development, Mrs A Pokoney Cramey; Manager Governance, Mr R Deco; Governance Support Officer, Ms K Boyd; Manager Infrastructure Delivery, Mr J Collins; Team Leader, Sport, Recreation and Cemeteries, Mr B Hopkins; Director Business Transformation, Ms J Emerson

*be excluded from attendance at the meeting for Item 6.4.1 **Enterprise Resource Planning and Customer Relationship Management Update.***

CARRIED

The meeting moved into confidence at 7.05 pm.

The meeting moved out of confidence and closed at 7.07 pm.

CHAIRMAN.....

DATE.....

ITEM	6.0.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	24 January 2023
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.

RECOMMENDATIONThat 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 Due:	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. June 2023	Chandler Giles
27/06/2022 6.1.2 Due: Deferred to: Reason:	Community Bus Evaluation Report 4. Council further considers the matter following receipt of the State Governments response as per Recommendation of this report. September 2022 April 2023 Waiting on response from Ministers Office.	Michelle Atkinson
214/10/2022 6.2.2 Due:	Salisbury City Centre Revitalisation Update – Church and John Streets Working Group Outcomes 3. Notes that the outcome of the Expression of Interest will be reported to Council seeking approval to progress negotiations with a preferred proponent should one be identified. March 2023	Sharee Klein

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
DATE	24 January 2023
HEADING	Community Bus - Continuation until 2 April 2023
AUTHOR	Raini Nailer, Senior Social Planner – Reconciliation & Community Transport, 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 4.4 We plan effectively to address community needs and identify new opportunities
SUMMARY	This report is seeking approval for continuation of the Salisbury Community Bus Service until 2 April 2023.

RECOMMENDATION

That Council:

1. Approves the continuation of the Council initiated Community Bus Service until 2 April 2023 to support community access/transport outcomes over the summer holiday, with funding provided via a non-discretionary budget review bid of \$67,849 to be included in the 2022/23 Second Quarter Budget Review.
2. Notes that Council has not received a response to its request for support from the South Australian Government.

ATTACHMENTS

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

1. Community Bus Budget Schedule
2. Community Bus Participation 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 third 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 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 An implementation update of the trial was reported to Council on 22 March 2022, and 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 1237/2022)

- 1.5 A Community Bus Evaluation Report was reported to Council on 27 June 2022, and it was resolved that Council:

1. *Approves the continuation of the Community Bus Service until the end of December 2022 as per Budget Bid number OPN 000959 (Attachment 3, Innovation and Business Development Committee, 21 June 2022, Item 6.1.2).*
2. *Notes the findings of the Community Bus Trial.*
3. *Approves the Mayor writing to the Minister for Infrastructure and Transport to share Council's findings of its bus trial and request the Government to fund additional bus routes for an improved public transport system in the western suburbs of the City of Salisbury as detailed in Council's Project Partnerships 2022.*
4. *Council further considers the matter following receipt of the State Government's response as per Recommendation 3 of this report.*

(Resolution Number 1385/2022)

2. CONSULTATION / COMMUNICATION

2.1 External

2.1.1 Des's Adelaide

3. REPORT

- 3.1 The Community Bus Trial commenced on 5 October 2021 and concluded 3 April 2022. The Community Bus Trial gathered significant community support, providing community members improved access to a number of the City's key areas.
- 3.2 On 22 March 2022, Council approved the continued provision of the Community Bus service until July 2022 pending the preparation of an evaluation report of the Community Bus Trial.
- 3.3 A Community Bus Evaluation Report was reported to Council on 27 June 2022, and it was resolved that Council continues to provide the Community Bus Service until the end of December 2022 (Resolution 1385/2022).
- 3.4 In accordance with *Council Resolution 1385/2022*, the Mayor has written to the Minister for Infrastructure and Transport to share Council's findings of its community bus trial and request the Government fund additional bus routes for an improved public transport system in the western suburbs of the City of Salisbury. A response is yet to be received.
- 3.5 The community bus is a valuable community service. The importance of this service is amplified during the summer festive season as it provides the community with important access to air-conditioned locations during hot weather events, supports families to access community and recreation services, as well as support family and social engagement.
- 3.6 To provide adequate time for the South Australian Government to respond and to support community access/transport outcomes over the summer holiday period, it is recommended that Council extend the Community Bus until Sunday 2nd April 2023.
- 3.7 There is currently no budget provision for the continuation of the community bus service in the 2022/23 draft budget beyond December 2022.
- 3.8 Extending the service until 2 April 2022 would cost \$67,849 (subject to acceptance of current terms by the existing operator). An overview of the Community Bus budget is included in Attachment 1.

4. CONCLUSION / PROPOSAL

- 4.1 To provide adequate time for the South Australian Government to respond to the request to fund additional bus routes for an improved public transport system in the western suburbs of the City of Salisbury, and to support community access/transport outcomes over the summer period, it is recommended that Council extends the Community Bus until Sunday 2nd April 2023, subject to the approval of a non-discretionary bid of \$67,849 to be considered through the Second Quarter Budget Review process.

Council Meeting Date	Approved	Amount
26 October 2020	Council endorse a 6-month trial of a Community Bus Service and that a corresponding New Initiative Bid be developed by staff for consideration in the 21/22 Budget (OPN000713).	\$68,000
20 December 2021	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.	\$42,000
20 December 2021	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.	\$19,158
22 March 2022	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.	\$53,000
21 June 2022	Approves the continuation of the Community Bus Service until the end of December 2022 as per Budget Bid number OPN 000959	\$100,000
	Total spend as at December 2022	\$282,158
18 October 2022	Approves the continuation of the Community Bus Service and budget until 2 April 2023.	\$68,000
	Total spend as at 2 April 2023	350,158

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Community Bus Data

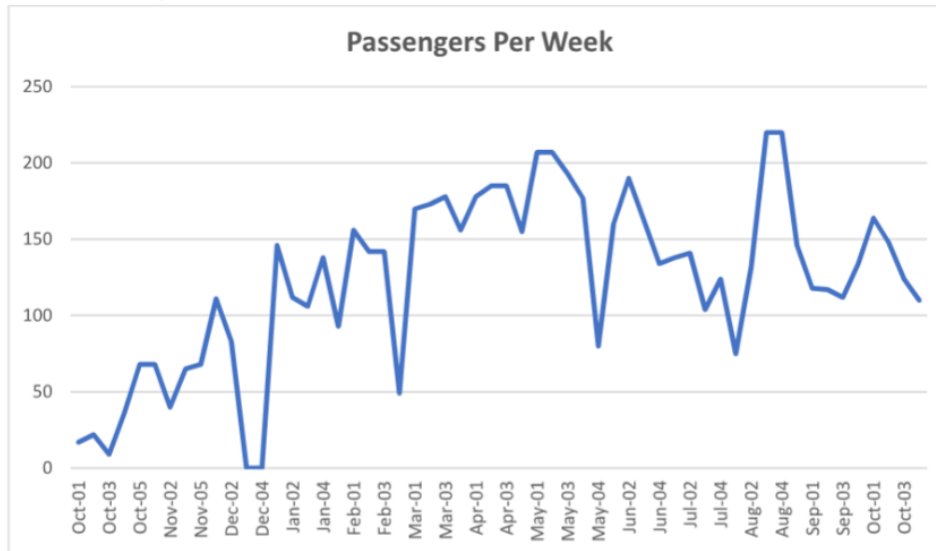


Figure 1. Weekly Passenger Totals October 2021 to October 2022

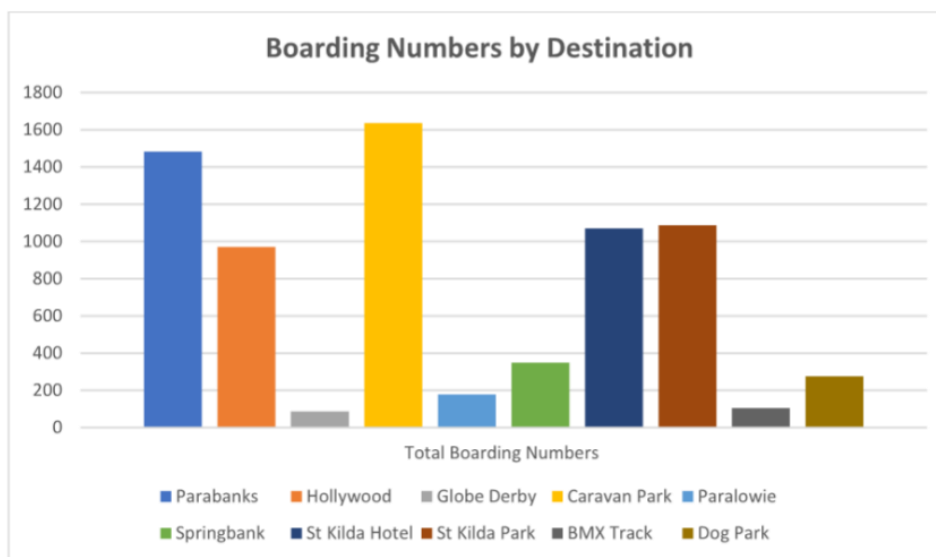


Figure 2. Total Passengers Boarded per site between October 2021-22

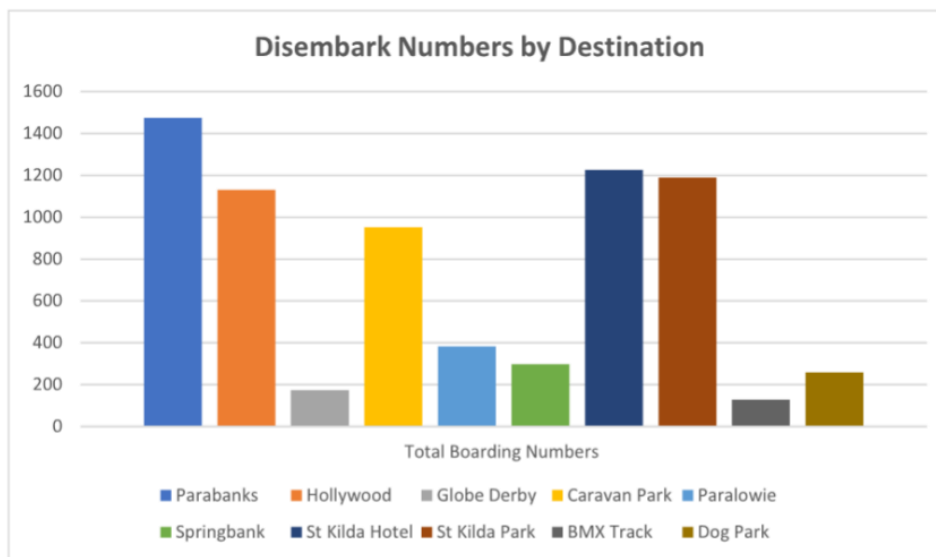


Figure 3. Total Passengers Disembarking per site between October 2021-22

Notes and Limitations

- BMX Track and Dog Park stops data in figures 2 and 3 range from 1st January 2022 to 31st October 22, so appear to be less popular than other stops
- Limitations to this data include collection by third parties

ITEM	6.1.2
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
HEADING	Recommendations of the Salisbury Living Sub Committee meeting held on Wednesday, 18 January 2023
AUTHOR	Sharee Klein, Manager Strategic Development Projects, City Development
CITY PLAN LINKS	4.2 We deliver quality outcomes that meet the needs of our community 3.4 Our urban growth is well planned and our centres are active
SUMMARY	The minutes and recommendations of the Salisbury Living Sub Committee meeting held on Wednesday, 18 January 2023 are presented for Innovation and Business Development Committee's consideration.

RECOMMENDATION

That Council:

1. Receives and notes the information contained in the Salisbury Living Sub Committee Minutes of the meeting held on 16 January 2023 be received and noted and that the following recommendations contained therein be adopted by Council:

SLSCC1 Future Reports for the Salisbury Living Sub Committee (formerly the Strategic Property Development Sub Committee)

Recommendation

That Council:

1. Notes the report.

SLSCC2 Strategic Development Projects - Status Report

Recommendation

That Council:

1. Notes this report.

ATTACHMENTS

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

1. Minutes Salisbury Living Sub Committee - 18 January 2023

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

18 JANUARY 2023

MEMBERS PRESENT

Cr K Grenfell (Deputy Chairman *presiding over the meeting*)
Cr B Brug
Cr C Buchanan
Cr P Jensen
Mayor G Aldridge (ex officio)

OBSERVERS

Cr D Hood
Cr A Graham

STAFF

Chief Executive Officer, Mr J Harry
General Manager City Development, Ms M English
General Manager Business Excellence, Mr C Mansueto
Manager Governance, Mr R Deco
PA to General Manager Business Excellence, Ms H Berrisford
Manager Strategic Development Projects, Ms S Klein
Project Manager, Strategic Development Projects, Mr S Tremain

The meeting commenced at 6.31pm.

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

APOLOGIES

An apology was received from Cr M Mazzeo (Chairman).

LEAVE OF ABSENCE

Nil.

PRESENTATION OF MINUTES

This being the first meeting of the Salisbury Living Sub Committee, there are no previous minutes.

Moved Cr C Buchanan

Seconded Cr P Jensen

The Minutes of the Strategic Property Development Sub Committee

Meeting held on 11 July 2022, be taken as read and confirmed.

CARRIED

REPORTS

SLSCC1 Future Reports for the Salisbury Living Sub Committee (formerly the Strategic Property Development Sub Committee)

Moved Cr C Buchanan

Seconded Cr B Brug

That Council:

1. Notes the report.

CARRIED

SLSCC2 Strategic Development Projects - Status Report

Moved Cr C Buchanan

Seconded Cr P Jensen

That Council:

1. Notes this report.

CARRIED

OTHER BUSINESS

Nil.

CLOSE

The meeting closed at 6.37pm.

CHAIRMAN.....

DATE.....

ITEM	6.2.1
	INNOVATION AND BUSINESS DEVELOPMENT COMMITTEE
DATE	24 January 2023
HEADING	Community Requests - Response Dashboard
AUTHOR	Hannah Walters, Community Experience Lead, Business Excellence
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	
<u>That Council:</u>	
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: <i>‘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.’</i>
	<i>Resolution No 0250/2019</i>
1.2	Further, at the November 2019 meeting, the Committee also requested that the information be provided by department.
2. CONSULTATION / COMMUNICATION	
2.1	Nil
3. REPORT	
Organisation	
3.1	The Community Request - Response Dashboards for the rolling 12-month period 1 January 2022 to 31 December 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 25,763 requests received in the past rolling 12-month period ending 31 December 2022:
- 3.3.1 91.1% of requests were closed within 10 days.
- 3.3.2 96.5% 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 December 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	98	2.1%	98.0%	2.0%	98.0%
City Development	553	16.9%	75.4%	7.6%	92.4%
Community Development	11	18.2%	81.8%	0.0%	100.0%
City Infrastructure	1,280	35.8%	63.4%	0.8%	99.2%
Information Requests	7	14.3%	85.7%	14.3%	85.7%
Total	1,949	28.7%	68.5%	2.8%	97.2%
		97.2%		2.8%	

- 3.9 For CRM requests received in December 2022 we achieved a compliance rate of 97.2% where the CRM Request was either closed or responded to within 10 business days.

12 Month Rolling Report Ending 31 December 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
Jan-22	92.9
Feb-22	94.0
Mar-22	94.6
Apr-22	94.8
May-22	95.4
Jun-22	95.8
Jul-22	96.2
Aug -22	96.5
Sep - 22	96.2
Oct-22	96.3
Nov-22	96.6
Dec 22	96.5

CRM Data – Rolling 12 months November 2022

Department	Requests Received	% Responded < 10 Days	% Closed < 10 Days	% Not Met 10 Day Response	% Closed/ Responded
Business Excellence	1,088	0.2%	98.8%	1.0%	99.0%
City Development	7,081	2.4%	89.1%	8.5%	91.5%
Community Development	131	1.6%	93.1%	5.3%	94.7%
City Infrastructure	17,382	7.0%	91.5%	1.5%	98.5%
Information Requests	81	1.2%	88.9%	9.9%	90.1%
Total	25,763	5.4%	91.1%	3.5%	96.5%
		96.5%		3.5%	

- 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 statistics. 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.

3.13 Requests received using external apps

- Below is a table that shows the monthly breakdown of requests received via external apps Snap Send Solve, My Local Services and Neat Streets.

Date	Snap Send Solve	My Local Services	Neat Streets
Jan-22	81	68	5
Feb-22	130	87	0
Mar-22	115	105	0
Apr-22	105	58	2
May-22	102	106	5
Jun-22	134	117	2
Jul-22	105	84	1
Aug-22	115	77	15
Sep-22	189	110	2
Oct-22	199	149	0
Nov-22	169	130	0
Dec-22	157	89	0
Total	1601	1180	32

- These requests are received via the city@salisbury.sa.gov.au email address and manually put into our CRM system by the Community Experience Team.

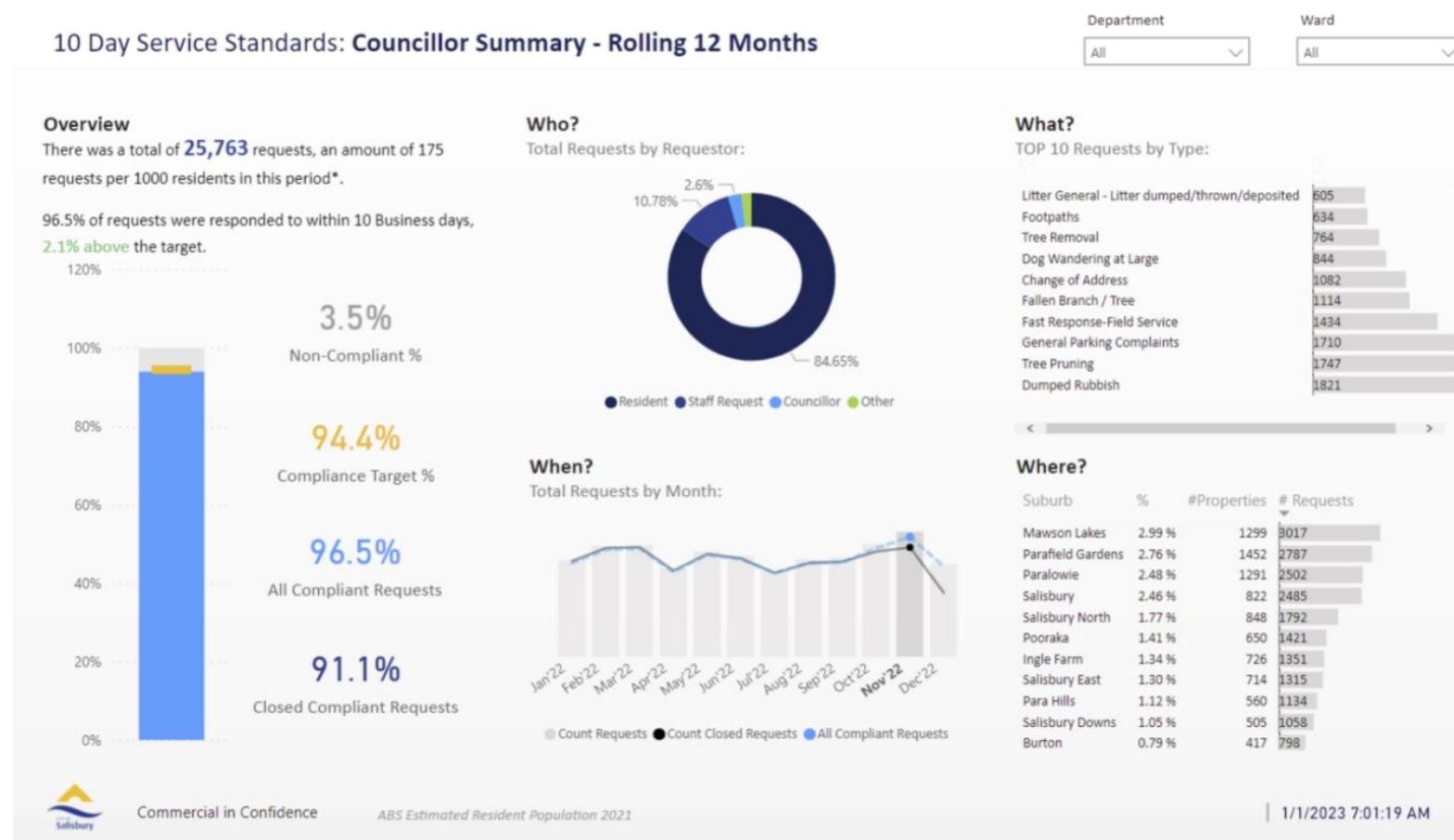
4. CONCLUSION / PROPOSAL

- 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.

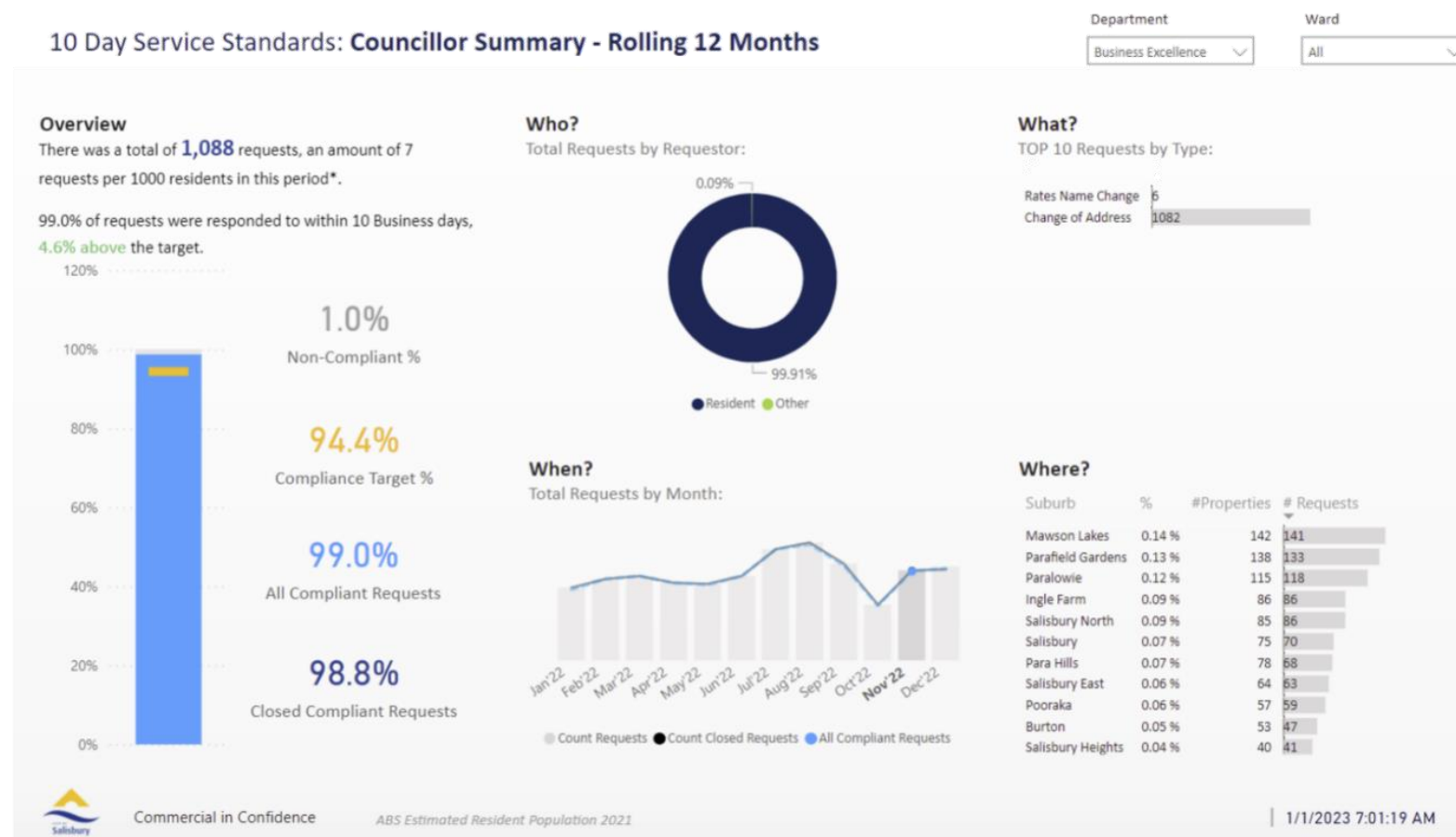
- 4.3 This month we have met the target response listed in the City Plan Corporate Dashboard - Innovation and Business Development to respond to 94.4% of requests within 10 working days.

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10 Day Service Standard –1 January 2022 to 31 December 2022



Business Excellence – 1 January 2022 to 31 December 2022



City Development – 1 January 2022 to 31 December 2022

10 Day Service Standards: Councillor Summary - Rolling 12 Months

Department

City Development

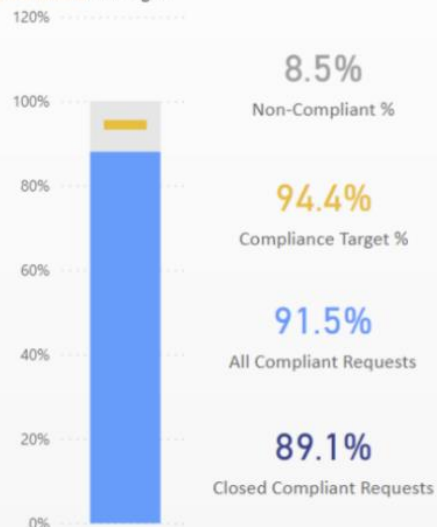
Ward

All

Overview

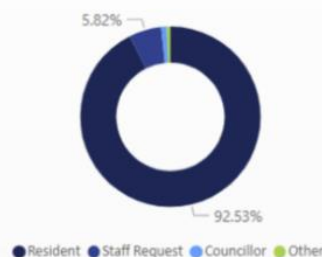
There was a total of **7,081** requests, an amount of 48 requests per 1000 residents in this period*.

91.5% of requests were responded to within 10 Business days, **-2.9% below** the target.



Who?

Total Requests by Requestor:



When?

Total Requests by Month:



What?

TOP 10 Requests by Type:



Where?

Suburb	%	#Properties	# Requests
Mawson Lakes	0.79 %	428	799
Paralowie	0.70 %	409	705
Parafeld Gardens	0.68 %	435	690
Salisbury	0.55 %	305	559
Salisbury North	0.53 %	299	536
Ingle Farm	0.44 %	1	440
Salisbury East	0.39 %	260	395
Salisbury East	0.36 %	234	367
Pooraka	0.35 %	211	355
Para Hills	0.33 %	184	334
Salisbury Downs	0.26 %	175	261

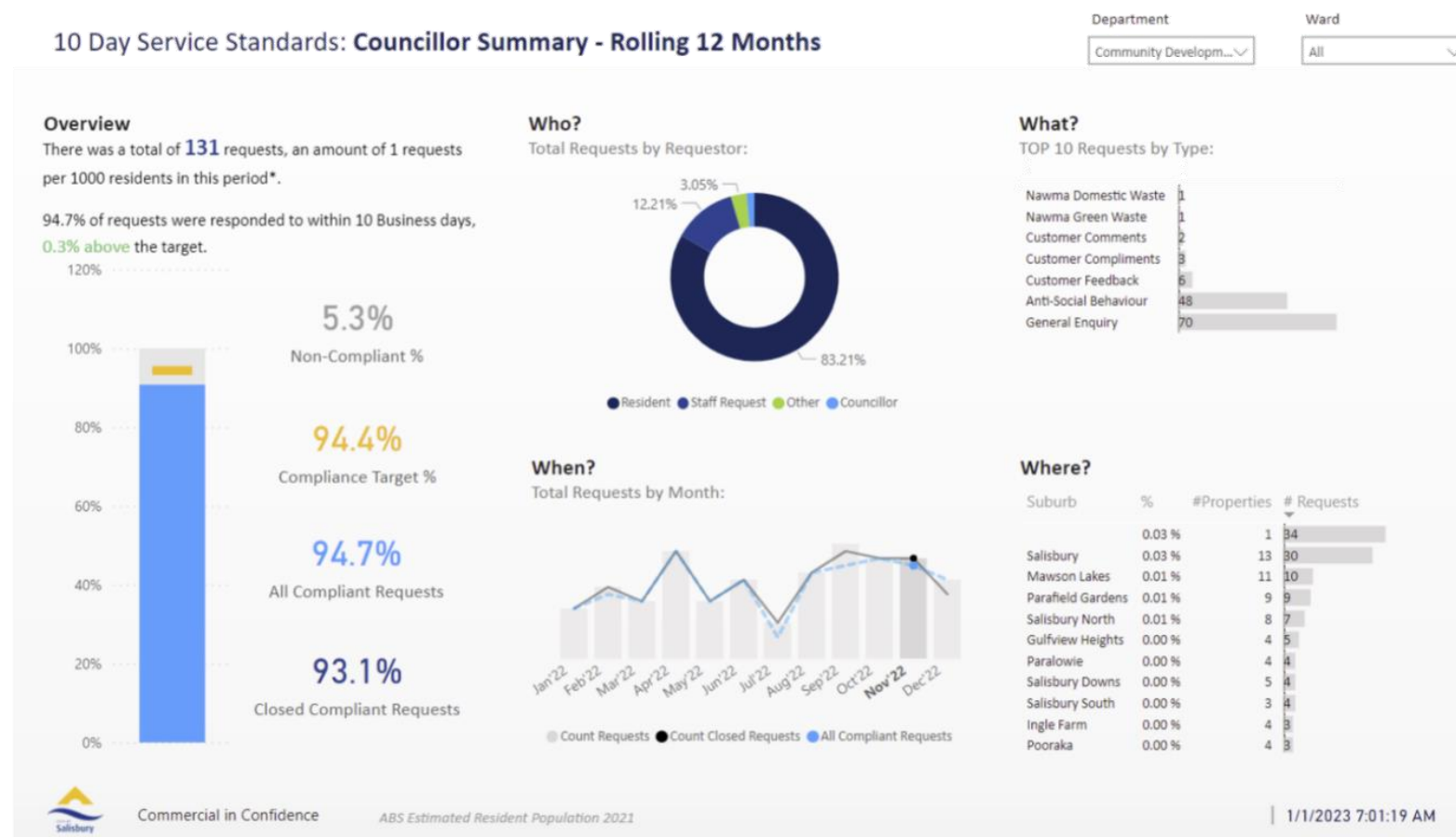


Commercial in Confidence

ABS Estimated Resident Population 2021

1/1/2023 7:01:19 AM

Community Development – 1 January 2022 to 31 December 2022



City Infrastructure – 1 January 2022 to 31 December 2022



Null (Information) – 1 January 2022 to 31 December 2022

