

15. REQUEST FOR SERVICE UPDATE

Officer responsible Community Advocate, Burwood/Pegasus	Author Kaye Edens - Community Technical Adviser, DDI 941-5307
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The purpose of this report is to provide the Board with a six monthly update on Requests for Service received by Council, and by comparing the update to the previous six-month period, report any apparent trends.

BACKGROUND

The Request for Service database of calls received by the Council has been in operation for approximately 12 months. The Board was proactive in requesting the 'report by ward area' facility to be developed and has resolved to receive regular reports on trends in the Burwood/Pegasus wards. A previous report compared the first two three-month periods of the Request for Service system.

The Board held a seminar session with Council staff after the report was presented to discuss the most commonly reported categories of concern, which were graffiti, dog control and street maintenance. Council staff gave an overview of issues within their Units but could not give specific reasons for the number of Requests for Service in the categories which rated highest. The Board decided that reports after each six-month period would be sufficient to keep informed about the main community concerns.

ANALYSIS

The six monthly report (attached) covers the period from 1 January to 30 June 2003. For comparison purposes there is another graph which shows the previous six months 1 July to 31 December 2002, the period covered by the first report to the Board and originally split into two three-month graphs.

In this report the six highest recorded categories have been shown compared to only three categories in the previous report.

The highest category again is the recycling collection, with the majority of calls for a new or extra recycling crate or a replacement crate; less than ten percent are service delivery complaints. Burwood/Pegasus has the highest number of requests in the City for new or extra crates and is among the lowest for replacement crates. Service delivery complaints are also comparatively low in Burwood/Pegasus when compared against other wards.

The second most recorded category is property and almost all are related to general maintenance matters. The number is probably reflected by the age and number of Housing Units in Burwood/Pegasus but is well below the citywide average.

Water reactive maintenance numbers are included only because it features third highest on the list in Burwood/Pegasus. It is interesting to note that although the number of calls has slightly decreased in the two wards, they have increased in the citywide average.

There is a slight increase in animal control data numbers between the first and second six-month graphs. This may be because of a greater concentration of staff in known problem areas, as well as street-by-street property visits. Several problem areas in Burwood/Pegasus have been targeted and more wandering dogs sighted and picked up along the way. Nearly all complaints are related to barking or wandering dogs and Burwood/Pegasus is still highest in the City followed by Hagley/Ferrymead and Shirley/Papanui.

The graffiti numbers are much higher than the previous summary report but this is due to all graffiti complaints being logged under one initial code, then split into sub-types. The previous report showed only graffiti on private residential property and these incidents are still increasing slightly in Burwood/Pegasus. Approximately 60 per cent of all graffiti complaints in the two wards are on private property.

The final graph on the report shows rubbish bag coupon information. The obvious difference between the two periods shown on the graph is the annual rubbish bag allocation in April 2003 resulting in a peak of requests.

CONCLUSION

For the purposes of this report, there has been no split between Burwood and Pegasus wards and the numbers have been combined to show total numbers in each six-month period. The report shows the six highest recorded categories of customer contact and although recycling, property and water maintenance feature first in the report with the highest number of calls, they are dealt with promptly at first point of contact by call centre or front counter staff and referred directly to the appropriate Council Unit. The most apparent trend in the other three categories is an increase in graffiti in Burwood/Pegasus and this seems as if it will be a constant battle to overcome.

Staff

Recommendation: That the information be received.

Chairperson's

- Recommendations:**
1. That the information be received.
 2. That an appropriate officer(s) report to the meeting on the trends indicated in the Request for Service graph.