

# Your SUBMISSION

Please deliver your submission to the Civic Offices, or any of the Council service centres, mail it to us, or email it to [cccplan@ccc.govt.nz](mailto:cccplan@ccc.govt.nz) to arrive by Thursday 6 May 2004.

When preparing your submission, please note:

- If you do not use this form, please include your name, address and telephone number on the first page of your submission
- Please clearly state the issue you wish the Council to consider, what specific action you wish the Council to take and why that should be done
- Where possible, refer to the volume and page number of the draft community plan
- If you wish, you can present your submission at a hearing. You will get 10 minutes to speak. In your submission please say if you wish to speak or not
- The law says we must make all written submissions public. All submissions will be published on the Council's website from 6 May, 2004
- From late July to mid-September all submitters will hear from the Council, with news about what was done in relation to their submission
- No anonymous submissions will be accepted.

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Signature: *[Handwritten Signature]*

Tick which applies:

I do NOT wish to speak at the hearings

I wish to speak about the main points in my submission at the hearings from 1-11 June.

PROJECTED OPERATING EXPENDITURE SHOWS AN  
INCREASE TO 2013/14. WHY IS THIS SO? THERE  
APPEARS TO BE NO FOCUS ON REDUCING  
OPERATING COSTS, WHICH IS THE OPPOSITE OF THE  
COMMERCIAL SECTOR. THERE IS NO EXCUSE  
FOR NOT REDUCING OPERATING COSTS AND  
IMPROVING SERVICES AND REDUCING COSTS. THE  
PUBLIC SECTOR CREATE THE MYTH THAT  
OPERATING COSTS CAN ONLY GO UP.

I WOULD CHALLENGE THE COUNCIL TO PRODUCE  
EVIDENCE THAT THEY ARE PRO ACTIVE IN  
SEEKING OUT OPERATING EFFICIENCIES.

A SPECIFIC EXAMPLE IS THE LACK OF A  
TRUE CALL/CONTACT CENTRE FOR COUNCIL SERVICES.  
THE INTRODUCTION OF ONE AND CLOSING OF  
LOCAL SERVICE CENTRES WOULD BE A SIGNIFICANT  
COST SAVING, AND I WOULD SUGGEST PRODUCE AN  
INCREASE IN CUSTOMER SERVICE LEVELS.