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Corporate Plan Output: Counter Services page 6.1.text.40.ii	

The purpose of this report is to advise of changes affecting suburban service delivery by the Council, and of action to be taken to address the financial implications of the changes.

INTRODUCTION

The Council (and a number of pre-amalgamation Councils) has been involved in the provision of support services to the Police/Land Transport Safety Authority in the process of drivers licensing for many years.

This support has principally been provided from the former administrative bases of the Waimairi District, Heathcote County and Paparua County Councils i.e. at the Fendalton, Beckenham and Sockburn Service Centres. Other service centres have provided support to a lesser degree.

Over the past two years the authority has actively been reviewing the delivery of driver testing, and administrative support, services and has now completed its task in issuing new contracts for these respective aspects of the licensing process. Unfortunately the Council has not been acknowledged as a provider in the new regime.

CHANGES IN DELIVERY

There is a collection of new providers, including the Automobile Association, Vehicle Testing NZ and Vehicle Inspection NZ, with a number of new outlets being provided throughout the city for the provision of the new services.

The loss of the services from 1 May brings to an end a long period of support to the Christchurch community and people will have to adjust to a change to a well established process.

Staff have been working through a transitional process enabling the Land Transport Safety Authority and the new providers to assume the continuation of business through the new outlets, and have provided strong support to the community in assisting individual understanding of “where now”.

This activity has been handled well despite times of obvious stress, and it would be appropriate for there to be recognition of these recent efforts, in addition to the many years of past endeavour in providing driver licensing support as a “community service”.

Throughout these past years the prompt and pleasant service provided has been well received by generations of users, and the registration of approximately 21,000 customers (City-wide) per annum has indicated the preference for many to use the suburban service in lieu of the central city outlet.

FINANCIAL IMPLICATIONS

The level of previous activity represented a revenue stream of approximately \$70,000 per annum. It will now be necessary for this to be deleted from the relevant sections of the Unit's budget for 1999/00.

Matching expenditure reduction will be met by pending staff movements.

- Recommendation:**
1. That the Council express its sincere thanks to the Counter Services staff in the suburban service centres for their past efforts in providing this valuable, and recognised, service to the Christchurch community.
 2. That appropriate adjustments to the Council's revenue and expenditure be made to in the final 1999/00 Council Plan.

Chairman's

Recommendation: That the above recommendation be adopted.