

## 18. REQUEST FOR SERVICE UPDATE 1 JULY - 31 DECEMBER 2003

<b>Officer responsible</b> Community Advocate, Burwood/Pegasus	<b>Author</b> Kaye Edens - Community Technical Adviser, DDI 941-5307
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The purpose of this report is to provide a six monthly review of Requests for Service received by the Council between 1 July and 31 December 2003, and additional information about vandalism to bus shelters.

### BACKGROUND

The Board was instrumental in seeking a reporting system which would capture the Requests for Service (RFS) logged in the Burwood and Pegasus wards. The Board had become concerned about losing local knowledge normally retained through public contact with staff at the Shirley Service Centre.

The first report presented to the Board was for three months between 1 July - 30 September 2002 and was followed by a subsequent three month report for the period 1 October - 31 December 2002. The Board then decided that reports at the end of each six month period would be regular enough to keep in touch with concerns in the community. The Community Technical Adviser therefore reports on RFS every six months and indicates whether any trends are apparent that the Board may be able to address through funding support or other means.

### ANALYSIS

The six highest recorded categories have remained unchanged since the previous report, which covered the period 1 January - 30 June 2003. The latest figures have been added to the attached graph showing the two previous reports for comparison purposes.

The recycling collection category is still the most consistently recorded field and is 90% replacement or new crate requests. The popularity of recycling in Christchurch continues to increase and will keep increasing as new types of materials are able to be accepted. The Council has no plans to limit requests for new or replacement recycling bins although it is difficult to keep up with the demand for them.

Property Unit RFS have decreased slightly in the latest figures but not significantly; the numbers relate simply to ordinary maintenance matters related to Council housing units.

Water reactive maintenance RFS categories include reports of leaks at water connections or in footpaths and berms, damage to toby boxes, no water or not being able to shut the water off at property boundaries to effect repairs. These numbers have decreased slightly since the last two reports for no apparent reason although several years of pipe replacement work might have some bearing on the reduction in reported leaks.

Animal control general complaints have dropped back to normal numbers in the Burwood/Pegasus wards since the last reporting period. The higher than usual numbers in the last report were related to a street by street campaign to find unregistered dogs which was very successful. There have been no changes to the main problems with animal control; barking and wandering dogs cause the most concern. Burwood/Pegasus wards have logged the most calls, closely followed by Hagley/Ferrymead and Shirley/Papanui.

Graffiti remains a significant problem in Burwood/Pegasus as well as the rest of the City. The Burwood/Pegasus figures are higher than the city-wide average but this may be due to a pro-active approach to dealing with the problem. The Project Employment and Environmental Enhancement Programme Trust have a truck and painting crew and receive an annual grant from the City Transport Unit to deal with graffiti in a designated area of the two wards. The Trust drives through the two wards, three times each week, painting out graffiti. This has been so successful that the designated area has been increased. The sites and details are entered onto the RFS database so although the numbers are high, the graffiti has already been dealt with instead of relying on someone to call in and report it.

The rubbish coupons, post additional, category of RFS has dropped back in numbers since last reported when the annual mail out of coupons was being carried out. The numbers of RFS recorded, when compared to the previous 'normal' period between 1 July-31 December 2002, have increased and are probably due to the buoyant building boom and new subdivision developments in Burwood/Pegasus.

## **VANDALISM TO BUS SHELTERS**

At the time of presenting the last RFS update report to the Board in August 2003, the matter of an increase in reports of vandalism was raised and Board members were interested in whether any figures relating to those incidents were available. The only figures captured by the RFS reporting system about vandalism are incidents related to bus shelters. The figures relating to Council-owned shelters also include other records of general maintenance such as rust repairs and repainting not just vandalism.

The Council-owned bus shelters have not been targeted by vandals as consistently as those shelters owned and maintained by Adshel which have glass panels, but have ongoing problems with tagging and some minor damage.

Adshel has been approached and asked whether there are any plans to introduce measures to reduce the problem. Adshel replied that:

- They have delayed reinstalling glass in sites that have been hit numerous times.
- They are changing the type of glass to one that cracks instead of shatters (less of a thrill for vandals).
- Trialling mesh backs in some sites where the shelters are against walls.
- They will trial a type of polycarbonate or acrylic panel.

Reports of damage to the glass panels of bus shelters have more than tripled in the last 12 months and show little sign of diminishing. New measures implemented may have an effect on incidents.

### **Staff**

**Recommendation:** That the information be received.

### **Chairperson's**

- Recommendations:**
1. That the information be received.
  2. That the attention of the Police be drawn to the high levels of graffiti in Burwood/Pegasus and the Police be requested to undertake surveillance and prevention strategies.