

Achievement of Customer Service Guarantee Report – January to March 2018

| Section | Target | Result | Met or Exceeded Target | Within 3% of achieving Target | Not Achieved | Target Not Yet Applicable | Comment from relevant manager, where required |
|-----------------------------------|---|--|------------------------|-------------------------------|--------------|---------------------------|---|
| Overall Achievement | | | 29 | 5 | 3 | 3 | |
| Customer Responsiveness | We will answer 90% of calls to our Customer Service Centre within 30 seconds | 85.95% | | | x | | A decrease in result from the same period of time last year (when the result was 91.78%). Staff turnover causing a loss of organisation knowledge has been a factor, as well as greater call numbers for the period. |
| | We will respond to your letter within 10 working days of receipt. | 92.46% | | x | | | A decrease on the result for the same period last year (when the result was 97.14%). Automated escalation of overdue correspondence to supervisors will be introduced shortly should assist in this area. |
| | If you email us at our central email address (mail@monash.vic.gov.au), we will acknowledge your email within 1 working day and respond within 10 working days. | 90.05% | | x | | | A decrease in the result when compared to the same period last year (when the result was 94.28%). Again as above it is thought automated escalation will assist for a greater result in the future. |
| Sustainable Monash Waste Service) | Our household waste collection service will not lead to more than 120 reports of uncollected bins per month. (this target is well above industry standards). | Total missed waste bin reports from Jan-Mar Total 347. (Jan 131, Feb 116, Mar 100) | | x | | | February and March achieved the target. January exceeded target by 11 reports, however given the 23 collection days (average is 21.66 per month), the daily average missed bin reports of 5.7 is a very high standard. |
| | Our household recycling collection service will not lead to more than 60 reports of uncollected bins per month. (this target is well above industry standards). | Total missed recycling bin reports from Jan-Mar total 107. (Jan 43, Feb 32, Mar 32) | X | | | | |

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| | Damaged bins will be repaired within 3 - 5 working days of being reported to us. | Number of requests received from Jan – Mar Total 680. (Jan 250, Feb 225, Mar 205) | X | | | | |
| | Bins for a new or resumed service will be provided to an occupied premise within 2 working days of being requested. | Number of requests received from Jan – Mar total 289. (Jan 89, Feb 111, Mar 89) | X | | | | |
| | Bins reported as missing will be replaced within 2 working days of being reported to Council. | Number of requests received from Jan – Mar total 204. (Jan 65, Feb 57, Mar 82) | X | | | | |
| | Every year we will provide one free hard waste collection for each Monash household, as part of Council's Annual Hard & Green Waste Collection. | | X | | | | |
| Street Cleaning Services | We will clean every major shopping strip 6 days per week. Residential streets will be cleaned on average, once every 5 weeks. | Service provided as stated | X | | | | |
| | We will respond to reports of overfull street litter bins in shopping strips within 2 hours of being reported (during working hours). | No reports received | | | | X | |
| | We will investigate reports of litter and dumped waste on public land within one day of it being reported to us. | Total number of requests received this quarter from Jan-Mar 564 reports 95 out of 564 not achieved. (Jan 146, Feb 202, Mar 216) | | | X | | Delays due to change of staff and plant maintenance issues. We have reviewed the importance and priority of achieving this guarantee with the leadership team. |
| Roads & Footpaths | Major potholes on Council roads that are assessed as urgent will be made safe within 24 hours. If assessed as non-urgent, potholes will be | 2 major pothole requests were received by Council in this quarter. | X | | | | Major potholes on Council roads that are assessed as urgent will be made safe within 24 hours. If assessed as non-urgent, potholes will be temporarily made safe within 5 working days and repaired within 20 working days. 2 major pothole requests were received by Council in this quarter. |

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| | temporarily made safe within 5 working days and repaired within 20 working days. | 5 minor potholes requests received and were repaired within 20 working days | | | | | 5 minor potholes requests received and were repaired within 20 working days. |
| | 18,000 m2 of footpaths will be upgraded each year. | The quantity of footpath replaced between 1 January 2018 – 31 March 2018 is 9848m2 | X | | | | Quantities are tracking well at this time of year to meet targets. |
| | Footpaths determined to be a tripping hazard will be made safe within 5 working days. Where Council assesses the footpath problem as urgent, it will be made safe within 24 hours. | Total 44 requests were received, all completed within 5 working days. | X | | | | |
| Trees | We will inspect every Council street tree at least once every two years and prune, if necessary. | Programmed inspections have been completed within cyclic schedule for the period. | X | | | | |
| | We will plant a minimum of 1,000 new or replacement street trees per year. | 1292 have been planted year to date | X | | | | Maintenance continues to care for newly planted trees from Year 1 of the strategy and the 2017/18 Replacement Program. |
| | We will plant in excess of 70,000 trees, shrubs and groundcovers in reserves each year. | 70,928 have been planted year to date | X | | | | |
| Library Services | 40,000 new items will be added to the Monash Libraries' collection each year. | 11,852 items added in Jan-March 2018 | x | | | | With items added during this quarter the library is on target to exceed the target. |
| | 9,000 new items will be added to the Monash Libraries' collection for culturally and linguistically diverse communities each year. | 2,644 of the items added were for culturally and linguistically diverse communities | x | | | | Items added to the library for culturally and linguistically diverse communities during this quarter mean the library is on target to exceed this annual target. |
| Health | All restaurants, cafes and takeaway food shops will be subject to an inspection by an | 212 of 1339 food premises inspected as at end of 1 st quarter | | | | x | On track to meet target and have all inspections completed by 31 December 2018. |

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| | Environmental Health Officer at least once every 12 months. | (measure based on calendar year) | | | | | |
| Graffiti | We will respond to reports of offensive graffiti within 4 hours of being notified (between the hours of 7.30am – 4pm, Monday-Friday), with the aim being to remove the offensive graffiti as soon as possible. | 1 instances of offensive graffiti was reported by the community, 15 instances identified by staff. All were removed within the timeframe. | x | | | | |
| Parks & Open Space | We will visit all parks every two - six weeks (seasonal) to ensure that the grass is maintained and to identify, remove or report any situations of risk or threat to public safety. | All sites were serviced within the required timeframes. | x | | | | 306 problem reports have been submitted during the quarter identifying a range of defects within reserves. |
| | We will inspect every children's park playground either weekly or fortnightly (depending on their level of use) to ensure they are safe, clean and usable. | All sites were serviced within the required timeframes. | x | | | | Inspections identified 18 defects for repair or equipment replacement, 7 reports of graffiti. |
| Animal Management | We will conduct a minimum of 20 hours of patrols of local parks per month. | Target exceeded. January 23 hours; February 20.5 hours; March 23.5 hours | x | | | | |
| | We will respond to complaints about animal nuisances, such as barking dogs within 3 working days. | Target met. In total 70 Barking Dog Complaints were received. 78% were responded to within 1 working day, 8% were responded to within 2 working days and 14% were responded to within 3 working days. 26 Nuisance Cat complaints were received. 88% were responded to within 1 | x | | | | |

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| | | working day and the remainder within 3 working days. | | | | | |
| | We will respond to reports of dogs wandering at large and dog attacks within 24 hours. | Target met. 27 Reports of dogs WAL received and 28 dog attacks reported. | x | | | | |
| Community Amenity | Appropriate enforcement action will be taken within 3 working days on complaints regarding a Local Law (such as an overhanging tree, littering or obstructions on footpaths and roadways). | 97.8% of complaints were responded to within 3 working days. | | x | | | For the period 2007 CRs were received relating to Local Laws. 1964 out of 2007 were actioned within 3 working days. The 43 that were not attended to within 3 working days were abandoned vehicle complaints and complaints about overgrown vegetation/long grass at properties and on nature strips. They were attended to within 4-5 working days. These complaints were matters whereby the associated risks were minor and managed as a lower priority in the context of a number of competing demands. |
| Planning | 100% of 'simple' planning applications (as determined by the VicSmart application process) will be determined within 10 working days. | 100% | x | | | | |
| | 80% of all other planning applications will be determined within 60 days. | 72% | | | x | | An average of 72% of applications have been decided 'in time' this quarter. This is an improvement on the last quarter, where 57% of applications were decided in time, on average, in that quarter. We continue to review processes and procedures aimed at increasing the number of decisions made in time. |
| Community Care | We will respond within 2 working days to any priority 1 referrals for assistance (prioritised using priority of access guidelines). | N/A | | | | x | No longer a valid measure as referrals are made directly to My Aged Care, not Council. |
| | We will provide all required delivered meals to every eligible Meals on Wheels client by 1pm. | 9,834 meals were provided over the quarter, 100% of which were delivered within the required timeframe. | x | | | | |

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| | We will respond within 1 working day to any emergency home maintenance request made by a recipient of Monash HACC services. | 27 urgent requests for Home Maintenance were received over the quarter, 100% of which were responded to within one working day. | x | | | | |
| Maternal & Child Health | Every new child born to a Monash family will receive a home visit from a Maternal & Child Health nurse. | 97.3% | | X | | | 410 birth notifications were received. Included in these birth notifications were 3 neonatal deaths (HV not required due to age on infants at time of delivery) and 4 infants who remained in NICU/SCN. HV for these 4 infants were not required due to their current admission in hospital, HV will be arranged for these infants upon discharge from hospital Therefore out of the 410 BN received, only 403 of these BN required a HV to be completed 392/403 x 100= 97.3%. |
| | We will offer ten consultations to all Monash children aged 0-4 years, at key ages and stages. | 100% | x | | | | Updates were made to Council's website to inform community of consultations, events, services and improvements every working day during this quarter. |
| Parking | We will provide parking permits within 5 working days of the receipt of a valid application. | Target met. 765 Disabled Permits issued. 271 Residential Parking Permits issued. | x | | | | |
| Recreation | We will deliver 99% of timetabled classes for group fitness, swim lessons, squads and multisport. | 99.9% | x | | | | Group Fitness - 957 (959) classes across the 3 centres for March = 99.8%. Learn to Swim - 10,460 (10472 classes held during March = 99.9%. |
| Communication | We will continually improve Council's website and expand the functions that our community can perform online via our website (i.e. make payments, request Council services and provide feedback). | 100% | x | | | | Updates were made to Council's website to inform community of consultations, events, services and improvements every working day during this quarter. |
| | We will produce 11 issues of the Monash Bulletin each year and every issue will be | 100% | x | | | | Monthly issues of the Bulletin were delivered to Monash households in line with the publication schedule. |

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| | delivered to approx 67,000 households. | | | | | | |
| | We will report to the community on how we have performed on the targets set out in this guarantee on a quarterly basis on the Monash website and on an annual basis through the Monash Bulletin and Monash website. | 100% | x | | | | A report on Council's performance for the second quarter of 2017 (April-June) was published on Council's website. |