

Shelburne, Hobart City (2018) - Schedule of Service Delivery Standards

Service Standard	2015/16 Actual Outcome	2016/17 Actual Outcome	2017/18 Audited Outcome	Original Budget	Current Year 2018/19 Adjusted Budget	Full Year Forecast	Service Level
Swimming Service							
Are pool purification systems effective enough to put water back in to the system after purification? <i>(How long does it take to restore swimming pools on average)</i>	No average compliance < 30% 6.9	No average compliance < 30% 6.9	No average compliance < 45% 6.9	R 24,599,710 65%	R 20,184,976 65%	R 23,016,676 65%	Full bore average system 6.9
Score (0-100) (Hours)	6.9	6.9	6.9				
Score (0-100) (Hours)	9.12	9.12	9.12				9.12
Score (0-100) (Hours)	12.15	12.15	12.15	R 22,460,300	R 22,103,391	R 22,103,391	3.6 12.15
Score (0-100) (Hours)	24	24	24				24
Replacement of manhole covers? (Hours)							
Road Infrastructure Services							
Time taken to repair a single pothole on a major road? (Hours)	2 hours. Subject to availability of resources	2 hours. Subject to availability of resources	2 hours. Subject to availability of resources				2 hours. Subject to availability of resources
Time taken to repair a single pothole on a minor road? (Hours)	2 hours. Subject to availability of resources	2 hours. Subject to availability of resources	2 hours. Subject to availability of resources	R 8,497,721	R 8,697,121	R 8,697,121	2 hours. Subject to availability of resources
Time taken to repair a road following an open roadwork closure? (Hours)	3 hours. Subject to availability of resources	3 hours. Subject to availability of resources	3 hours. Subject to availability of resources	Active department to support for the	Active department to support for the	Active department to support for the	Active department to support for the
Time taken to repair roadwork? (Hours)	1 hour to report 2 hour to complete. Subject to availability of resources	1 hour to report 2 hour to complete. Subject to availability of resources	1 hour to report 2 hour to complete. Subject to availability of resources				1 hour to report 2 hour to complete. Subject to availability of resources
Priority Variations							
How long does it take on average from completion to the first account being raised? (one month/one year)	one month	one month	one month	one month	one month	one month	one month
Do you have any special rating properties? (Y/N/K)	No	No	No	No	No	No	No
Financial Management							
Are the financial statements audited? (Yes/No)	Yes	Yes	Yes	Deceased	Deceased	Deceased	Deceased
Are three Council adopted business plans including the flow and management of documentation approved? (Yes/No)	No	No	No	No	No	No	No
Is the Council's financial position to be paid from the date it has been received? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Is there a financial plan for the next 3 years? (Yes/No)	annual procurement plan in WPA article 62 on going process	annual procurement plan in WPA article 63 on going process	annual procurement plan in WPA article 64 on going process	annual procurement plan in WPA article 65 on going process	annual procurement plan in WPA article 66 on going process	annual procurement plan in WPA article 67 on going process	annual procurement plan in WPA article 68 on going process

Sanford, Meadco City (2017) - Schedule of Service Delivery Standards

Standard	2017		2016/17		2017/18		Current Year 2018/19		Full Year Forecast	Service Level
	Actual Outcome	Actual Outcome	Actual Outcome	Actual Outcome	Actual Outcome	Actual Outcome				
Administration										
Production time on enquiries and requests?	N/A	N/A	N/A	N/A	Zero achieved	Zero achieved	Zero achieved	Zero achieved	Zero achieved	We do not have a customer request management system. As a result of this we do not have a system to capture the customer request. We are currently looking at a system to capture the customer request. We are currently looking at a system to capture the customer request.
Time to respond to a verbal customer enquiry or request? (working days)	N/A	N/A	N/A	N/A	Zero achieved	Zero achieved	Zero achieved	Zero achieved	Zero achieved	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
Time to respond to a written customer enquiry or request? (working days)	Within 24 hours	Within 24 hours	N/A	N/A	Zero achieved	Zero achieved	Zero achieved	Zero achieved	Zero achieved	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
Time to resolve a customer enquiry or request? (working days)	Average 7 w/d	Average 7 w/d	Average 7 w/d	Average 7 w/d	Zero achieved	Zero achieved	Zero achieved	Zero achieved	Zero achieved	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
What proportion of calls are not answered? (5%, 10% or more)	N/A	N/A	N/A	N/A	Zero achieved	Zero achieved	Zero achieved	Zero achieved	Zero achieved	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
How long does it take to respond to voice mails? (hours)	N/A	N/A	N/A	N/A	Zero achieved	Zero achieved	Zero achieved	Zero achieved	Zero achieved	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
Does the municipality have control over linked enquiries? (Yes/No)	No	No	No	No	Zero achieved	Zero achieved	Zero achieved	Zero achieved	Zero achieved	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
Is there a reduction in the number of complaints or calls? (Yes/No)	Yes	Yes	Yes	Yes	Zero achieved	Zero achieved	Zero achieved	Zero achieved	Zero achieved	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day	1 day	1 day	1 day	1 day	1 day	1 day	1 day	1 day	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
Community safety and fire services										
How long does it take to remove a vehicle license? (minutes)	5/2	5/2	5/2	5/2	5/2	5/2	5/2	5/2	5/2	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
How long does it take to issue a vehicle registration certificate vehicle? (minutes)	5 day	5 day	5 day	5 day	5 day	5 day	5 day	5 day	5 day	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
How long does it take to re-assign a vehicle? (minutes)	5/2	5/2	5/2	5/2	5/2	5/2	5/2	5/2	5/2	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
What is the average reaction time of the fire services to an incident? (minutes)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
What is the average reaction time of the ambulance services to an incident in the urban area? (minutes)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
What is the average reaction time of the ambulance services to an incident in the rural area? (minutes)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
Economic development										
How many economic development projects does the municipality drive?	5	5	5	5	5	5	5	5	5	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
How many economic development programs are deemed to be catalytic in creating an enabling environment to attract key economic growth projects?	2	2	2	2	2	2	2	2	2	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
Does the municipality have any resource plans in place to create an enabling environment for economic development? (Yes/No)	No	No	No	No	No	No	No	No	No	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
Other Services delivery and communication										
Is a information provided provided to the new customer? (Yes/No)	NO	NO	NO	NO	NO	NO	NO	NO	NO	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
Does the municipality have training or induction systems to inform the community? (Yes/No)	NO	NO	NO	NO	NO	NO	NO	NO	NO	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.
Are economic services provided to the new customer? (Yes/No)	NO	NO	NO	NO	NO	NO	NO	NO	NO	None of these systems to capture the customer request. We are currently looking at a system to capture the customer request.