



Townsville

2015/2016

Customer Service Standards



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Townsville City Council is committed to providing our customers with the highest standards of customer service.

CORPORATE SERVICES

Townsville City Council is committed to providing our customers with the highest standards of customer service. This document outlines the services and measures council is committed to achieving.

» Communication and Availability



Measure	Target
The website www.townsville.qld.gov.au is available for use.	98.5%
We will staff our counters and phones during advertised business hours.	99%
We will provide emergency phone contact for after-hours service response where there is immediate threat to public health and safety.	99%

» Customer Responsiveness



Measure	Target
We will answer phone calls within 20 seconds.	80%
We will acknowledge your letters and emails within 3 working days and advise time frames for a response.	80%
We will respond to formal complaints within 30 working days.	95%
Facebook posts will be responded to within 1 working day.	90%
We will respond to requests under Right to Information within 25 days as per published standards.	100%
Service requests will be completed on time.	80%

COMMUNITY AND CULTURAL SERVICES

» Libraries



Measure	Target
Deliver community learning opportunities throughout the year.	1400 hours

» Community Programs



Measure	Target
Deliver school holiday activities.	3500 participants

» Creative Community



Measure	Target
Develop arts and cultural activities with individuals, group, organisations and sub-cultures.	100 activities

» Galleries



Measure	Target
Develop and deliver visual arts exhibitions and public programs and activities.	75,000 visitors

» Events



Measure	Target
Deliver an annual community events program.	108,000 participants

» Sport and Recreation



Measure	Target
Facilitate the use of council's sports stadiums.	310,000 visitors and participants

A vibrant community that is accessible, safe, healthy, creative and knowledgeable, where we embrace diversity and our sense of community.



ENVIRONMENTAL AND SUSTAINABILITY SERVICES



Measure	Target
Food, public health and environmental inspections are conducted to schedule.	85%
Applications for food, public health and environmental activities are completed within legislative time frames.	100%



A strong, diverse economy which provides opportunities for business and investment with an integrated approach to long term planning.

PLANNING AND DEVELOPMENT



Measure	Target
We will process your requests for information to published standards.	90%
We will process your applications to published time frames.	90%

PUBLIC INFRASTRUCTURE

» Roads Maintenance



Measure	Target
We will advise residents in writing at least 48 hours prior to the start of work in their street.	90%
We will respond to written requests for investigation of roads, transport, storm water and open spaces within allocated time frames.	90%
We will attend to reactive pothole repairs within the service target response time frame.	80%

» Open Spaces



Measure	Target
Plan, schedule and deliver parks and open space management within the service target response time frame.	65%

» Amenity Maintenance



Measure	Target
City-wide public toilets are cleaned as per schedule.	95%
City-wide bus shelter cleaning will be conducted within the service target response time frame.	65%
Strand Water Park water quality testing compliance.	95%

A sustainable future where our environment is valued through the protection and enhancement of our unique, natural and built environment with a commitment to reducing our environmental impact.



TOWNSVILLE WASTE SERVICES

Details regarding Townsville Waste Services can be found at: www.townsville.qld.gov.au

TOWNSVILLE WATER SERVICES

Details regarding Townsville Water Services can be found at: www.townsville.qld.gov.au

CUSTOMER SERVICE STANDARDS - REPORTING

LEGEND: ● Target met ● Monitoring result ● Not met

2014/2015 MEASURE	14/15 TARGET	2014/2015 REPORTING	14/15 STATUS	2015/2016 MEASURE	15/16 TARGET
Corporate Services					
Communication and Availability:					
The website www.townsville.qld.gov.au is available for use.	98.5%	The website www.townsville.qld.gov.au was available for use 99.93% of the period. There were approx 6 hours of downtime during this period (downtime does include scheduled maintenance and patching).	●	The website www.townsville.qld.gov.au is available for use.	98.50%
We will staff our counters and phones during advertised business hours.	99%	Counters and phones were staffed 100% of the time during advertised business hours.	●	We will staff our counters and phones during advertised business hours.	99%
We will provide emergency phone contact for after-hours service response where there is immediate threat to public health and safety.	99%	Emergency phone contact for after-hours service response where there is immediate threat to public health and safety was available for 100% of the period.	●	We will provide emergency phone contact for after-hours service response where there is immediate threat to public health and safety.	99%
Customer Responsiveness:					
We will answer phone calls within 20 seconds.	80%	85% of phone calls across 145,123 answered calls were answered within 20 seconds.	●	We will answer phone calls within 20 seconds.	80%
We will acknowledge your letters and emails within 3 working days and advise time frames for a response.	80%	91.85% of e-requests received (#5340) were processed within 2 working days.	●	We will acknowledge your letters and emails within 3 working days and advise time frames for a response.	80%
We will respond to formal complaints within 30 working days.	95%	We responded to 84% of internal review of complaints within 30 days. 25 were reviewed during this period with 4 defects.	●	We will respond to formal complaints within 30 working days.	95%
Facebook posts will be responded to within 1 working day	90%	100% of Facebook posts were responded to within 1 working day.	●	Facebook posts will be responded to within 1 working day.	90%
We will respond to requests under Right to Information within 25 days.	100%	100% of Right to Information applications were acknowledged within 3 business days.	●	We will respond to requests under Right to Information within 25 days.	100%
Service requests will be completed on time.	80%	75.7% of service requests were completed on time.	●	Service requests will be completed on time as per published standards.	80%

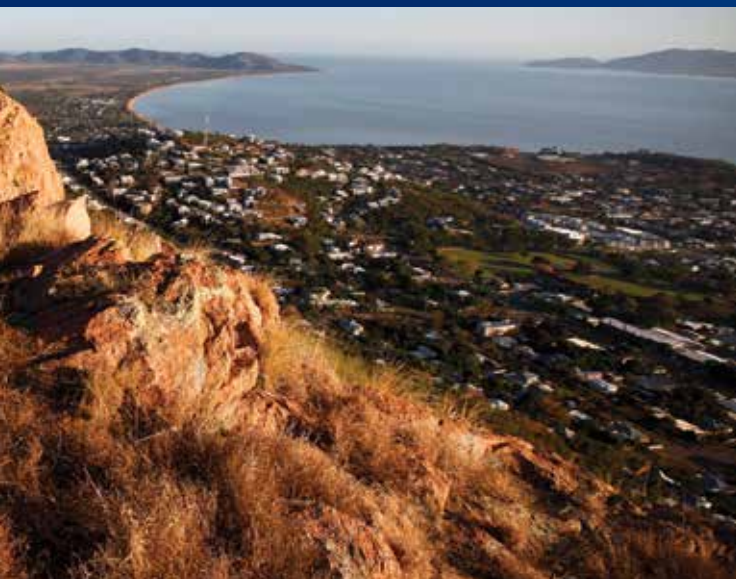
2014/2015 MEASURE	14/15 TARGET	2014/2015 REPORTING	14/15 STATUS	2015/2016 MEASURE	15/16 TARGET
Community and Cultural Services					
Libraries:					
Deliver community learning opportunities throughout the year.	1,400 hours	2673 hours of community learning opportunities were delivered throughout the year at Citi Libraries.	●	Deliver community learning opportunities throughout the year.	1,400 hours
Community Programs:					
Deliver school holiday activities.	3,500 partic.	2,191 participants were involved in school holiday activities.	●	Deliver school holiday activities.	3,500 partic.
Creative Community:					
Develop arts and cultural activities with individuals, group, organisations and sub-cultures.	100 activities	359 arts and cultural activities were developed with individuals, groups, organisations and sub-cultures.	●	Develop arts and cultural activities with individuals, group, organisations and sub-cultures.	100 activities
Galleries:					
Develop and deliver visual arts exhibitions and public programs and activities.	75,000 visitors	143,045 visitors were involved in a total of 929 events (exhibitions, workshops, lectures, programs, activities etc).	●	Develop and deliver visual arts exhibitions and public programs and activities.	75,000 visitors
Events:					
Deliver an annual community events program.	108,000 partic.	23 Special Events with an estimated attendance figure of 119,009 plus 20 Music in the City events with an attendance figure of 1,504. (Total = 43 events and estimated attendance figure of 120,513) were conducted throughout the year.	●	Deliver an annual community events program.	108,000 partic.
Sport and Recreation:					
Facilitate the use of council's sports stadiums.	310,000 visitors & partic.	There were 326,781 combined visitors to Tony Ireland Stadium and Townsville RSL Stadium.	●	Facilitate the use of council's sports stadiums.	310,000 visitors & partic.
Environmental and Sustainability Services					
Food, public health and environmental inspections are conducted to schedule 85%* of monthly allocated food, public health and environmental inspections completed each month.	85%	81.475% of monthly allocated food, public health and environmental inspections were completed. All priority inspections were completed within the identified timelines.	●	Food, public health and environmental inspections are conducted to schedule.	85%
Applications for food, public health and environmental activities are completed within legislative time frames.	100%	91.295% of applications for food, public health and environmental business license applications are completed within legislative time frames.	●	Applications for food, public health and environmental business license applications are completed within legislative time frames.	100%

*Applications for food, public health and environmental business license applications are completed within legislative time frames

2014/2015 MEASURE	14/15 TARGET	2014/2015 REPORTING	14/15 STATUS	2015/2016 MEASURE	15/16 TARGET
Planning and Development					
We will process your requests for information to published standards.	90%	Requests to view documents within 5 business days from receipt - average 81%.	●	We will process your requests for information to published standards.	90%
		Requests for documents within 10 business days of receipt - average 82%.	●		
We will process your applications to published time frames.	90%	We will process your Code Assessable applications within 45 business days (Target 90%) - 78%.	●	We will process your applications to published time frames.	90%
		We will process your Operational Works applications within 30 business days (Target 80%) - 78%.	●		
		We will process your Plans of Survey within 9 business days (Target 90%) - 91%.	●		
		Customer Satisfaction Rating (Target 85%) - 80%.	●		
Public Infrastructure					
Roads Maintenance:					
We will advise residents in writing at least 48 hours prior to the start of work in their street.	90%	Data not currently available. This will be reported on in the 15/16 financial year.	●	We will advise residents in writing at least 48 hours prior to the start of work in their street.	90%
We will respond to written requests for investigation roads, transport, drains and storm water within allocated time frame.	85%	94% of written requests for investigation were responded to within allocated time frames.	●	We will respond to written requests for investigation of roads, transport, stormwater, and open spaces within allocated time frames.	90%
We will attend to reactive pothole repairs within the service target response time frame.	80%	81% of reactive pothole repairs were attended to within service target response time frame.	●	We will attend to reactive pothole repairs within the service target response time frame.	80%
Open Spaces:					
Plan Schedule and deliver parks and open space management within the service target response time frame.	65%	86% of parks and open space management was completed within the service target response time frame.	●	Plan Schedule and deliver parks and open space management within the service target response time frame.	65%
Amenity Maintenance:					
City-wide public toilets are cleaned as per schedule.	95%	99% - 1 toilet block that was unable to be cleaned due to access issues.	●	City-wide public toilets are cleaned as per schedule.	95%
City-wide bus shelter cleaning will be conducted within the service target response time frame.	65%	New system meant unable to determine results for this KPI.	●	City-wide bus shelter cleaning will be conducted within the service target response time frame.	65%
Strand Water Park water quality testing compliance.	95%	New system meant unable to determine results for this KPI.	●	Strand Water Park water quality testing compliance.	95%

2014/2015 MEASURE	14/15 TARGET	2014/2015 REPORTING	14/15 STATUS	2015/2016 MEASURE	15/16 TARGET
Solid Waste Management					
Missed kerbside waste and recycling services (per 1,000 services).	<1 [†]	Missed kerbside collections are tracking well to target with only .32 out of 1000 bins missed.	●	Missed kerbside waste and recycling services (per 1,000 services).	<1 [†]
Response time to missed kerbside waste and recycling services (by next business day).	>95% [†]	Data not currently available. This will be reported on in the 15/16 financial year.	●	Response time to missed kerbside waste and recycling services (by next business day)	>95% [†]
Waste Water Services					
Time for Restoration of services, if excavation is required - unplanned interruptions (within 24 hours of advice from appropriate underground service authority).	>95% [†]	77.03% of all blockages were cleared within 5 hours, and 91.79% of all blockages were cleared within 24 hours. Our reporting systems are currently unable to distinguish between blockages. that require excavation and those that do not. Works are underway to develop reporting that can distinguish between the two categories, to report against these two indicators separately.	●	Time for restoration of service, if excavation is required - unplanned interruptions (within 24 hours of advice from appropriate underground service authority).	>95% [†]
Time for restoration of service if no excavation is required - unplanned interruptions (within 5 hours of incident being reported).	>95%		●	Time for restoration of service if no excavation is required - unplanned interruptions (within 5 hours of incident being reported).	>95%
Average time to respond to an incident (excluding disasters) - within 4 hours of advice of incident being reported.	Within 4 hours [†]	On average, Townsville Water responds to sewerage incidents within 104 minutes of receiving notice of the incident. Note: this represents only the initial response to the incident, not necessarily to fix the issue.	●	Average time to respond to an incident (excluding disasters) - within 4 hours of advice of incident being reported.	Within 4 hours [†]
Water Services					
Compliance with drinking water quality requirements in accordance with the Australian Drinking Water Guidelines and the Townsville Water Drinking Quality Management Plan.	100% [†]	In June 2015, Giardia was detected in the raw water feed for the Paluma Drinking Water Scheme, reducing the overall compliance for the year to 89.84%. A boil water notice was in place from 10th June 2015 - 10th July 2015. Sampling undertaken in July cleared the Scheme of further contamination. In August 2015, council agreed in principle to the installation of a treatment plant at Paluma, to address water quality risks. Funding and design will be considered in 2015/2016.	●	Compliance with drinking water quality requirements in accordance with the Australian Drinking Water Guidelines and the Townsville Water Drinking Quality Management Plan.	100% [†]
Install new water meters within 4 weeks of Water Operations Department receiving a compliant meter application.	100%	100% of new water meters were installed within 4 weeks of a compliant water meter application being received by Water Operations Department. Townsville Water has an average install time of 3 weeks where applications comply with the application process and onsite requirements. 1,135 of new water meters were installed in 2014/2015.	●	Install new water meters within 4 weeks of Water Operations Department receiving a compliant meter application.	100%

[†] Actual KPI reported on.



For more information

» Customer Service Centres:

Townsville City Ground Floor, 103 Walker Street, Townsville.

Thuringowa Central 86 Thuringowa Drive, Thuringowa.

» Opening Hours:

Monday to Friday: 8.30am to 5.00pm

» Contact Us:

 1300 878 001 (This is the only 24/7 contact number).

 enquiries@townsville.qld.gov.au

 www.townsville.qld.gov.au

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