

COMMUNICATIONS COMMITTEE AGENDA

Thursday 31 January 2019

2:00pm, Council Chamber
Level 2 Philip Laing House, 144 Rattray Street,
Dunedin

Membership

Cr Michael Deaker	<i>(Chairperson)</i>
Cr Carmen Hope	<i>(Deputy Chairperson)</i>
Cr Graeme Bell	
Cr Doug Brown	
Cr Trevor Kempton	
Cr Michael Laws	
Cr Ella Lawton	
Cr Sam Neill	
Cr Andrew Noone	
Cr Gretchen Robertson	
Cr Bryan Scott	
Cr Stephen Woodhead	

Disclaimer

Please note that there is an embargo on agenda items until 48 hours prior to the meeting. Reports and recommendations contained in this agenda are not to be considered as Council policy until adopted.

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RECOMMENDATIONS FOR COUNCIL DECISION

Recommendations for Council Decision

10. Matters for Council Decision

10.1. ECO Fund Applications - January 2019

Recommendation:

That the Council:

[1] **Receives** this report.

[2] **Approves** the funding recommendations of the ECO Fund decision panel for the following applications to a value of \$83,333 as per attached summary sheet of projects):

Applications under \$5,000

Clutha Water Project

Te Kākano Aotearoa Trust

Monitoring Coastal Change in Otago with Marine Metre Squared

Wanaka Water Project

Save The Otago Peninsula

Invasive weed control at Te Nohoaka o Tukiauau Sinclair Wetlands

Applications over \$5,000

Silt fencing trial to reduce soil in waterways

Skink Friendly Garden

Wild Dunedin Podcast

Water Quality Testing Kit

1. APOLOGIES

2. LEAVE OF ABSENCE

3. ATTENDANCE

4. CONFIRMATION OF AGENDA

Note: Any additions must be approved by resolution with an explanation as to why they cannot be delayed until a future meeting.

5. CONFLICT OF INTEREST

Members are reminded of the need to stand aside from decision-making when a conflict arises between their role as an elected representative and any private or other external interest they might have.

6. PUBLIC FORUM

7. PRESENTATIONS

8. CONFIRMATION OF MINUTES

8.1. Minutes

Recommendation

That the minutes of the meeting held on 28 November 2018 be received and confirmed as a true and accurate record.

Attachments

1. Communications Minutes 28 Nov 2018 **[8.1.1]**

9. ACTIONS

Status report on the resolutions of the Communications Committee

No current items for action.

10. MATTERS FOR COUNCIL DECISION

10.1. ECO Fund Applications - January 2019

Prepared for: Communications Committee
Report No. SHE1824
Activity: Governance Report
Prepared by: Lisa Gloag, Manager Community Engagement
Endorsed by: Sarah Gardner, Chief Executive
Date: 25 January 2019

PURPOSE

[3] The Report to Council to approve recommendations for ECO Fund applications for the funding round 1 – 20 January 2019. <https://www.orc.govt.nz/our-council-our-region/eco-fund>

[4] The ECO Fund Vision, Purpose and Objectives are:



Vision:

ECO Fund will support work that protects and enhances Otago's environment.

Purpose:

To support community-driven environment activities

Objectives:

To support administration costs, align with ORC environmental strategies, support both small and large projects, encourage community collaborations/partnerships, and promote ORC's profile within the community.

RECOMMENDATION

That the Council:

- 1) **Receives** this report.
- 2) **Approves** the funding recommendations of the ECO Fund decision panel for the following applications to a value of \$83,333 as per attached summary sheet of projects):

Applications under \$5,000

Clutha Water Project

Te Kākano Aotearoa Trust

Monitoring Coastal Change in Otago with Marine Metre Squared

Wanaka Water Project

Save The Otago Peninsula

Invasive weed control at Te Nohoaka o Tukiauau Sinclair Wetlands

Applications over \$5,000

Silt fencing trial to reduce soil in waterways
Skink Friendly Garden
Wild Dunedin Podcast
Water Quality Testing Kit

BACKGROUND

- [5] The second round of ECO Fund applications closed on 20 January 2019. 24 applications were received:

Category	Applications	Total requested
Over \$5,000	16	\$359,925.45
Under \$5,000	8	\$26,395.83
Total Funds Requested:		\$386,321.28
Total Funds Available:		\$73,666.00

- [6] It has been pleasing to again see a diverse range of applications from around the region in the Dunedin, Clutha, North Otago and Central Otago areas.
- [7] All applications have been made available for Councillors to view prior to the communications Committee. Summary sheets are also attached to this report which provides a brief summary of all applications received.
- [8] The ECO Fund Decision Panel met on 24 January 2019 to review and decide which applications to recommend be successful in receiving funding. The meeting's minutes are attached to this report.
- [9] Some application names below have been simplified from full names given on applications.

Applications under \$5,000

Name	Decision	Amount
Sediment Mitigation	No	
Silt fencing trial to reduce soil in waterways	Yes	\$2,500.00
Skink Friendly Garden	Yes	\$1,770.00
Backyard trapping	No	
If we build it, will peripatus come?	No	
Mihiwaka Walking Track	No	
Wild Dunedin Podcast	Yes	\$2,500.00
Water Quality Testing Kit	Yes	\$3,361.00
	Total:	\$10,131.00

Applications over \$5,000

Name	Decision	Amount
Clutha Water Project	Yes	\$9,667 x3 (September 2018 / January 2019 / May 2019)
Arrowtown Wilding Conifer Control and Revegetation Project	No	
Richards Beach Part 1 Stage 3	No	
Te Kākano Aotearoa Trust	Yes	\$15,000.00
Monitoring Coastal Change in Otago with Marine Metre Squared	Yes	\$15,656.00
Administration support - Yellow eyed Penguin Trust	No	
Cat Tracking Dunedin	No	
Wanaka Water Project	Yes	\$12,500.00
Urban Wanaka Water Study	No	
Save the Silverstream Toutouwai	No	
Save The Otago Peninsula	Yes	\$7,379.00
Bring Back the Seabirds	No	
Fence and Culvert Vulnerability Assessment	No	
Invasive weed control at Te Nohoaka o Tukiauu Sinclair Wetlands	Yes	\$13,000.00
2GP Appeal Mediation Phase	No	
Ma afri recycling	No	
Clean Streams Nursery and Restoration Group Otago	No	
	Total:	\$63,535

Total funds allocated: \$83,333

PROGRESS REPORTS

[10] Yellow Eyed Penguin Trust.

[11] Clutha Water Project (due 21 January 2018).

ATTACHMENTS

1. Under 5 K summary [10.1.1]
2. Over 5 K summary [10.1.2]
3. ECO Fund Report - YEPT Science Advisor (Nov 2018) [10.1.3]
4. ECO Fund Report - Clutha Water Project (Jan 2019) [10.1.4]

11. MATTERS FOR NOTING

11.1. Director's Report on Progress

Prepared for:	Communications Committee
Report No.	SHE1820
Activity:	Governance Report
Endorser:	Sarah Gardner, Chief Executive
Date:	23 January 2019

PURPOSE

- [1] This report records Stakeholder Engagement activity between 22 November 2018 and 23 January 2019.

RECOMMENDATION

That the Council:

- 1) **Receives** this report.

STRATEGIC STAKEHOLDER ENGAGEMENT PROJECTS

Genuine engagement

- [2] New positions in the Community Engagement team have now been filled. This team is now well-positioned towards strategic improvements in how we engage with our communities and stakeholders.

Committing to communicate

- [3] Social media policy and guidelines are being developed.
- [4] Plans to explore the potentiality of a rebrand are on hold while leadership is in transition in the Stakeholder Engagement directorate; in the meanwhile, we are refreshing the way we use our current brand assets (i.e. logo identity elements). This will ensure that while retaining the current logo we are able to present ourselves in a fresh, contemporary and appropriate manner.

Excellence in customer service

- [5] Work on a comprehensive analysis of our current customer experience and desired future state is underway. This will be workshopped with Councillors once complete. A current focus of our customer experience consolidation work is to provide a greater level of support to our public transport team. This will involve upskilling our team to resolve more customer enquiries on behalf of public transport at the first point of contact.

Kacie Kasper re-joins our team, primarily based at Philip Laing House as our receptionist on a temporary basis. Jessie Clark-Grant and Soren Olsen have recently

been recruited as permanent staff members. This provides greater stability within the team by increasing our level of permanent staffing.

Prioritising our reputation

- [6] Senior Media Advisor, Emma Schranz has drafted the new Media Policy and Guidelines, which are currently being socialized around the Stakeholder Engagement and Legal teams for input. Once completed, the policy will be forwarded to the CEO and key Councillors for their recommendations prior to being presented to Council. The streamlined Media Policy and Guidelines will not only inform all staff of our processes, it will clarify the Media strategy moving forward.

COLLABORATIVE PARTNERSHIPS

- [7] Collaborative partnerships include stakeholder groups, catchment groups and other groups/organisations that ORC's Community Engagement (Liaison) team works alongside to promote ORC plans and activities. They also include other councils and agencies.

Group/agency <i>(includes funding where applicable)</i>	Work to date	Outcome
Clutha Community Trust	Community Engagement staff attended the second round of meetings held for the following catchments: <ul style="list-style-type: none"> • Tuapeka/Waitahuna • Waiwera • Owaka, Catlins and Tahakopa • Tokomariro • Lovells Creek/Lake Tuakitoto We provided maps and water plan information.	ORC supported the Clutha Community Trust in their work with catchment groups with a financial contribution from the ECO Fund. We also support them by attending meetings and providing information.
Pomahaka Water Care Group	We will finalise sample sites at trial wetlands and sediment traps on 9 January 2019.	ORC is sponsoring water sampling at the trial sites to measure the effectiveness of created wetlands and sediment traps on water quality.
Upper Taieri Water Resource Management Group 26 November 2018	Council attended a field day within the Kyeburn catchment, where the focus was on how farmers have adjusted their farming practices, so they can meet the minimum flow for the Kyeburn catchment. The day also included a focus on water quality and replacing deemed permits.	Land managers were reminded of the urgency to lodge applications as soon as possible to replace deemed permits and were encouraged to consider group-based water quality monitoring.
Waterwise 11 December 2018	Council hosted the Waterwise programme (fourth year) for 25 secondary and tertiary students from Otago and six students from	The students learnt that in order to protect and manage the catchment in the long term, there is a need to balance both the needs of water for

	<p>India within the Cardrona catchment.</p> <p>This is a youth leadership programme around environmental sustainability Topics included health of the Cardrona River, aquatic values, river morphology, flow measurements, minimum and residual flows and renewal of deemed permits.</p> <p>The group also visited Hillend Station where the physical challenges of farming within the Cardrona catchment were outlined.</p>	farming and to protect natural resource and aquatic values.
Upper Clutha Lakes Trust 12 December 2018	Council attended a meeting where Claire Perkins, Programme Manager, gave an update on the preparation of an Upper Clutha integrated management programme.	The meeting recognised the need to be mindful of current Council Science projects and that Council will be responding to various directives that have been released by Central Government.
Beef and Lamb, Contract Writers December 2018	Beef and Lamb are collating information for a series of articles that will outline potential changes to farming practices that will be required in order to meet plan change 6A. Staff have responded to a request of what rules are operating now and the contaminant thresholds that come into effect in 2020.	Beef and Lamb have prepared drafts for perusal and checking by Council prior to promoting through media outlets
Group/agency	Upcoming work	Outcome
Ballance Farm Environment Awards	ORC Community Engagement staff are on the judging panel, along with Cr Hope. Community Engagement staff judged two awards entrants.	ORC sponsors a Water Quality Management Award. The awards are a good opportunity to showcase farmers showing good environmental stewardship.



Waterwise programme within the Cardrona catchment – December 2018

COMMUNITY ENGAGEMENT UPDATE

Activity	What/where	Outcome/rationale	Date
	ECO Fund: Round 2	We built on awareness raised in round one and shared good news stories of past funding. <i>Please refer to the paper requesting approval of funding, resulting from the decision panel meeting of ORC Councillors and staff.</i>	Applications were open from 1-20 January 2019
	Wanaka A&P Show	Increased face-to-face presence in Queenstown Lakes area.	8 & 9 March 2019
	Updated communications materials for rural water quality.	We are revising/updating the Water Plan fact pack to make it clearer and more relevant, along with promoting Q&As that have been agreed by Council.	Early 2019
Consultations	What/where	Outcome/rationale	Date
	Proposed Regional Pest Management Plan and Biosecurity Strategy. Consultation closed on Friday 14 December 2018.	Submissions on the plan: <ul style="list-style-type: none"> • 208 via YourSay • 89 via email • 33 via hard copy 330 in total Feedback on the strategy: <ul style="list-style-type: none"> • 12 via YourSay • 3 via hard copy 15 in total	Hearing date to be confirmed early 2019
Workshops	What/where	Outcome/rationale	Date
	Pest Plan and Biosecurity Strategy Two drop-in sessions were	Dialogue opened with the community on how the proposed plan could be	Port Chalmers Town Hall (West Harbour) - 4

	held for the Peninsula and West Harbour area site-led programmes. ORC, Dunedin City Council, Predator Free Dunedin and Mitchell Daysh all had representatives present to give the public information on what the proposed site-led programmes mean for them.	improved and what actions would be taken once the plan is implemented.	December 2018 Portobello Bowling Club (Peninsula) - 5 December 2018
Presentations	What/where	Outcome/rationale	Date
	Beef and Lamb LEP11 Liaison staff presented on the water quality plan at McRaes. There were 15 attendees.	<p>Questions raised included:</p> <ul style="list-style-type: none"> • How will the ORC approach compliance around the N-leaching rule? • Consents for clearing out waterways and an insight as to what is required within the application. Will they be more streamlined and less costly in the future? • Will ORC be looking at reviewing the Water Plan: Quality, as a result of recent Central Government policy statements? • What is a river? 	27 November 2018
	Beef and Lamb - Farming for Profit field day, Palmerston. There were 16 attendees.	Understanding and minimising environmental impacts, when wintering on green feed, and proactive practical steps during establishment. The day included site visits to paddocks that will go into greenfeed in spring 2019.	28 November 2018

ENVIROSCHOOLS UPDATE

Annual Review

- [8] Facilitators have met their schools to review the year and discuss plans for 2019. Key points:
- Schools are involved in a wide range of sustainability actions and learning
 - Teachers value the on-going input and support from Facilitators
- [9] Ensuring Boards of Trustees (BOTs) and Principals have a good understanding of Enviroschools is one action that has come out of the reviews. Schools with supportive

senior management and with sustainability integrated into their strategic plans have a much richer approach to sustainability.

Holistic Reflection

- [10] Holistic reflection is an essential part of the Enviroschools programme. It provides an opportunity to celebrate success and deepen sustainability knowledge and practices. Three schools reflected recently. North East Valley Normal (NEVN) Primary and Wakatipu High School at Bronze stage, which shows they have started incorporating sustainability into many areas of the school and are committed to continuing this work. Pūrākaunui reflected at Green-Gold where we see schools taking sustainability into consideration in everything they do. Teacher feedback is that reflection is an *“affirming and rewarding process”* and one teacher said, *“It is the most unifying thing we have ever done”*.



Pūrākaunui students sharing some of the things they do at the school.



The korowai created by the Pūrākaunui students, showing what they do at the school and what they would like to do next.

Waitaki Teachers' Workshop

- [11] Bron Claridge (WDC Facilitator) and Robyn Zink recently ran a full-day hui for Waitaki teachers. The morning was spent at Flagswamp Primary School delving into the kaupapa and resources. In the afternoon we visited Waitati Primary School which is a Green-Gold school and the principal, staff and students shared their perspective on Enviroschools. All 12 schools are now on board and we can already see all of them increasing their focus on sustainability.



Stacey Honeywill, Waitati School's Principal, explaining how Enviroschools supports their sustainability goals.

Facilitator Retreat

- [12] Robyn Zink organised two days of training for Facilitators. EnviroSchools Facilitators from Environment Southland joined us for the first day when Sandy Bell-Jameson, from Toimata, delivered some training on Holistic Reflection. Day two was for the Otago team to share ideas and activities and to plan for 2019.

MEDIA UPDATE

- [13] Media Releases in the reporting period are listed below.
- [14] Media interest has been quiet over the Christmas period, after a spike in November due to staff movement. Our aim is to continue to focus on Media reporting, monitoring, statistics, strategies, risk analysis, public relations and the utilization of our owned channels (Social Media, Video etc.) to prioritize ORC's reputation in our region. The new Media Coordinator, Ryan Tippet will be integral to this endeavour, who commences at ORC on the 24 January 2019. A PhD candidate (Media) with excellent analytical, communication and relationship management skills, Ryan will be handling the day to day enquiries and providing his valuable support to the media space.

Media Releases	Date
SDHB - Health advice - Queenstown Bay water contamination	7 January 2019
Call for the public's help to report pollution	21 December 2018
Safe swimming results in the Otago region	21 December 2018
ORC Leith Flood Protection Scheme works update	21 December 2018
ORC Director Accepts Job in Waikato	20 December 2018
Bus Talk #16: Buses over the Christmas holidays	20 December 2018
ORC's ECO Fund open for applications	19 December 2018
ORC adopts plan to manage water sustainably	19 December 2018
Don't spread unwanted freshwater pests this summer holiday season	18 December 2018
Three infringements for pugging	14 December 2018
Christmas Hours	10 December 2018
Otago Swimming Targets Finalised by Council	30 November 2018

PUBLIC TRANSPORT COMMUNICATIONS UPDATE

- [15] Planning is underway for the launch of the central city bus hub (see Key Campaigns, below). In the meanwhile, stakeholder communications work with retailers in the area of siteworks are ongoing. The Orbus brand will be launched alongside the new hub, including a newly developed map of the Dunedin service. Planning is also underway for integrated communications with Connecting Dunedin (DCC, NZTA, ORC) and the newly formed Wakatipu Way to Go group (QLDC, NZTA, ORC).

CHANNELS UPDATE

- [16] Channels performance overview:

Website (www.orc.govt.nz)

Individual users in the period: 80,210 ↑24% on last year	Overall average monthly reach: 8% of Otago residents
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Compared to the same period last year, individual users are up 24%. On average, more than 40,000 individuals are visiting the website each month. Location data tells us that just under half of these visits (over 19,000) are from individuals located within Otago. This constitutes an average monthly reach of around 8% of Otago residents.

Public transport remains the most accessed information on the site, constituting 63% of all user sessions. In the period the second most accessed area of the site (26%) was ‘managing our environment’ which includes information relevant during flood events (the November flood fell within the period).

YourSay

Average number of visits per day during the period:

18

This is well below the average number of visits per day (39) in the time since YourSay was launched; this is as expected given there have been no live consultations during most of this period (Pest Plan consultation closed 14 December 2019).

Otago Regional Council Facebook

Otago Regional Council Facebook page followers as at 1 January 2019

4,183

↑from 2,923 1 January 2018

Otago Regional Council Facebook average reach per day

1,863

Growth in Facebook followers has been steady and strong in the last year. Each day our Facebook reach averages nearly 2,000. Reach peaks significantly during events of significant interest – for example, on 19 December 2018 when E.coli was reported to be at warning levels in several water bodies, Otago Regional Council Facebook posts reached 25,564 people.

These figures demonstrate that our Facebook reach is significantly higher than our page followers.

Otago Regional Council Bus Services – Dunedin Facebook

Otago Regional Council Bus Services Facebook page followers as at 1 January 2019

1,191

↑from 520 1 January 2018

Growth on this channel has been slow but steady since the page was launched in September 2017. 1.32% of the Dunedin population who are active on Facebook follow this page. For comparison: Wellington’s bus services which have 1.72%, and AT (Auckland Transport) have 3.09%. With increased focus on brand and market for the Dunedin network this year, we hope to accelerate growth for this channel (which will be rebadged Orbus Dunedin).

Orbus Queenstown Facebook

Orbus Queenstown Facebook page followers as at 1 January 2019.

2,427

↑from 1,687 1 January 2018

Given Queenstown’s relatively small permanent population, the total page followers are high for Orbus Queenstown. This can be attributed to a strong launch of the brand and page in November 2017, as well the Queenstown audience’s strong engagement in digital media.

Inevitably however this number is inflated by short term residents who may not unfollow the page immediately. Current post reach varies between 1,000 and 5,000.

Twitter

Our twitter account is currently underutilised, and this is reflected in its overall reach. We currently have 1,251 followers on twitter. Around 349 people will see an ORC twitter post on their feed on average each day.

Key campaigns

[17] ECO fund

Core messaging and strategy	Core elements	Status/performance
Building on profile from ECO Fund launch, raise awareness that the second round of the new ECO Fund is open for application.	<ul style="list-style-type: none"> • Video content on past recipients on social media, including targeted boosting. • Direct communications with community groups and networks. • Ongoing messaging via our own channels, including Facebook and On-Stream. 	24 ECO Fund applications received (for comparison, 29 applications were received in the first round).

[18] ORC Queenstown service centre: We're open for business

Core messaging and strategy	Core elements	Status/performance
Clear messaging that ORC has a customer-facing presence in Queenstown Lakes; use high level of social connectivity in Queenstown Lakes to spread the word. Secondary messaging emphasising ORC presence across the rest of the region (service centres and offices).	<ul style="list-style-type: none"> • Event to bring local stakeholders into the space. • Video shared via the strong networks we have with social media channels in Queenstown. • Paid advertising in print and online. 	Launch event and service centre opening tentatively scheduled for 5 February 2019.

[19] Bus hub opening and launch of Orbus Dunedin brand

Core messaging and strategy	Core elements	Status/performance
This is an important opportunity to reposition the service with the launch of the Orbus Dunedin brand. Core messaging will position the bus hub as a completion of the series of changes in recent years and a key pivot	<ul style="list-style-type: none"> • Stakeholder briefings • Public launch event • Video • New branded collateral including a much easier to use map • Media briefing 	Launch date is to be confirmed.

point towards a contemporary, fit for purpose service and network (which will be reflected in the brand collateral).

We will also use the opportunity to emphasise key information about the Dunedin service and seek to engage those who may not have taken a bus in some time.

CUSTOMER EXPERIENCE UPDATE

November 2018

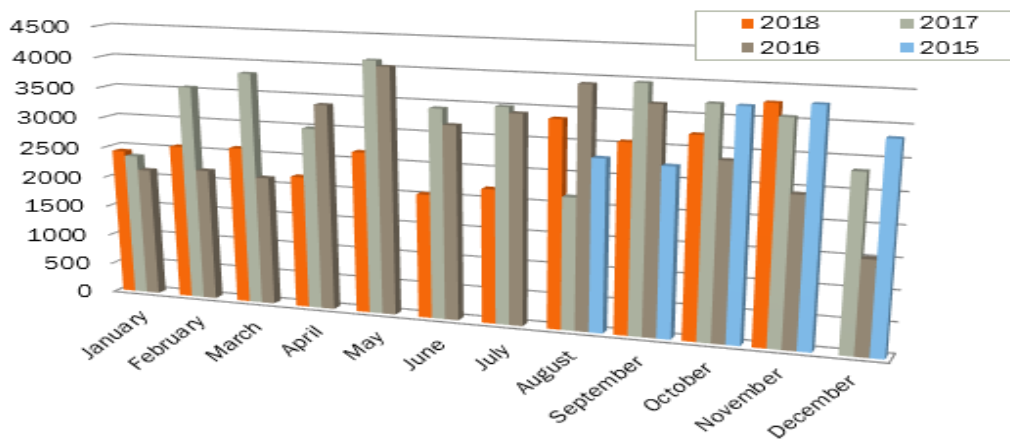


[20] In November a number of customers received rates penalty notices, which meant our phone and email channels were kept busy. In regard to calls received, November was the busiest month of 2018. Calls were mainly relating to rates, with many enquiries about penalties. Many customers choosing to set up e-rates and direct-debits.



TOTAL CALLS ANSWERED

2018	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
	2428	2563	2597	2187	2657	2040	2196	3359	3064	3233	3761		



Targets

- **Grade of service:** Aim to answer 80 percent of phone calls within 20 seconds.
- **Resolution:** Aim to resolve 50 percent of phone calls at first point of contact (FPC).

Performance

- **Average customer wait-time before call is answered:** 1 minute 55 seconds
- **Percentage of calls answered within 20 seconds:** 44%
- **Total Queue calls received:** 3761
- **Percentage of total calls resolved at first point of contact:** 60%

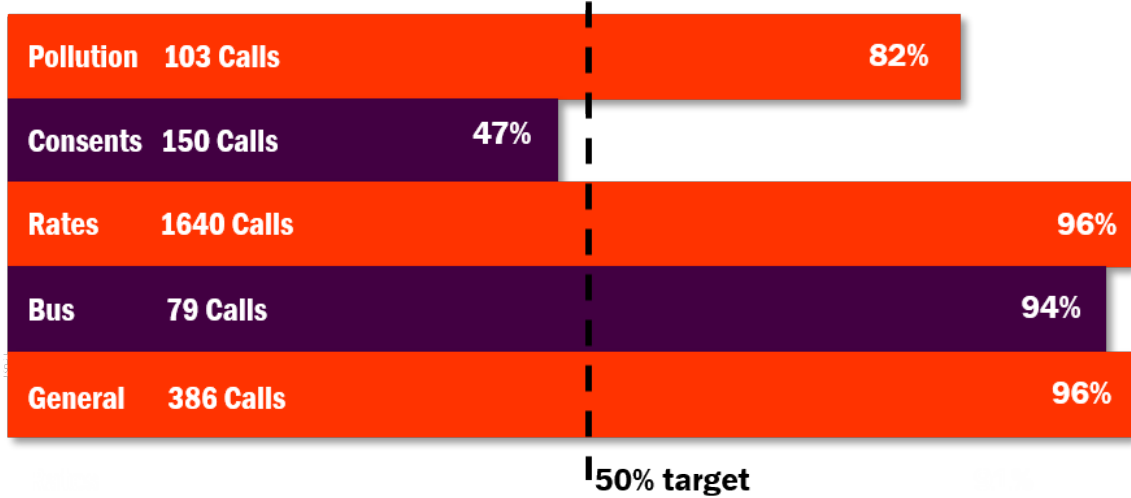
[21] We saw an increased number of phone calls in November 2018 this was due to the rates penalty reminders being sent out. Our phone lines were incredibly busy over a couple of days following these reminder notices being sent. We identified an issue whereby we have a limited number of phone lines for in and outbound calls, which causes overloading. On 19 November 2018 some customers will have experienced wait-times from 15-20 minutes. We expect to upgrade our phone system in the coming months which will provide an unlimited number of in and outbound phone lines, resolving this issue.

[22] Our grade of service of 44 per cent was very low, in what was a busy month. This has identified that we lack overflow resilience for our phones during excessively busy times. Our two busy days on 19-20 November has impacted on our overall figures for the month – which shows an increased average customer wait-time. From this we will look to look to build in overflow resilience into our current afterhours phone support or for any new agreement we make with an afterhours provider. This will mean during peak periods of high call volumes, we could activate support from our afterhours phone provider during business hours to take call overflows.

[23] Due to the heavy rain event, on 20 November 2018, we kept our phone lines open longer to 9.00pm, to respond to flood calls. The lines were not busy, and we took a limited number of phone calls over this time, only a few of which related to the flood event.

[24] We rely on our TAs to update their rating information databases. An issue we encountered in November 2018 was that there were a number of property sales in Queenstown where the new property owner information had not been updated by QLDC, at the time the first invoice was sent. This meant that there were a higher number of customers than usual in the Queenstown area that were caught in this transition, who have recently relocated into a new home that received a penalty notice as their first indication from us that they had outstanding rates to pay. We are working with our rates team to engage with QLDC on this matter to ensure that their customer database information is up-to-date which will limit this issue.

Top five total call categories for the month and the percentage resolved



[25] We define ‘resolved’ as an instance when we were able to resolve the call at first point of contact by providing the customer the relevant information or creating a request for service.

[26] Calls about rates was again the highest call category for November 2018.



[27] The table below shows a breakdown of the number of emails our team saved in Objective for consents, rates, pollution and bus. These emails consist of interactions with customers, and requests for service.

2018	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Bus	-	-			4	32	19	13	21	54	21		
Consents	46	17	12	54	72	57	89	73	51	41	52		
Compliance	56	27	24	53	128	59	86	58	61	47	75		
Rates	185	133	127	111	254	174	183	344	358	317	472		
Total	287	177	163	218	458	322	377	488	491	459	620	0	3440

[28] November 2018 saw a rise in rates email enquiries responded to.

[29] Grade of service and resolution targets for the email channel will be reported on following an email/phone system upgrade.



Social Media

[30] During November 2018 our team had 38 interactions with customers. This is broken down below:

- Total comments replied to: 5
- Total messages responded to: 33



Face to Face

[31] During November 2018 we had 867 face to face interactions. This was across our two front counters in Dunedin – Stafford Street and Philip Laing House. As expected, our level of face-to-face interactions was down by 600 interactions in the month of October. October is typically our busiest month of the year for face-to-face interactions with many customers paying their rates in person.

[32] With the Queenstown service centre almost set up to be able to take payments, this interaction data will be included in future reports.

Upcoming

[33] We have a new self-service visitor management system that we are looking to implement at Stafford Street and Philip Laing House. When visitors arrive, it will send automated txt/emails to meeting hosts. This will enable more efficient access into our buildings.

[34] Over the coming months as we build more capability to report on targets, our report commentary will be more reflective of our performance against targets across all channels.

[35] The next report will include information for the months of December 2018 and January 2019.

Attachments

Nil

12. NOTICES OF MOTION

13. CLOSURE