
**Waimāero Fendalton-Waimairi-Harewood Community
Board Information Session/Workshop
NOTES**

Date: Monday 24 June 2024
Time: 4.30 pm
Venue: Boardroom, Fendalton Service Centre,
Corner Jeffreys and Clyde Roads, Fendalton

Present

Chairperson	Jason Middlemiss
Deputy Chairperson	Bridget Williams
Members	David Cartwright (via audio/visual link) Linda Chen (via audio/visual link) Aaron Keown

Principal Advisor

Maryanne Lomax
Manager Community Governance,
Fendalton-Waimairi-Harewood
Tel: 941 6730

Aidan Kimberley
Community Board Advisor
941 6566

aidan.kimberley@ccc.govt.nz

www.ccc.govt.nz

Please Note:

This forum has no decision-making powers and is purely for information sharing.

The agenda was dealt with in the following order.

1. Apologies Ngā Whakapāha

Apologies were received from Sam MacDonald and Nicola McCormick.

2. Good-to-go ways to get to school

Community Board Briefing, Seminar or Workshop

The Team Leader Travel Demand Management presented the attached PowerPoint presentation to the Board, with an overview of the Good-to-go ways to get to school programme.

During the subsequent discussion the following points were raised:

- The survey data offer a lot of insights into the wellbeing of our communities, the Board would appreciate seeing this more often. It would also be helpful to have a city-wide overview with the ability to break it down by socio-economic status and to measure the impact of the MCR programme.
- The team do proactively contact schools to work on issues if there is a regular pattern of complaints, or alternatively schools are welcome to get in touch with the team to ask for advice.
- The Community Board receives a lot of requests for assistance relating to school traffic issues. When these are reported to the Transport Unit they do get run past the Travel Demand Management team.

Attachments

A Good-To-Go Ways To Get To School - Staff Presentation

3. Customer Service Hybris Ticket Reports

Community Board Briefing, Seminar or Workshop

The Manager Operational Process and Insights presented to the Board to explain the attached sample Hybris Ticket Report.

During the discussion the following points were raised:

- “Breach” in this context refers to timeframes communicated to the customer. Contractual performance measures are a separate issue not recorded here.
- There is a separate escalation process to manage service level breaches.
- The report captures raw numbers of tickets logged and needs to be read in context. The example was given of people reporting their wheelie bin was missed, but the truck is still doing its rounds and is en-route.
- The Governance Team have access to the dashboard so can assist if Board members have more detailed queries about the ticket data.

Attachments

A Sample Hybris Ticket Report

4. Parks In-house Maintenance Mobilisation Introduction

Community Board Briefing, Seminar or Workshop

The Manager Operations – Parks Maintenance presented to the Board and introduced her team who will be coordinating Parks Maintenance when the in-house parks maintenance service commences.

During the discussion the following points were raised:

- Parks have good connections with local community stakeholders, ie sports clubs, but if anyone has been missed or have issues they want to discuss they are welcome to get in touch.
- The Board expressed support for the idea of having a trophy for the best maintained park or best maintenance crew.
- The Board expressed support for having a more recognisable uniform to promote the team's identity.
- There will be an internal quality assurance system to measure the team's performance.
- The maintenance officers will be equipped for all regular maintenance tasks (ie mowing, rubbish collection) which should mitigate public concerns about some issues being addressed in a park while others are left untouched.

Meeting concluded at 5.43pm.