

Service Request Time Frames By Ward for

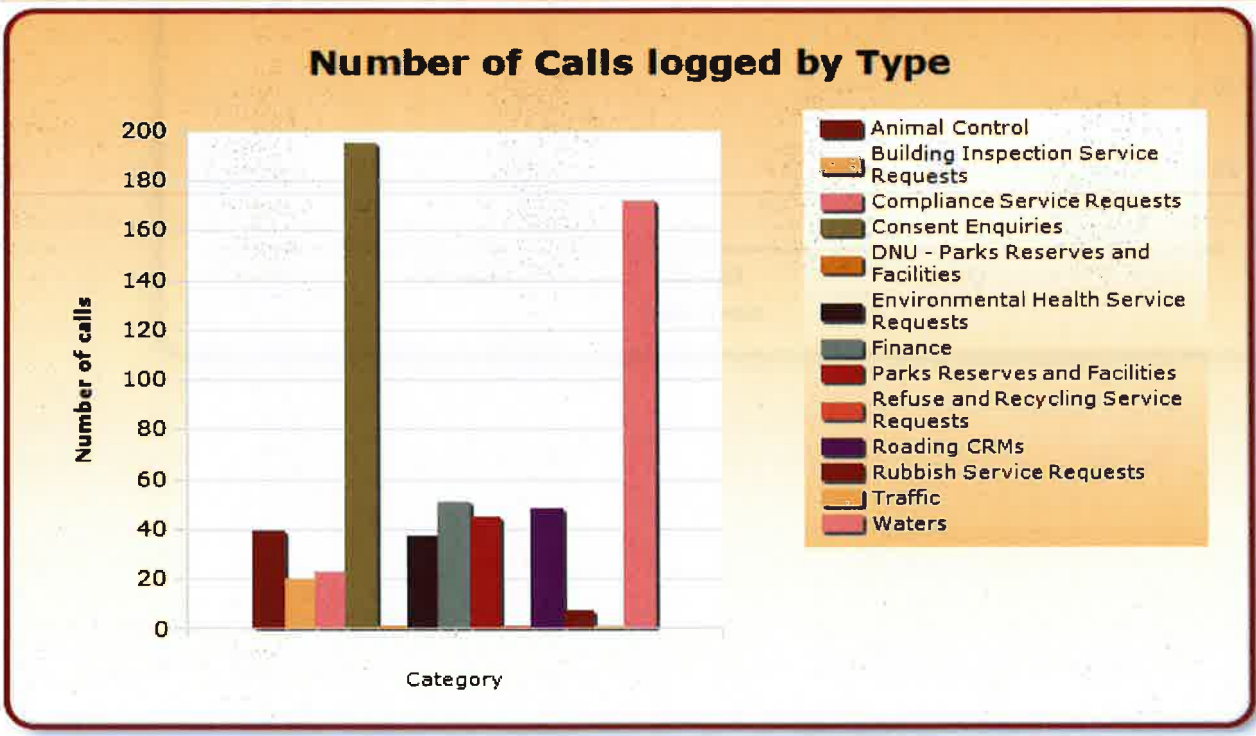
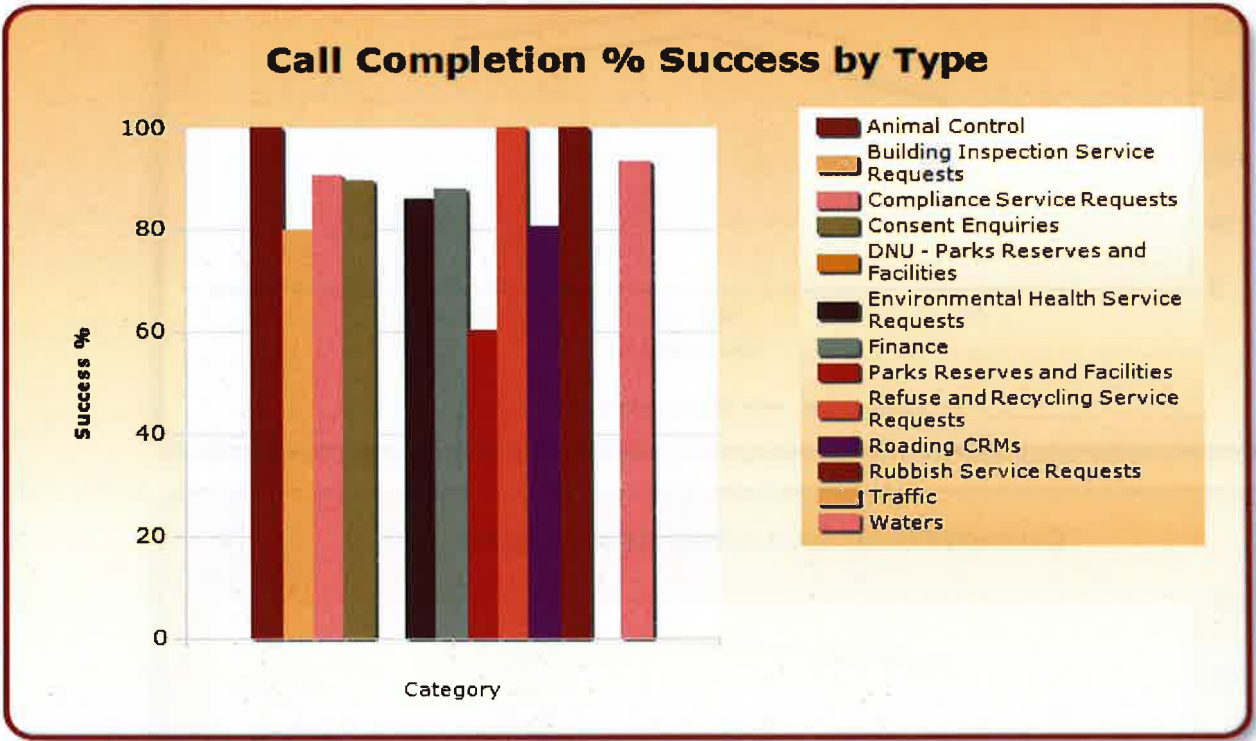
RAGLAN



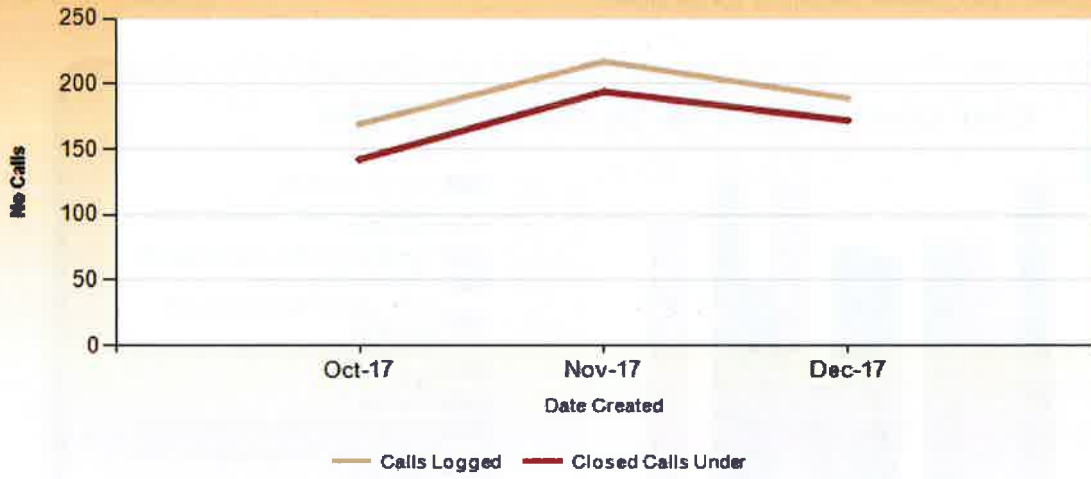
Date Range: 01/10/2017 to 31/12/2017

2/13/2018 10:09:42 AM

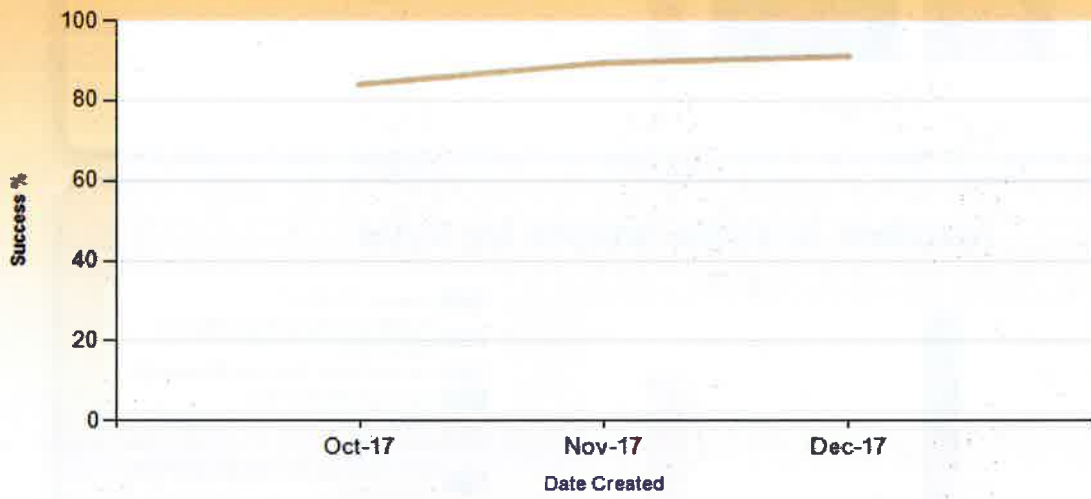
The success rate excludes Open Calls as outcome is not yet known.



Volume of Calls Closed vs Calls Closed in Time



Completion Success per month



Closed Calls are those calls logged during the time period that are now closed.	Open Calls are all the calls open for the ward and may have been logged at any time.	Open			Closed		Success Rate
		Number of Calls	Open Calls Over	Open Calls Under	Closed Calls Over	Closed Calls Under	
Animal Control							
	Summary	39		4		35	100.00%
	Animal Charges	4				4	100.00%
	Dog / Cat Trap Required	3		2		1	100.00%
	Dog Property Visit	8		1		7	100.00%
	Dog Straying - Current	6				6	100.00%
	Dog Straying - Historic	2				2	100.00%
	Dog Surrender	1				1	100.00%
	Dog Welfare - Not immediate threat to life	1		1			NaN
	Dog/Animal Missing	4				4	100.00%
	Dogs Aggression - Historic	4				4	100.00%
	Dogs Barking Nuisance	5				5	100.00%
	Livestock Trespassing - Current	1				1	100.00%
Building Inspection Service Requests							
	Summary	20	1	9	2	8	80.00%
	Building Inspection Service Requests	20	1	9	2	8	80.00%
Compliance Service Requests							
	Summary	23		1	2	20	90.91%
	Compliance - Animal By Law	1		1			NaN
	Compliance - Unauthorised Activity	12				12	100.00%
	Compliance - Urban Fire Hazard (Dry conds only)	1			1		0.00%
	Illegal parking	9			1	8	88.89%
Consent Enquiries							
	Summary	195		10	19	166	89.73%
	Onsite Services	10			1	9	90.00%
	Planning Process	22		3	1	18	94.74%
	Property Information Request	70		1	1	68	98.55%
	Rural Rapid Number assignment & purchase of plates	3			2	1	33.33%
	Zoning and District Plan Enquiries	90		6	14	70	83.33%
DNU - Parks Reserves and Facilities							
	Summary	1	1				NaN
	Trimming of vegetation - Urban	1	1				NaN
Environmental Health Service Requests							
	Summary	37		1	5	31	86.11%
	Environmental Health Complaint	2			2		0.00%
	Noise Complaint - Environmental Health	3		1	1	1	50.00%
	Noise complaints straight to contractor	32			2	30	93.75%
Finance							
	Summary	51			6	45	88.24%
	Rates query	51			6	45	88.24%

Parks Reserves and Facilities	Summary	45		2	17	26	60.47%	
	Parks & Reserves - Buildings	6		2	2	2	50.00%	
	Parks & Reserves - Council owned land	4			1	3	75.00%	
	Parks & Reserves - Graffiti	3				3	100.00%	
	Parks & Reserves - Park Furniture	2				2	100.00%	
	Parks & Reserves - Raglan Wharf Issues	1				1	100.00%	
	Parks & Reserves - Reserve Issues	25			13	12	48.00%	
	Parks & Reserves - Urgent Public Toilet Issues	2			1	1	50.00%	
	Parks & Reserves-Council owned buildings on reserv	2				2	100.00%	
	Refuse and Recycling Service Requests	Summary	1				1	100.00%
		Recycling Not Collected	1				1	100.00%
Roading CRMs	Summary	48	1	16	6	25	80.65%	
	Bridge Maintenance Non-Urgent	1		1			NaN	
	Footpath Maintenance - Non_Urgent	1				1	100.00%	
	New Vehicle Entrance Request	2		2			NaN	
	Request 4 new street light path sign etc	1		1			NaN	
	Road Culvert Maintenance	10		4	2	4	66.67%	
	Road Marking Sign & Barrier Maint Marker Posts	1				1	100.00%	
	Road Safety Issue Enquiries	1				1	100.00%	
	Roading Work Assessment Required - OnSite 5WD	21	1	6	2	12	85.71%	
	Routine Roothing Work Direct to Contractor 5WD Comp	3				3	100.00%	
	Street Light Maintenance	2		2			NaN	
	Urgent - Footpath Maintenance	1			1		0.00%	
	Vegetation Maintenance	4			1	3	75.00%	
	Rubbish Service Requests	Summary	7		1		6	100.00%
		Abandoned Vehicle	4		1		3	100.00%
Illegal Rubbish Dumping		3				3	100.00%	
Traffic	Summary	1	1				NaN	
	Illegal parking	1	1				NaN	

Waters							
Summary	172	3	14	10	145	93.55%	
3 Waters Enquiry	22	2		4	16	80.00%	
3 Waters Safety Complaint - Non Urgent	2				2	100.00%	
Drinking water billing	26		3		23	100.00%	
Drinking Water Final Meter Read	31		9		22	100.00%	
Drinking Water Major Leak	6	1			5	100.00%	
Drinking Water minor leak	36			1	35	97.22%	
Drinking Water quality	2			1	1	50.00%	
Drinking Water Quantity/Pressure	2				2	100.00%	
Fix Water Toby	7				7	100.00%	
New Drinking Storm Waste water connections	3				3	100.00%	
No Drinking Water	9			1	8	88.89%	
Stormwater Blocked pipe	1				1	100.00%	
Stormwater Open Drains	2		1	1		0.00%	
Stormwater Property Flooding	4		1	2	1	33.33%	
Wastewater Odour	10				10	100.00%	
Wastewater Overflow or Blocked Pipe	3				3	100.00%	
Wastewater Pump Alarm	1				1	100.00%	
Waters Pump Station jobs - only for internal use	5				5	100.00%	
Total	640	7	58	67	508	88.35%	

