

Improved Communication for Roadwork Requests

South Gippsland Shire Council's Operations department has recently introduced a number of new initiatives to enhance its customer request handling process. It is anticipated that these changes will improve communications with community members regarding the work Council undertakes.

The key initiatives are:

- Introduction of the Snap Send Solve app.
- Introduction of mobile computing in the field.
- Dashboard reporting within the Customer Request System to manage and monitor the performance of customer requests.
- Paperless request handling.
- Integration of the Customer Request System with the Asset Management System.
- Review of the Customer Request System categories.
- Trial of a Rapid Customer Response Field Officer.

Council's Operations Manager, Fred Huitema is enthusiastic about the changes. "A number of these changes came about because of the Gravel Roads Service Review, which includes community forums across the Shire and giving presentations on Council's gravel road network.

"This includes outlining Council's current service levels and the constraints and issues that Council faces when maintaining its gravel road network. These forums are an opportunity to listen to the community regarding their expectations and issues with a view of incorporating this into revised service levels for gravel road maintenance.

"To date, the forums have been extremely beneficial. The attendees have been vocal in their response to the condition of gravel roads but have also thanked us for making the time and being available to listen. Many have commented that they did not understand the issues facing gravel road maintenance and have walked away from the sessions more informed. This can only help with our reputation in the community.

"Since the introduction of these initiatives, the number of requests has increased. This has been mainly through the uptake of Snap Send Solve, but the number of outstanding requests awaiting action or response has decreased dramatically," said Mr Huitema.

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