

# Service Request Time Frames By Ward for

RAGLAN

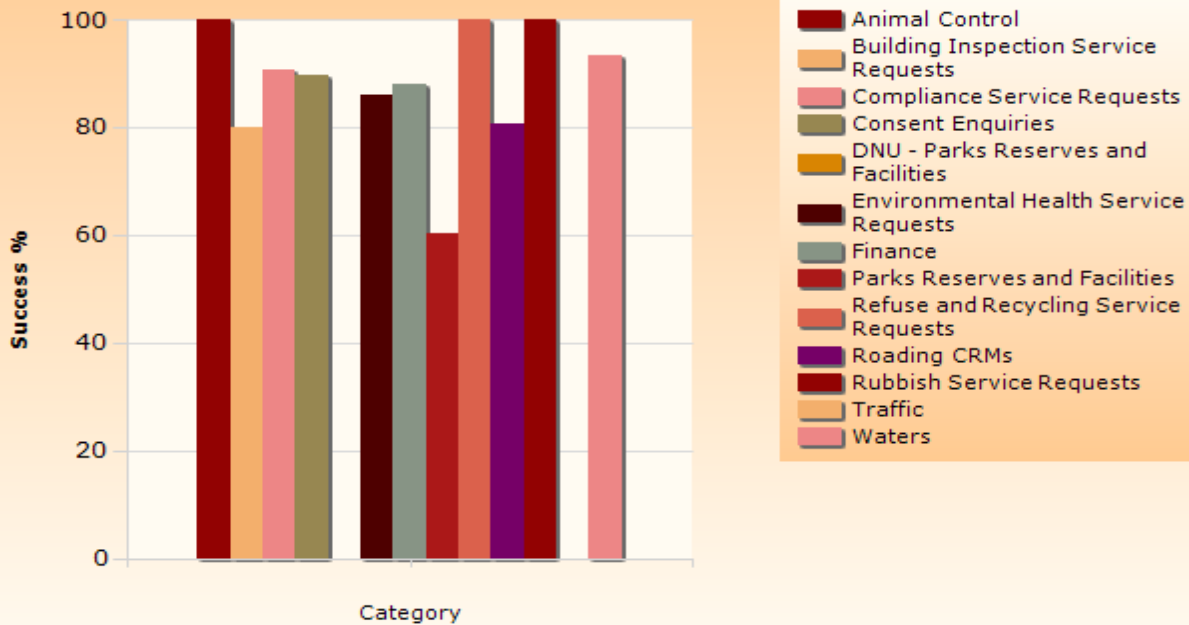


Date Range: 01/10/2017 to 31/12/2017

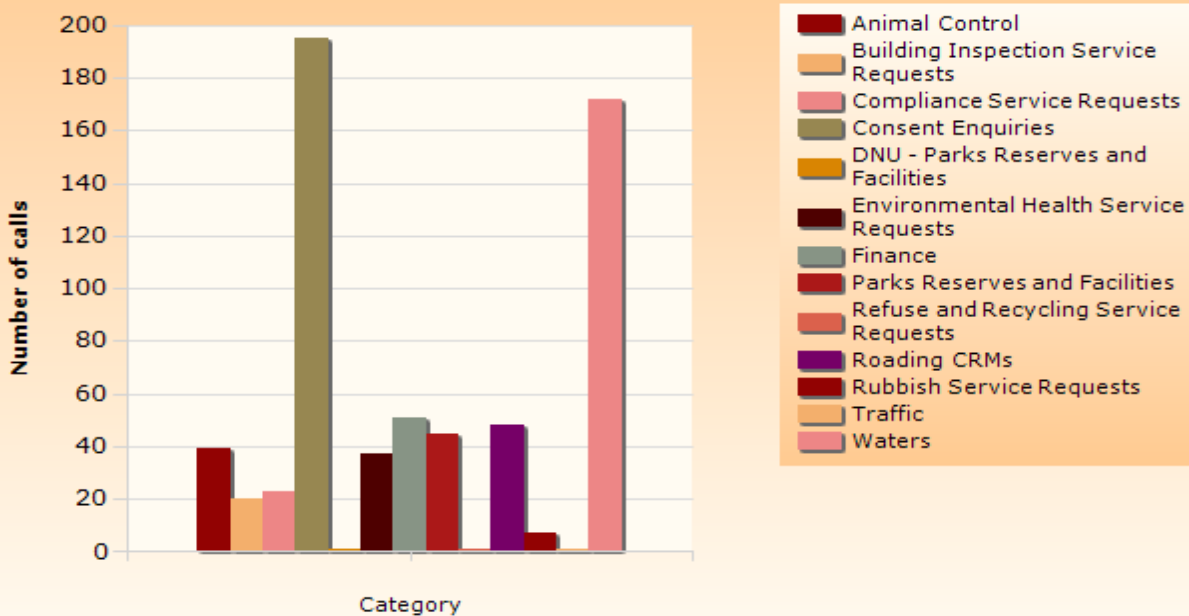
The success rate excludes Open Calls as outcome is not yet known.

2/13/2018 10:09:42 AM

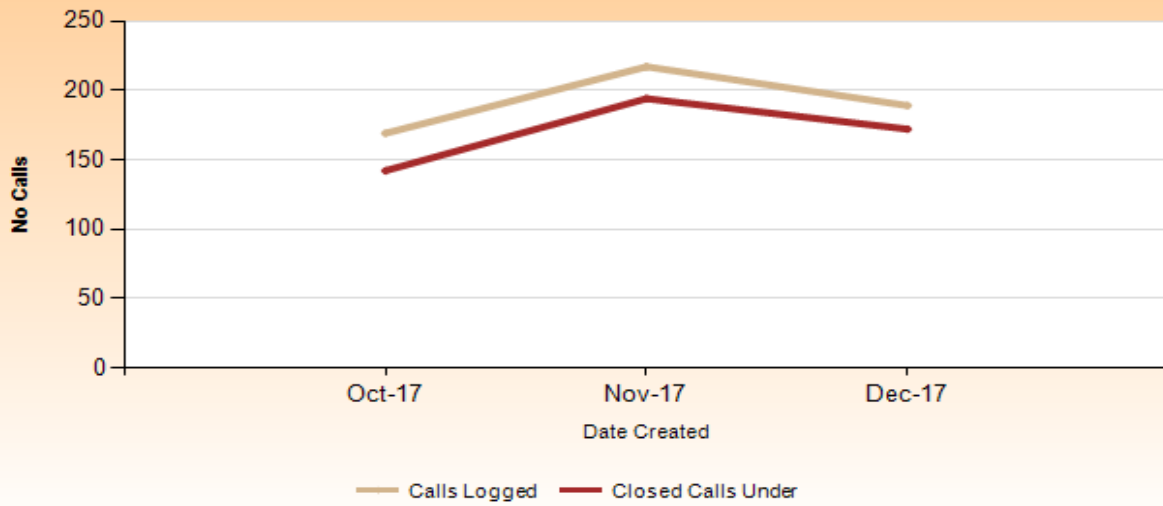
## Call Completion % Success by Type



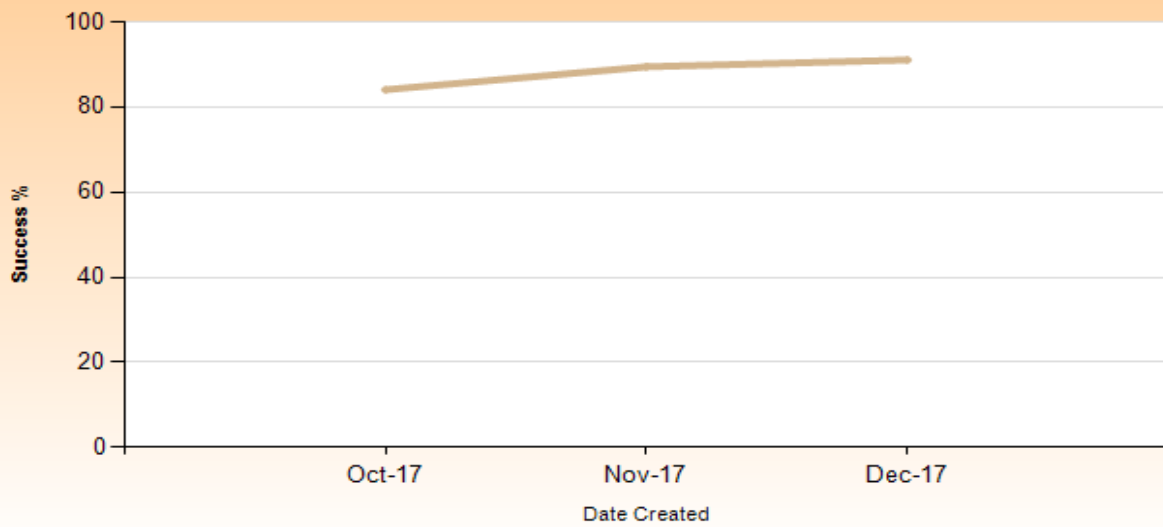
## Number of Calls logged by Type



### Volume of Calls Closed vs Calls Closed in Time



### Completion Success per month



			Open		Closed		
<b>Closed Calls</b> are those calls logged during the time period that are now closed.	<b>Open Calls</b> are all the calls open for the ward and may have been logged at any time.	<b>Number of Calls</b>	<b>Open Calls Over</b>	<b>Open Calls Under</b>	<b>Closed Calls Over</b>	<b>Closed Calls Under</b>	<b>Success Rate</b>
<b>Animal Control</b>							
	<b>Summary</b>	<b>39</b>		<b>4</b>		<b>35</b>	<b>100.00%</b>
	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%
<b>Building Inspection Service Requests</b>							
	<b>Summary</b>	<b>20</b>	<b>1</b>	<b>9</b>	<b>2</b>	<b>8</b>	<b>80.00%</b>
	Building Inspection Service Requests	20	1	9	2	8	80.00%
<b>Compliance Service Requests</b>							
	<b>Summary</b>	<b>23</b>		<b>1</b>	<b>2</b>	<b>20</b>	<b>90.91%</b>
	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%
<b>Consent Enquiries</b>							
	<b>Summary</b>	<b>195</b>		<b>10</b>	<b>19</b>	<b>166</b>	<b>89.73%</b>
	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%
<b>DNU - Parks Reserves and Facilities</b>							
	<b>Summary</b>	<b>1</b>	<b>1</b>				<b>NaN</b>
	Trimming of vegetation - Urban	1	1				NaN
<b>Environmental Health Service Requests</b>							
	<b>Summary</b>	<b>37</b>		<b>1</b>	<b>5</b>	<b>31</b>	<b>86.11%</b>
	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%
<b>Finance</b>							
	<b>Summary</b>	<b>51</b>			<b>6</b>	<b>45</b>	<b>88.24%</b>
	Rates query	51			6	45	88.24%

<b>Parks Reserves and Facilities</b>	<b>Summary</b>	<b>45</b>		<b>2</b>	<b>17</b>	<b>26</b>	<b>60.47%</b>
	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%
	<b>Refuse and Recycling Service Requests</b>	<b>Summary</b>	<b>1</b>				<b>1</b>
Recycling Not Collected		1				1	100.00%
<b>Roading CRMs</b>	<b>Summary</b>	<b>48</b>	<b>1</b>	<b>16</b>	<b>6</b>	<b>25</b>	<b>80.65%</b>
	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 Rooding 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%
	<b>Rubbish Service Requests</b>	<b>Summary</b>	<b>7</b>		<b>1</b>		<b>6</b>
Abandoned Vehicle		4		1		3	100.00%
Illegal Rubbish Dumping		3				3	100.00%
<b>Traffic</b>	<b>Summary</b>	<b>1</b>	<b>1</b>				<b>NaN</b>
	Illegal parking	1	1				NaN

<b>Waters</b>	<b>Summary</b>	<b>172</b>	<b>3</b>	<b>14</b>	<b>10</b>	<b>145</b>	<b>93.55%</b>
	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%
	<b>Total</b>	<b>640</b>	<b>7</b>	<b>58</b>	<b>67</b>	<b>508</b>	<b>88.35%</b>