

Province: Municipality(FS195) - Schedule of Service Delivery Standards Tabled

Standard	Description	Service Level
Waste Removal		
Waste based removal (Residential Frequency)		Weekly
Waste based removal (Business Frequency)		3 times per week
Bulk Removal (Frequency)		2 times per week
Removal flags provided (Yes/No)		No
Garden refuse removal included (Yes/No)		Yes
Street Cleaning Frequency in CBD		Daily
Street Cleaning Frequency in areas including CBD		Daily
How soon are public areas cleaned after events (24hours/48hours/longer)		Immediately after the event
Cleaning of illegal dumping (24hours/48hours/longer)		Weekly
Recycling or environmentally friendly practices(Yes/No)		No
Licensed landfill site(Yes/No)		Two licensed (Hobart/Waterloo) and one (Hermes) in process of licensing
Water Service		
Water Quality rating (Blue/Green/Brown/No drop)		6/3%
Is fire water available to all? (Advisory to the individual consumer)		City fire brigades
Frequency of meter reading? (per month, per year)		per month
Are estimated consumption calculated on actual consumption over (two month/three month/longer period)		Three months
On average, for how long does the municipality use estimates before reverting back to actual readings? (months)		Three months
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)		1.5 hours
One service connection affected (number of hours)		3.00 hours
Up to 20 service connection affected (number of hours)		5.00 hours
Faultier pipe larger than 800mm (number of hours)		3.0 hours
What is the average minimum water flow in your municipality?		300 gal per day
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes
How long does it take to replace faulty water meters? (days)		Not later after the fully meter is reported to the consumer
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)		No
Electricity Service		
What is your electricity availability percentage on average per month?		100%
Do your municipality have a ripple control in place that is operational? (Yes/No)		No
How much do you estimate is the cost saving in utilizing the ripple control system?		4%
What is the frequency of meters being read? (per month, per year)		1/200 Conventional
Are estimated consumption calculated on actual consumption over (two month/three month/longer period)		Three months
On average, for how long does the municipality use estimates before reverting back to actual readings? (months)		Three months
Duration before availability of electricity is restored in cases of breakdowns (immediate/one day/two days/longer)		Immediately
Are accounts normally calculated on actual readings? (Yes/No)		Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)		Yes
How long does it take to replace faulty meters? (days)		1.5 hours
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)		Yes
How effective is the action plan in cutting line losses? (Classified)		Good, project in place to limit the losses
How soon does the municipality provide a quotation to a customer upon a written request? (days)		None
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)		Three months
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)		One day
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)		One day
Sewerage Service		
Are your purification system effective enough to put water back in to the system after purification?		Yes
To what extent do you subsidize your indigent consumers?		100%
How long does it take to restore average breakages on average		
Sewer overflow? (hours)		1 hours
Sever blocked pipes: Large pipes? (hours)		2.5 hours
Sewer blocked pipes: Small pipes? (hours)		0.5 hour
Spillage clean-up? (hours)		3 hours
Replacement of manhole covers? (hours)		30 Minutes
Road Infrastructure Services		
Time taken to repair a single pothole on a major road? (Hours)		45 Minutes
Time taken to repair a single pothole on a minor road? (Hours)		30 Minutes
Time taken to repair a road following an open trench service crossing? (Hours)		1 hour
Time taken to repair walkways? (Hours)		2 hours
Property relations		
How long does it take on average from completion to the first account being issued? (one month/three months or longer)		One Month
Do you have any special rating properties? (Yes/No)		No
Financial Management		
Is there any change in the situation of unauthorized and wasteful expenditure over time? (Decrease/increase)		Decrease
Are the financial statement outsourced? (Yes/No)		Yes
Are there Council advised business process involving the flow and management of documentation leading to Trial Balance?		Yes
How long does it take for an Tax Invoice to be paid from the date it has been received?		One 30 days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?		Yes
Administration		
Reaction time on enquiries and requests?		2 to 5 days
Time to respond to a verbal customer enquiry or request? (working days)		1 to 3 days
Time to respond to a written customer enquiry or request? (working days)		2 to 5 days
Time to resolve a customer enquiry or request? (working days)		1 to 5 days
What percentage of calls are not answered? (5%, 50% or more)		N/A
How long does it take to respond to voice mail? (hours)		N/A
Does the municipality have control over locked employees? (Yes/No)		N/A
Is there a reduction in the number of complaints or not? (Yes/No)		Yes
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)		Same day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?		
Community safety and licensing services		
How long does it take to register a vehicle? (minutes)		10
How long does it take to renew a vehicle license? (minutes)		10
How long does it take to issue a duplicate registration certificate vehicle? (minutes)		10
How long does it take to de-register a vehicle? (minutes)		10
How long does it take to renew a drivers license? (minutes)		10
What is the average reaction time of the fire service to an incident? (minutes)		20 min
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)		10
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)		10
Economic development		
How many economic development projects does the municipality drive?		
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		
What percentage of the projects have created sustainable job security?		
Does the municipality have any incentive plans in place to create a conducive environment for economic development? (Yes/No)		
Other Service delivery and communication		
Is a information package handed to the new customer? (Yes/No)		Yes
Does the municipality have training or information sessions to inform the community? (Yes/No)		Yes
Are customers treated in a professional and humane manner? (Yes/No)		Yes