

13. QUESTIONS WITHOUT NOTICE

13.1 Questions Without Notice

1. Councillor Rule advised that he has received regular enquiries in relation to a Child Care Centre in Denham Court, regarding traffic and compliance issues. Councillor Rule asked the Director Planning and Environment if he was aware of any issues surrounding the Child Care Centre.

The Director Planning and Environment advised that he is currently investigating some issues and appropriate compliance action will be undertaken.

2. Councillor Lake asked the Acting Director City Works if he has received any feedback from the Roads and Maritime Service regarding proposed upgrade works for Narellan Road.

The Acting Director City Works advised that a meeting will be held 23 August 2012 to discuss the matter. It was noted that during discussions interim plans are for the provision of three lanes from the Southern exit towards Narellan Road.

3. Councillor Lake referred to the scheduled meeting with the Roads and Maritime Services to be held 23 August 2012 and asked the Acting Director City Works if he could include in his discussions the issue of a separated road at Kellicar and Hurley Streets, Campbelltown.

The Acting Director City Works advised that he will raise the issue as requested.

4. Councillor Lake asked the General Manager if he could be provided with an update in relation to Rizal Park.

The General Manager advised that there has been some delays in relation to the delivery of the statue from the Philippines and that the Manager Executive Services has been liaising with the Philippines Consular General in relation to this matter. The opening scheduled for August has now been rescheduled to December 2012.

5. Councillor Bourke advised that she has received a number of representations in relation to Council's Customer Service. It was noted that a number of customers are experiencing lengthy delays whilst on hold, are receiving no response to emails and letters addressed to Council. Councillor Bourke asked the Director Business Services if he could investigate these issues and also asked if there are any Key Performance Indicators in relation to response times for Customer Service.

The Director Business Services advised that Council has a Customer Request system in place to respond to customer enquiries within set timeframes and that a number of Key Performance Indicators are currently being developed.

The Director Business Services also advised that the new VoIP system allows for extensive reporting on incoming calls to Council and the information from these reports is reported to the Executive group.

The Director Business Services also indicated that he would investigate the individual concerns raised by Councillor Bourke.

6. Councillor Bourke asked the Director Business Services if he could make information available on Council's website advising customers of Council's Key Performance Indicators and projected customer service response times.

The Director Business Service advised that when developed, he will arrange for the Key Performance Indicators to be displayed on Council's website.

7. Councillor Borg asked the General Manager if Council has a receptionist to answer incoming calls.

The General Manager advised that Council now offers centralised customer service, covering a broad range of services across the organisation and noted that there is no longer one receptionist to answer calls, there is an entire team of customer service specialists to answer enquiries. It was noted that while there have been some teething issues his priority is to ensure that the centralised customer service section works effectively.

8. Councillor Thompson asked the Director Planning and Environment if he could be provided with the legal costs for each development application.

The General Manager advised that this information is reported through the Planning and Environment Committee business paper in the 'Legal Status' report.

The General Manager advised Councillor Thompson that he will tabulate from previous reports and forward it to Councillor Thompson as requested.

9. Councillor Thompson asked the General Manager if he could advise as to how long it should take for a development application to be processed.

The General Manager advised it is difficult to put a timeframe on the time it takes to process development applications as each application is unique and differ in complexity.

10. Councillor Thompson noted that when he receives a message from a council telephone call it is difficult to return the call as the number that is left is the general switchboard number and does not identify the actual caller. Councillor Thompson asked the General Manager if there was any way that the callers actual phone number could be displayed on calls received.

The General Manager advised that as part of Council's new telephone system there has been some changes to the operating system and that he will investigate the issues raised by Councillor Thompson.

11. Councillor Thompson noted that on Tuesday 30 July 2012 at 9.30pm the lights were left on at Wood Park, Ingleburn, however the field was not being used and asked the Acting Director City Works if he could advise as to who is responsible for paying the electricity costs.

The Acting Director City Works advised that sporting clubs are responsible for the electricity costs and that he will raise this issue with the group identified.

12. Councillor Rowell noted that in his role as the Member for Wollondilly he receives regular positive feedback in relation to the customer service provided by Council.
13. Councillor Rowell noted that there are excessive amounts of rubbish deposited along Copperfield Drive, Rosemeadow and asked the Director Planning and Environment if he could also arrange for the rubbish to be removed and monitor this location on a regular basis.

The Director Planning and Environment advised that he will monitor the area and will arrange for the rubbish to be removed as requested.

14. Councillor Matheson referred to a previous request for a report regarding the proposed upgrades to Lake Burrendah and asked when the report will be presented to Council.

The Acting Director City Works advised that he is currently compiling this report and it will be presented to Council at its next meeting.

15. Councillor Matheson referred to the basketball courts located at Bradbury Oval and noted that they are in need of urgent maintenance.

The Director Community Services advised that the basketball courts are listed for refurbishment on the 2012-2013 assets renewal program however she will arrange for an immediate inspection to ensure that any urgent matters are rectified.

16. Councillor Greiss noted that on all occasions that he has contacted Council's Customer Service he has received friendly and efficient service.

17. Councillor Greiss referred to the recent upgrades at Glenfield and noted that the road gradient is not consistent along Railway Parade leaving a large drop on the road surface which may have impacts on vehicles. Councillor Greiss asked the Acting Director City Works if he could investigate the matter.

The Acting Director City Works advised that he will investigate the matter and advise Councillor Greiss by way of a memo.

18. Councillor Greiss noted that he has received representations in relation to the lack of garbage facilities at playground areas throughout the Local Government Area and asked the Acting Director City Works if he could investigate the matter.

The Acting Director City Works advised that he will review garbage facilities at local playgrounds and advise Councillor Greiss by way of memo.

19. Councillor Hawker advised that he and Councillor Greiss recently attended the Men of League Foundation event held at Fulwood Reserve. The event was well attended with many local residents participating in the activities provided. The highlight of the day was a Rugby League game between Campbelltown City Kangaroos and Campbelltown East Eagles and that he and Councillor Greiss were asked to present the trophy to the winning team.