



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

QTON No. 22

STANDING COMMITTEE ON ENVIRONMENT AND TRANSPORT AND CITY SERVICES
MS TARA CHEYNE MLA (CHAIR), CANDICE BURCH MLA (DEPUTY CHAIR), JAMES MILLIGAN MLA

Inquiry into referred 2018–19 Annual and Financial Reports
ANSWER TO QUESTION TAKEN ON NOTICE
15 November 2019

Asked by Ms Nicole Lawder:

In relation to: Streetlight Contract - Can we provide a breakdown of single vs more complex issues - how is the contractor going against their KPI

MS LAWDER: So when does that start? From when they press enter or from when—is there another process? Or it has to be referred to the contractor, or—

Mr Marshall: From when the request is transmitted to the contractor, which is essentially instantaneous, via the electronic systems.

MS LAWDER: So when I press go it goes straight to the contractor and the two days starts then?

Mr Marshall: Yes.

MS LAWDER: So that is what is in the contract, two days?

Mr Marshall: For that particular defect rectification. There is different timeframes for different complexities of work. So for example, often the sensitivity of customers is around the more complex problems. So if we have an underground cable problem that can take longer to fix, because it is the process of finding the exact location of the problem and it can also affect multiple lights so those are—

MS LAWDER: What is the KPI for those more cable kind of—

Mr Marshall: I do not recall the exact number of days, but I think order of magnitude 15 days or thereabouts.

MS LAWDER: And how is the progress going against that KPI?

Mr Marshall: Well they are included in that figure that I previously quoted, so for—

MS LAWDER: Are you able to break it down by the single maintenance request versus a more complex and how they are going again KPIs?

Mr Marshall: I would have to do that on notice.

Mr Chris Steel MLA: The answer to the Member's question is as follows:–

Responses to customer request for service are as follows:

October 2019	Required Response time	% within required response time
Multi-outs assessment (complex issues)	5 days	100%
Single Fault Repair	2 days	98%

Year to date (July to October)	Required Response time	% within required response time by (average)
Multi-outs assessment (complex issues)	5 days	95%
Single Fault Repair	2 days	96%

Approved for circulation to the Standing Committee on Environment and Transport and City Services

Signature:



Date:

26/11/19

By the Minister for City Services, Chris Steel MLA