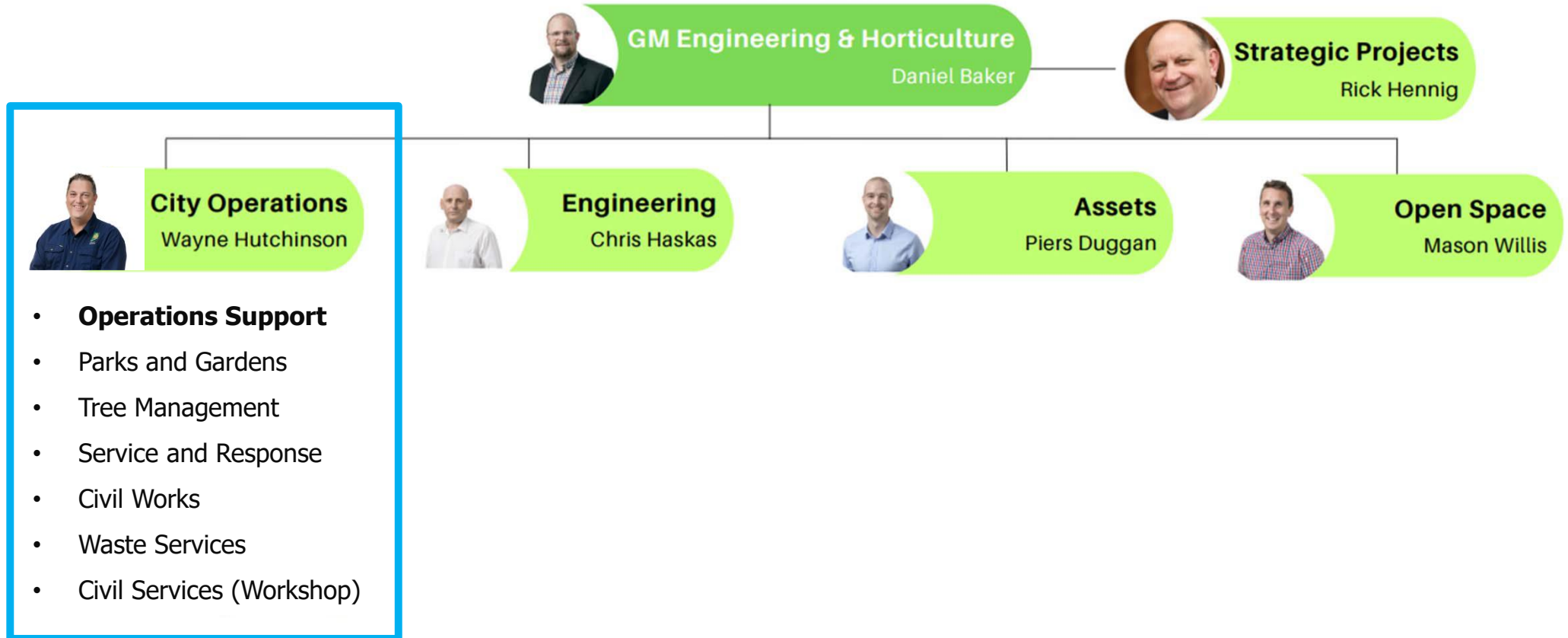


Operations Support

Team Update

Engineering & Horticulture

ENGINEERING & HORTICULTURE



Operations Support



City Operations
Wayne Hutchinson

- **Operations Support**
- Parks and Gardens
- Tree Management
- Service and Response
- Civil Works
- Waste Services
- Civil Services (Workshop)

Team Leader
Operations Support

Andrew Hall



Operations Planner

Luke Skeer




Senior Operations Support Officer

Zoe Schottelius




Operations Support Officer

Jessica Bruce-Mullins




Operations Support Officer

Narelle Bosworth




Business Support Officer

Renee Stevens



Compliance Officer

Georgia Elliott



Tree Assessment Officer

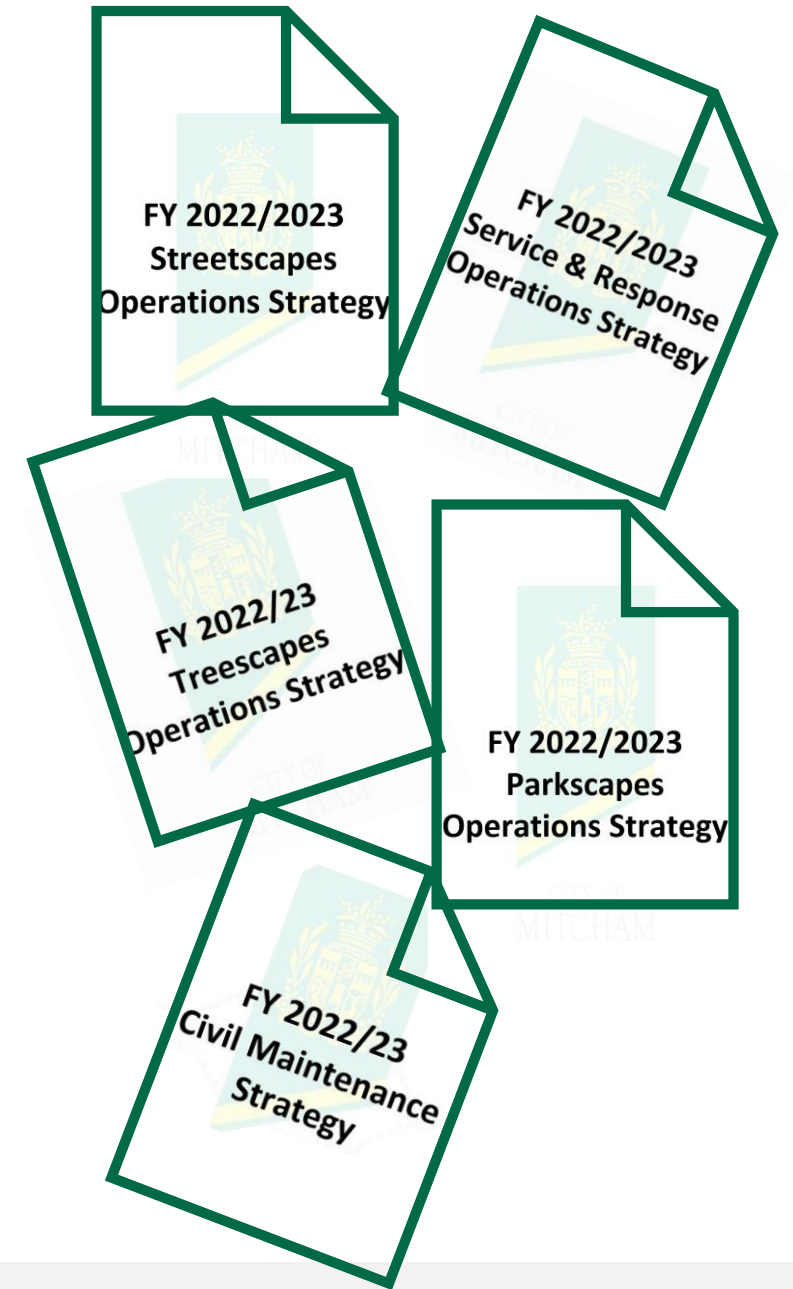
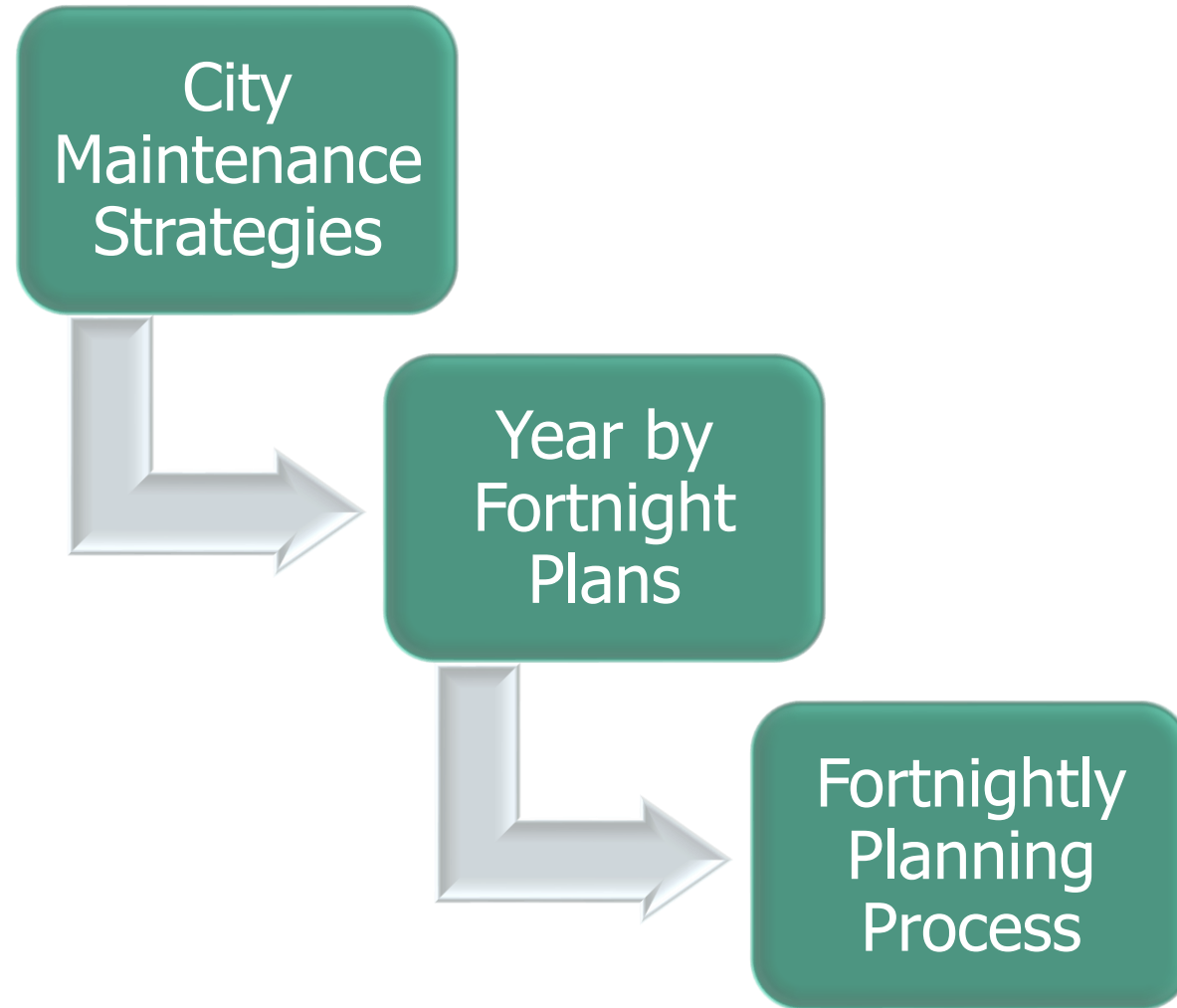
Tony Borg



Key Team Functions

- Works Planning – Proactive
- Works Planning – Reactive
- Reporting & Monitoring
- Contractor Management – City Operations
- Compliance & Approvals
- Systems & Workforce Management

Works Planning - Proactive

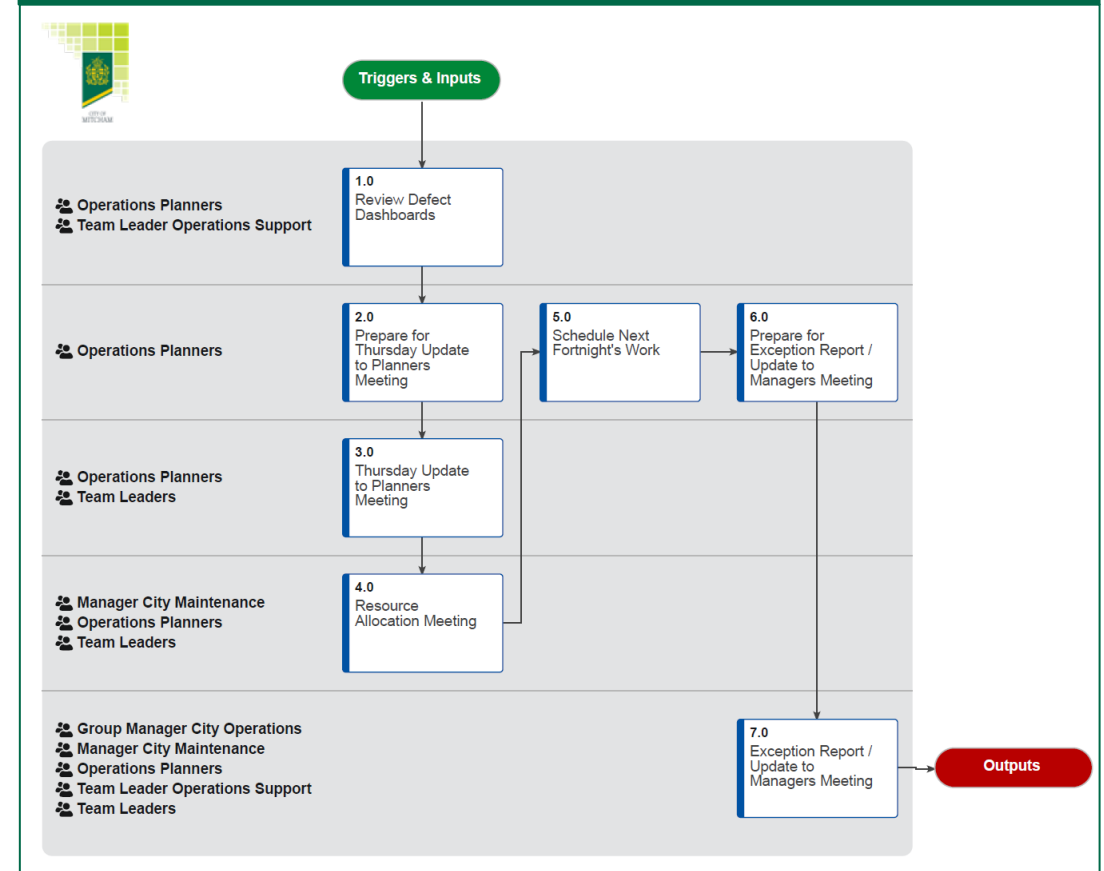


Works Planning - Proactive

Portion of a Year By Fortnight Plan

PARKS & SPORTS GROUNDS 2022/2023		21/08/2023					4/09/2023					18/09/2023					2/10/2023																					
		Fortnight 5					Fortnight 6					Fortnight 7					Fortnight 8																					
		21/08/2023	22/08/2023	23/08/2023	24/08/2023	25/08/2023	29/08/2023	30/08/2023	31/08/2023	1/09/2023	4/09/2023	5/09/2023	6/09/2023	7/09/2023	8/09/2023	12/09/2023	13/09/2023	14/09/2023	15/09/2023	18/09/2023	19/09/2023	20/09/2023	21/09/2023	22/09/2023	26/09/2023	27/09/2023	28/09/2023	29/09/2023	2/10/2023	3/10/2023	4/10/2023	5/10/2023	6/10/2023	10/10/2023	11/10/2023	12/10/2023	13/10/2023	
Day		M	T	W	Th	F	T	W	Th	F	T	M	T	W	Th	F	M	T	W	Th	F	M	T	W	Th	F	M	T	W	Th	F	M	T	W	Th	F		
Season		Spring																																				
School Holidays		Term 3 Holidays																																				
Laptop Profile / Task		Staff																																				
Sporting Field playing surfaces																																						
Blackwood Hill																																						
	FPS1 (tipper & mower)																																					
	FPS2 (tipper & mower)																																					
	PKIRRIG (Irrigation ute)																																					
	PARKSTRATOR1 (tractor oval)																																					
Hewett Reserve																																						
	FPS1 (tipper & mower)																																					
	FPS2 (tipper & mower)																																					
	PKIRRIG (Irrigation ute)																																					
	PARKSTRATOR1 (tractor oval)																																					
Hawthorndene Oval																																						
	FPS1 (tipper & mower)																																					
	FPS2 (tipper & mower)																																					
	PKIRRIG (Irrigation ute)																																					
	PARKSTRATOR1 (tractor oval)																																					
Manson Reserve (Bellevue)																																						
	FPS1 (tipper & mower)																																					
	FPS2 (tipper & mower)																																					
	PKIRRIG (Irrigation ute)																																					
	PARKSTRATOR1 (tractor oval)																																					
Mortlock Park																																						
	FPS1 (tipper & mower)																																					
	FPS2 (tipper & mower)																																					
	PKIRRIG (Irrigation ute)																																					
	PARKSTRATOR1 (tractor oval)																																					
Price Memorial																																						
	FPS1 (tipper & mower)																																					
	FPS2 (tipper & mower)																																					
	PKIRRIG (Irrigation ute)																																					
	PARKSTRATOR1 (tractor oval)																																					
AA Bailey Reserve																																						
	FPS1 (tipper & mower)																																					
	FPS2 (tipper & mower)																																					
	PKIRRIG (Irrigation ute)																																					
	PARKSTRATOR1 (tractor oval)																																					

Fortnightly Planning Process



Works Planning - Reactive

Example of a Defect

DEFECT
COMPLETED

Tree - Encroachment (TRE-P035)

Koelreuteria paniculata (1055231)
31144



Identified
08-Jun-2023 10:18:00

Required by
Not specified

Completed
14-Jun-2023 08:04:36

Source	Originating Task
Originating Work System	Operational Works (OP.WORKS)
Originating Work Order	TREES - TREEMAINT (0124157)
Resulting Work System	Operational Works (OP.WORKS)
Resulting Work Order	Service & Response Tree Reactive CHIP (0126718)
Asset Failure ?	False
Severity Score	URGENT Severity (4)

Example of Customer Correspondence

Your reference: TREE/2023/9462
Request category: Tree removal or maintenance
Location: 16 North Parade KINGSWOOD SOUTH AUSTRALIA 5062

Hi

Thank you for reporting tree pruning required at 16 North Parade KINGSWOOD SOUTH AUSTRALIA 5062.

We have inspected the site and prioritised these works based on a range of criteria including safety risks, the condition of the tree, and the surrounding environment. Based on these considerations, we anticipate that work will be completed within 14 days, as part of our schedule of works.

This activity has now been identified for action and will be prioritised within our works system. Estimated timeframes are subject to change as they can be impacted by increasing demand, climatic events or other priority works that may arise.

We appreciate your patience.

Many thanks,

Renee Stevens
City Works and Services

THEME 2.3: NATURAL ENVIRONMENT

We protect and enhance the environment and its biodiversity across natural landscapes, waterways, open spaces and across our suburbs.

GOAL 2

FOCUS INSIGHTS

19 Days

Average number of days taken to complete urgent tree defects after assessment

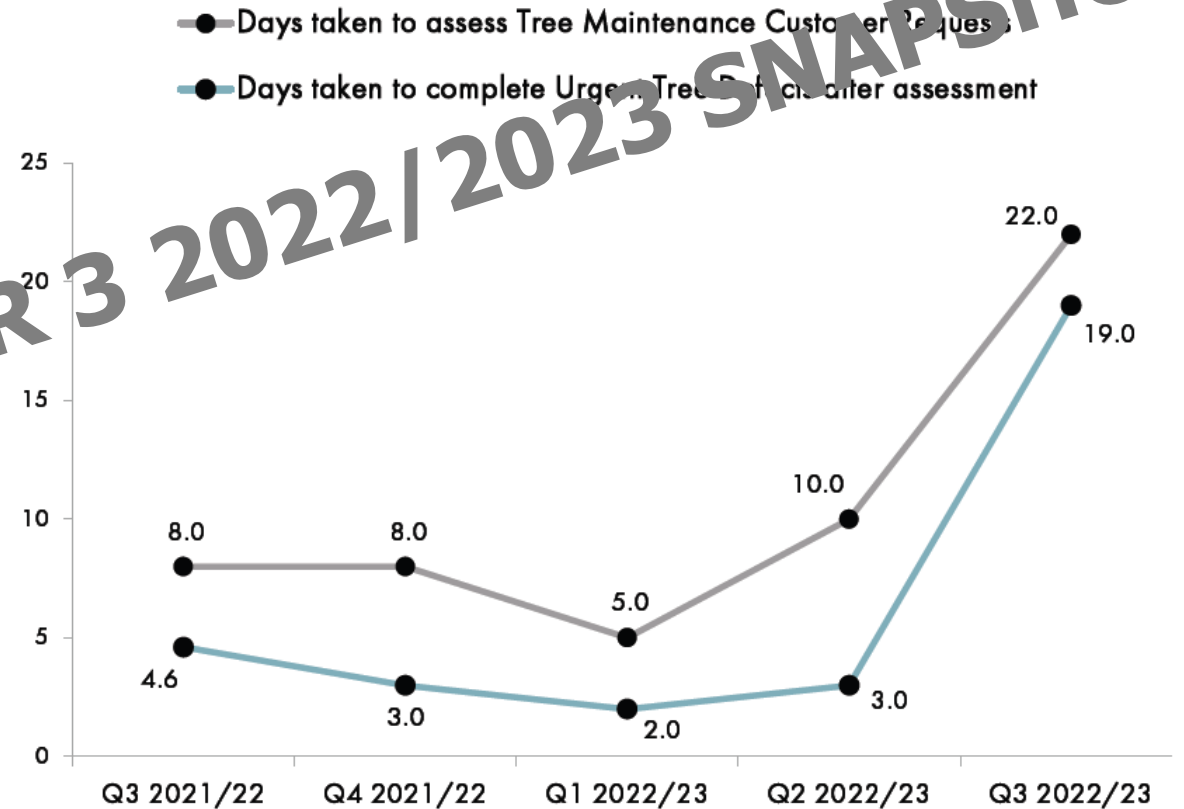
- Following the November storm event in Q2, priority has been given to the backlog of urgent tree defects that were highlighted before the time of the storm event, as resources were diverted to clean up storm-related damages.
- As a result, the average response time to complete urgent tree defects has increased **181%** from the average of 5.8 days in order to make progress with the backlog of defects.

22 Days

Average number of days taken to assess Customer Requests relating to tree works (pruning, removal)

The November storm event in Q2 has resulted in priority being given to the backlog of tree maintenance assessments that were received by Council before the time of the storm event.

- With this, the average number of days to assess tree maintenance requests has increased **129.2%** from the average of 9.6 days to complete these assessments.



Reporting & Monitoring

Raw Data

<input type="checkbox"/>	Defect ▾	Description	Stage	Identified
<input type="checkbox"/>	TRE-P035	Tree - Encroachment	Completed	08-Jun-2023 10:18:00
<input type="checkbox"/>	TRE-P035	Tree - Encroachment	Completed	08-Jun-2023 10:20:00
<input type="checkbox"/>	TRE-P035	Tree - Encroachment	Completed	13-Jun-2023 10:02:00
<input type="checkbox"/>	TRE-P035	Tree - Encroachment	Completed	13-Jun-2023 10:38:00
<input type="checkbox"/>	TRE-P035	Tree - Encroachment	Completed	13-Jun-2023 12:51:00
<input type="checkbox"/>	TRE-P035	Tree - Encroachment	Completed	14-Jun-2023 10:57:00
<input type="checkbox"/>	TRE-P035	Tree - Encroachment	Completed	16-Jun-2023 12:09:00
<input type="checkbox"/>	TRE-P035	Tree - Encroachment	Completed	17-Jun-2023 08:42:00
<input type="checkbox"/>	TRE-P035	Tree - Encroachment	Completed	17-Jun-2023 08:45:00
<input type="checkbox"/>	TRE-P035	Tree - Encroachment	Completed	17-Jun-2023 09:06:00
<input type="checkbox"/>	TRE-P035	Tree - Encroachment	Completed	17-Jun-2023 09:13:00
<input type="checkbox"/>	TRE-P035	Tree - Encroachment	Completed	17-Jun-2023 12:17:00
<input type="checkbox"/>	TRE-P035	Tree - Encroachment	Completed	17-Jun-2023 12:35:00
<input type="checkbox"/>	TRE-P035	Tree - Encroachment	Completed	19-Jun-2023 09:53:00

Dashboard



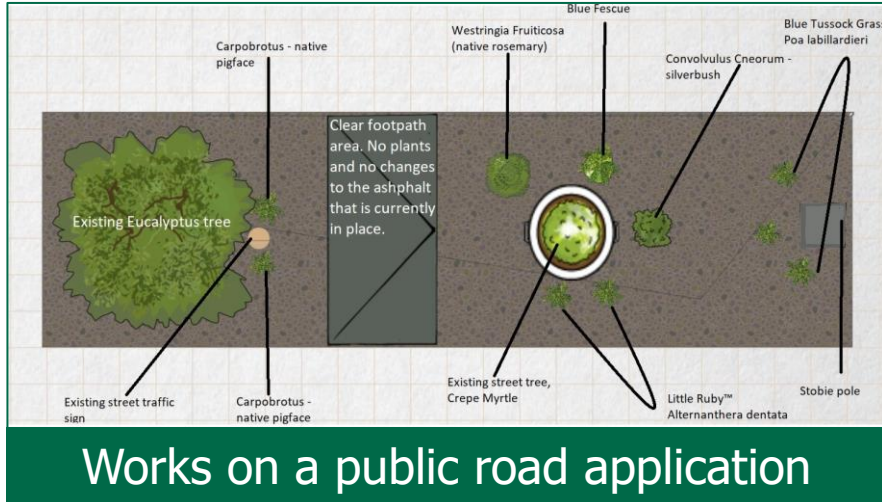
Contractor Management – City Ops

- Contract development
- Management of major contracts
- Management of minor civil and horticulture works

Major Contracts	
Weed Spraying	\$100,000
Brush Cutting verges - Hills Area	\$105,000
Brush & Grass Cutting Fire Breaks	\$140,000
Street Sweeping City Wide	\$416,000



Compliance & Approvals



Applications Assessed
Verge Landscaping - 42
Underground Electrical - 30



Cases Processed
Overhanging Vegetation - 117



Cases Processed
Private Stormwater - 52
Driveway Crossover - 29
Development Damage - 49
Service Authority Notifications - 361

Systems & Workforce Management

- Customer Management
(phone, online & written correspondence)
- Policy Development/Review
- System Improvement & Integration
- City Operations Service Reviews
- Emergency/Incident Management
- Workforce Training
- WHS Support
- Fleet support (organisation)



Key Team Functions

- Works Planning – Proactive
- Works Planning – Reactive
- Reporting & Monitoring
- Contractor Management – City Operations
- Compliance & Approvals
- Systems & Workforce Management



Questions?

The logo of the City of Mitcham, featuring a crest with a crown and a shield, set within a square frame that has a diagonal line from the bottom-left corner.

CITY OF MITCHAM