

Responsible Location / Person - as at April 2016

Request Type	Request Type 2	Request Type 3	Comments 1	For Action	For Information	Information for the NSC staff member to assist with the CR	
Works	Airport	Landing Fees Plane times Carpark fees (no charge)		Andrew Pearson (Traffic Airport Engineer)		Telephone / transfer call to Traffic Airport Engineer at the time of the request if you are unable to answer the request at the time. Place request into the CR system.	
		Hangar space; have landed at airport and need to get out / hangar fees		Quentin Young (Airport Reporting Officer)		Telephone / transfer call to Airport Reporting Officer at the time of the request if you are unable to answer the request at the time. Place request into the CR system.	
	Council Properties	Council has various properties & undertakes various maintenance	eg. Twynam St property (RFS centre; electoral office); McGilvray St; Masonic Lodge; Chambers; McGilvray's etc.; eg. change light bulbs; carpentry type jobs		John Riddell (Building Co-ordinator)	Krishna Shrestha (Manager of Works)	Obtain as much information as possible / description of the issue (eg. exact location - on public property or customer's property); Generate CR. Telephone / Contact appropriate NSC staff member if urgent.
		Swimming Pools - Public	Narrandera, Barellan		Fred Hammer (Manager of Projects & Assets) - <i>alternate</i> Emily Currie (Project & Asset Engineer)		Pool opening hours / contact phone numbers for the operators are on the website which they can access themselves or you can give it to them and hence complete the enquiry at the time.
	Drainage / Flooding	eg. blocked drainage causing flooding eg. culvert etc.		Mark Babbs (Urban Team Leader)	Bill Brew (Works Coordinator) Krishna Shrestha (Manager of Works)	Obtain as much information as possible / description of the issue (eg. exact location - on public property or customer's property); Obtain customer's phone number. Advise customer that as much preventative work as possible is undertaken (eg. if significant rain is predicted / staff availability issues etc.). Contact the Maintenance Team Leader by telephone at the time if necessary - when the CR is actioned.	
	Emergency		Emergencies may involve Ranger, Roads, Parks & Other, Sewer, Water, Bushfire (000) - as per NSC website	According to specific emergency	According to specific emergency	Telephone appropriate NSC department / generate CR according to specific emergency.	
	Footpaths		eg. spills; bird droppings; uneven surfaces	Mark Babbs (Urban Team Leader)	Bill Brew (Works Coordinator) Krishna Shrestha (Manager of Works)	Obtain as much information as possible / description of the issue (eg. exact location - on public property or customer's property). Obtain customer's phone number; Telephone Maintenance Team Leader if necessary when the CR is actioned.	
	Leaf collection		Queries may include: When are the leaves going to be collected in my area? They have missed my place!	Bill Brew (Works Coordinator)		Advise customer of the following: Map is on website / can be viewed at reception; refer to advertisement (suggest to have copy at front desk along with collection map); ask customer to drop in for a copy of details at chambers or send in mail. If customer has missed collection - refer to map for next collection / advertisement. Customer may also like to manage the leaves themselves.	
	Roads - Rural, unsealed/sealed (ask Lyndall to change heading)	Gravel roads	eg. Requests for grading; Issues may relate to potholes, excessively rough surfaces, excessive corrugations etc. Not resheeted for years; vegetation need to be cleared;	Wayne Hodge (Roadworks Teamleader)	Bill Brew (Works Coordinator) Krishna Shrestha (Manager of Works)	Obtain as much information as possible to fully describe the issue; advise that the request will be placed on CR system; and the NSC department will investigate your request. Obtain customer's phone number. Advise customer that a road works program is in place (includes prioritising of jobs; program is impacted by current position of earthworks equipment; weather conditions; staff availability etc.)	
	Roads - Urban, sealed (ask Lyndall to change heading)	eg. potholes; rough surfaces eg. kerb / gutter issues; cement related jobs	Laneway rough; overgrowth on laneways; request for sealing laneways; dust issues; Lifted Kerb, new footpath is to be built;	Mark Babbs (Urban Team Leader)	Bill Brew (Works Coordinator) Krishna Shrestha (Manager of Works)	Obtain as much information as possible to fully describe the issue; advise that the request will be placed on CR system; and the NSC department will investigate your request. Obtain customer's phone number. Advise customer that a road works program is in place (includes prioritising of jobs; program is impacted by current position of earthworks equipment; weather conditions; staff availability etc.)	
	Traffic	Road trains; heavy vehicles; B double routes General traffic School bus routes Traffic Committee		Andrew Pearson (Traffic Airport Engineer)	Krishna Shrestha (Manager of Works)	Action CR to Traffic Airport Engineer Customer may be interested in this useful link: http://www.rms.nsw.gov.au/business-industry/heavy-vehicles/maps/restricted-access-vehicles-map/map/	
	Strategic/Governance	Council Policy Value/Ethics Safety Concerns Capital work requests	How often do you do grading? The gravel quality is not good. Works crew arguing with public. Resheeting is done where low traffic. Private works in road reserve, e.g. I want to install a water pipe under road; I need dust strip I have gravel to sell. I have plants to hire out. I want to hire plants from Council. Staff are slashing on very hot day. No sign on roads Staff bullying public in NSC uniform We want road sealed Council seal road at location where there are low traffic Grading quality poor	Krishna Shrestha (Manager of Works)	DGMI	Collect as much information as possible; note the contact number and if possible email address as well	
	External Stakeholders	NBN, Vodafone, Telstra, Optus, Crown Land	Vodafone want to do some upgrade works on Council road reserve. Essential energy wants to install new transformer/new powerpole etc. Crown land wants to know whether council has any issue of closure of road which is crown road. Mobile blackspots	Bruce McBean (Survey Assistant)	Krishna Shrestha (Manager of Works)	Collect as much information as possible; note the contact number and if possible email address as well	
	RMS/RAMROC/DPI	Department of Infrastructure and investment Bushfire MIA RMCC Roadwork funding application	Block Grant, R2R, Primary Industry	Contract manager rms Joint Planning Assessment Meetings RAMROC Engineers meeting Various funding application related to roadworks Tender of gravel; tender for seal; bitumen supply tender; plant hire tender etc.	Krishna Shrestha (Manager of Works)	DGMI	
	Lighting (ask Lyndall to change heading)	Whiteway (this is the lighting along the main street under the awnings) Festoon Lighting (multi coloured lights in main street)	Ask customer which block the issue is in	Nick Ingram (Water & Sewer Project Coordinator)		Take details of issue. Generate CR.	

*The Manager/ leader of each section is responsible to ensure this reference guide is current (eg. person on leave; not able to respond to enquiry in reasonable timeframe) - to make sure the CR is directed to the most appropriate person.