

Customer service feedback invited

MANAWATU District Council is to seek public feedback next month as it continues to develop a new customer service strategy.

A customer service survey form, containing a number of council-focused questions, will appear in the "Feilding Herald" on January 7 and be available at the Feilding Public Library and Community Libraries, Makino Aquatic Centre, the council's office in Manchester Street and the Feilding Information Centre.

Members of the public are invited to fill in the form and return it before Friday, January 29.

Customer Services and Democracy Manager, Janine Hawthorn, said the strategy would provide a framework on which to build excellence in customer service and to be-

come a fundamental part of the council's day-to-day organisational culture.

"Before council can do this, however, we need to get an idea and understanding of what our residential and business customers value the most when they do business with council



and to also address any customer dissatisfaction."

Mrs Hawthorn said some of the questions carried an agree/disagree option, and if the latter was ticked, then clarification was requested to alert council as to where its delivery of service could be improved.

"Council has given an

undertaking it wants to involve its public more and in order to do that we need to reach them to find out how they believe we are performing, particularly in the area of customer service."

She said council aimed to make the survey, which was the first of its kind on a district-wide basis, as simple as possible.

"We want people to see that it only takes a few minutes to complete and that they don't have to sit down and write a novel. And if they do that it will give us the feedback we require."

Mrs Hawthorn said the strategy involved both external and internal customers and was an organisational-wide initiative that was not just centred on the public office.

Sanson loos now in use



SANSON'S toilet sign creator, Donny Wilson (left), and Economic Development and Projects Officer, Suzanne Craig, under the new signage near the upgraded block.

SANSON'S new toilet block – "Sanson's Loos 4 U 2 Use" – are now in use.

And the upgraded toilets at the rear of the former Junction Hotel on the corner of State Highways 1 and 3 are already drawing good comments from motorists.

Wellington traveller, David Aston, welcomed the appearance of the facility while on his way home from New Plymouth and remarked on their style and cleanliness.

The old toilet block on Dundas Road has now been

removed and the "Sanson's Loos 4 U 2 Use" signage alerting users to the new location is being posted on the hotel's back wall and near where the former toilets were sited.

Sign creator, Donny Wilson, who has lived in Sanson for 29 years, said the message needed to be "quick, catchy and short" and that most people knew text language these days.

She was delighted the block was opened before the Christmas-New Year holiday period and felt it

would not take long for the word to get around as to its availability and location.

Economic Development and Projects Officer, Suzanne Craig, said there had been a positive response from the Sanson community to the work that had been done in upgrading the town's toilets.

"They get heavy usage and it was important they are able to accommodate the traffic and that clear, visible and informative signage be in place to direct people to them," she said.

Awardees do much for district

THE council's final meeting for the year featured two highlights – the announcement of the Manawatu District's Community Honours Awardees for 2009 and a citizenship ceremony for eight new New Zealanders.

The Community Honours recipients are wonderful examples of people who do so much to ensure the district is a better place in which to live and it's a privilege to recognise the work of Chris Wall, Merv Crow, Esmee and David Stroud, Jackie Sayers and Ngaire Hancock.

And the citizenship ceremony is a simple but pleasant experience and I know those who participate enjoy it and leave with a new perspective of council.

Christmas is a time of the year when many of us are able to relax with family and friends, spend time with our

children and grandchildren and take a little time out from our normal lives.

There are many others, however, who are not able to do this and for whom this



MAYORAL COMMENT
by Ian McKelvie

time of the year is not such a pleasant period.

Fortunately in our community we have a number of good organisations well equipped to help and they are

all listed in the newly released Social Services Directory released by the Social Issues Network and available at Manchester House and Community House.

It is also more important than ever to ensure that during the Xmas period we uphold what is right, retain our integrity and respect each other at all costs.

I wish you all a wonderful Christmas and a productive and prosperous New Year and if you are working over this time I can only thank you for keeping the country going for the rest of us whom are fortunate enough to have some time out.

One last thing: A great Christmas Parade once again and fantastic participation from throughout the district. And what a wonderful crowd. Well done.

Extra security at Vinegar Hill

A SIGNIFICANT police and security presence will be evident at the Vinegar Hill (Putai Ngarere Reserve) camping ground near Hunterville on New Year's Eve to deter unwelcome visitors causing problems.

A police drink-drive checkpoint may also be set up to check motorists leaving, or attempting to enter, the reserve during the day and night.

The increased police-security measure follows a liaison between the Manawatu District Council and police to ensure that next Thursday night's festivities are trouble-free. About 3000 people gathered at the re-

serve for the last New Year's Eve party, many of them attending the annual gay (Mardi Gras) festival.

Sergeant Peter Wood, of Marton, said increasing cases of drunkenness and disor-

derly behaviour, in a relatively isolated location, were cause for concern and had prompted moves for the event to be policed more rigorously. "The trouble comes mainly

from outsiders," he said, "with few problems from those at the Mardi Gras or others camping in the area."

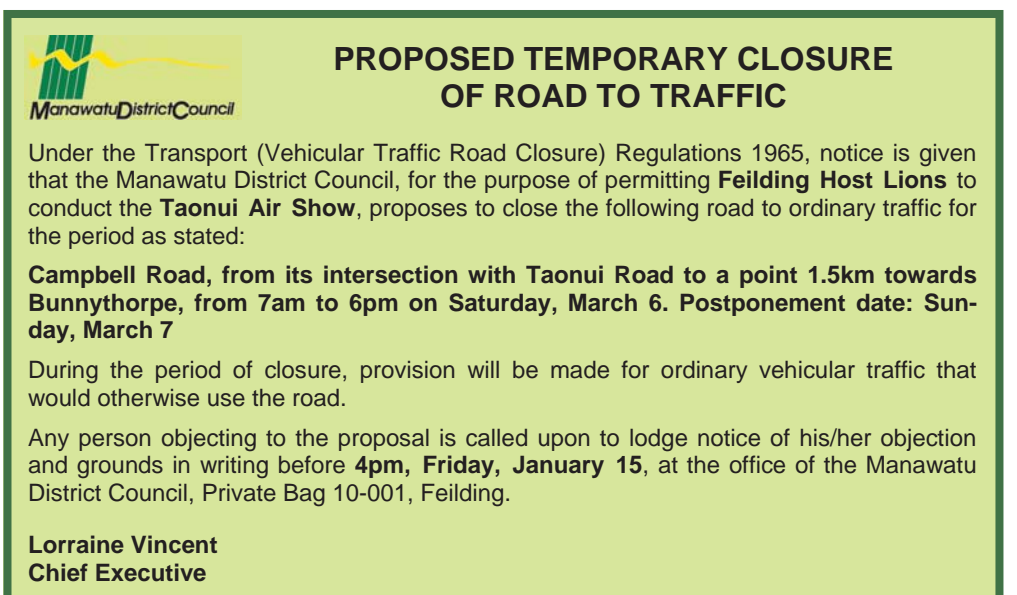
Parks and Reserves Manager, Albert James, said security personnel would be on site for 24 hours from 10am Thursday and policing the main entrance and checking camping receipts on request.

"It means that after a certain time on New Year's Eve people won't be able to gain entry," said Mr James. "No one wants any trouble and we certainly don't want people drinking and driving."




Season's Greetings

Merry Christmas and a Happy New Year from the Mayor, councillors, management and staff at the Manawatu District Council. This is the final "Bulletin" for 2009, with the first publication in 2010 scheduled for Thursday, January 21.



PROPOSED TEMPORARY CLOSURE OF ROAD TO TRAFFIC

Under the Transport (Vehicular Traffic Road Closure) Regulations 1965, notice is given that the Manawatu District Council, for the purpose of permitting **Feilding Host Lions** to conduct the **Taonui Air Show**, proposes to close the following road to ordinary traffic for the period as stated:

Campbell Road, from its intersection with Taonui Road to a point 1.5km towards Bunnythorpe, from 7am to 6pm on Saturday, March 6. Postponement date: Sunday, March 7

During the period of closure, provision will be made for ordinary vehicular traffic that would otherwise use the road.

Any person objecting to the proposal is called upon to lodge notice of his/her objection and grounds in writing before **4pm, Friday, January 15**, at the office of the Manawatu District Council, Private Bag 10-001, Feilding.

Lorraine Vincent
Chief Executive