

SLA REPORT	TO	Tairua-Pauanui Community Board	<input checked="" type="checkbox"/>	For Information
	FROM	Pauanui Information Centre	<input type="checkbox"/>	For Approval
	DATE	6 th March 2017	<input type="checkbox"/>	For Action
	SUBJECT	SLA Report December 2016 to February 2017	<input type="checkbox"/>	For Recommendation

This report is for the period ending **28th February 2017**

Report Requirements;

1. Comment on the services provided as detailed in Objectives and Measures (clause 3.3) of the Service Level Agreement; and
2. Comment on the current or anticipated issues which the centre considers may impact on the delivery of outputs delivered or outcomes achieved.

1. Comment on services provided

Objectives and Measures (cl 3.3)	Comments
<p>Operating hours</p> <p>Centre to operate 7 days per week. (Open a minimum of 48hrs per week) between 1 October - 28 February the following year. From 1 March to 30 September each year the Recipient may determine the hours of operation that best accommodate visitor demand;</p>	<p>During this reporting period the office has been open daily from 9am – 5pm with an extension of 8.30am – 6pm during the period 26th Dec to 6th January.</p>
<p>Staff</p> <p>Ensure at least one appropriately trained employee is operating the centre at all times.</p>	<p>There is always one fully trained employee/volunteer operating the centre.</p>
<p>Information Sharing</p> <p>1. Provide visitors with local information via multiple mediums (including verbal, electronic or print) to facilitate tourism and generate revenue;</p> <p>2. Utilisation of Council information (including provided via Council e-newsletters) to keep up-to-date on current matters and disseminate such information to visitors;</p>	<p>Definitely – with the purchase of an i-pad showing the various attractions this has also had an added bonus along with the monitors in the building. All printed matter is checked for up to date and correct information.</p> <p>During this period an extra table is set up with all and every available council product/promotion and information sheet available to visitors</p>

<p>Local Events</p> <p>Centres must provide an area to display posters of upcoming local events and information</p>	<p>We provide window space, whiteboards, deskspace and counterspace for all events & information</p>
<p>Booking Services</p> <p>Provide booking services for local and district accommodation, attractions activities, tours and local transport</p>	<p>Throughout this reporting period our booking services have seen a constant increase on the same period last year with a further 62% for January and 146% in February</p>
<p>Promote Local Area</p> <p>1. Promote the Pauanui area and the wider Coromandel Peninsula via correspondence, promotional material and other relevant mediums;</p> <p>2. Maintain and make available a database on facilities within the area for general public use (e.g. halls for hire, wedding venues, conference facilities, social services, sports & recreation groups, places of worship, service and community groups, education providers);</p>	<p>As already indicated</p> <p>We have an A-Z of Businesses, Services & General Information database for Pauanui and the wider peninsula which is constantly being up dated by staff to ensure its validity</p>
<p>General</p> <p>1. Support and promote any local initiative that will build on the TCDC's vision that "the Coromandel will be the most desirable area of New Zealand in which to live, work and visit"</p> <p>2. Network with and support other visitor information centres within the region wherever practicable</p>	<p>We support and promote all activities and events in the local area and the wider coromandel and are seeing more and more dissatisfied Aucklanders moving to the area. They all heave a sign of relief when they get to our beautiful area.</p> <p>Where possible - not easy to get together when time off is precious especially when Manager is sole paid employee and only for 30 hrs per week. Always support the other visitor centres regardless.</p>