

VISITOR INFORMATION CENTRES – SERVICE PERFORMANCE AGREEMENT

The Contractor will supply the Services to RDC and RDC accepts those Services on the terms of this agreement.		
Services to be supplied to RDC	Measures	Key Performance Indicator (KPI) Standards
Booking Services	Commitment to bookings indicates commitment to community servicing	Following services provided (as a minimum): Bus Intercity / Newmans / Pioneer Train TranzScenic Ferry InterIslander / Blue Bridge DOC – Passes Fishing – Licences Hunting - Permits
Opening Hours	Commitment to servicing local community and visitor industry	Open daily 9 am – 5 pm (minimum) except Christmas Day
i-SITE Standards	Terms of Trade (Attachment 8) Membership requirements and Standards (Attachment 9)	100% compliance
Visitor Numbers	Door counts indicate commitment to promotions and investment into advertising	Tenderer to fill in
Objectivity	Commitment to providing objective, non-biased information on services and activities available	Quarterly reporting in format provided to Council's contract manager, and to full Council as and when required.
Customer Service	A high commitment to customer satisfaction is maintained	> 90% satisfaction rating from customers and result in i-SITE mystery shopper
Product	Commitment to display and sell local (Ruapehu) products	Tenderer to fill in
Visitor Industry Servicing	Carrying of operator product, and satisfaction by operators	>80% operator satisfaction FOC brochure display opportunity for local tourism industry operators Tenderer to fill in KPIs for commitment to carrying operator product
Branding	Commitment to Ruapehu branding	100% commitment and support to carrying branding as directed by Visit Ruapehu