

STAFF REPORT

TO: Community Services Committee
FROM: Customer Services Manager
DATE: 12 February 2007
SUBJECT: Customer Services

The purpose of this report is to provide an update to the Committee on the Customer Services (CS) Section.

CHRISTMAS PERIOD COVERAGE

Based on previous years counter/telephone activity levels, three Customer Service Officers (CSO) worked through the Council Christmas period. Staff were kept busy with counter and telephone enquires. Counter enquires were predominately building consent or property related. Telephone enquires mainly concerned council services (refuse collection) dog control and what time events were being held in the district. Based on this experience, staff numbers will be increased for the 2007/08 break.

CS TRAINING

Engineering staff have completed training with CSO's and the improved Confirm Service Request module was implemented mid January. This enables the CSO to deal directly with the customer, initiating repairs and where required working within the agreed defined guidelines, escalating urgent requests directly to the contractor.

TELEPHONE CALL RESPONSE TIME

As CSO's become more knowledgeable and adept at providing information and taking Service Requests, the number and length of time taken to resolve calls has increased reducing our service level response time. Our busiest day was 30 January with 408 calls for the day resulting in nine hours 53 minutes of talk time for the day. The average wait time for a call to be answered was 38 seconds, the longest wait six minutes. As a result we have reviewed the way we are doing business, boosted staff levels in this area which has reduced customer waiting time.

If you wish to discuss any matter further I am happy to answer any questions relating to the Customer Service area.

Suzanne Westley
Customer Services Manager