

# STAFF REPORT

**TO:** Community Services Committee  
**FROM:** Customer Services Manager  
**DATE:** 28 March 2007  
**SUBJECT:** Customer Services

---

## PURPOSE

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

## LAND INFORMATION MEMORANDUM (LIM)

CS in Richmond process LIM application requests where property files are held in the Richmond Office. At first we were slightly apprehensive as to how this processing function would work in the CS area. We have reviewed the first six months of completing this service for E&P and found that it works well for staff and dovetails nicely with counter enquires regarding property in the area. In the months July to December, an average of one LIM per day was issued well within the statutory time frame of 10 working days.

## CONFIRM SERVICE REQUEST SYSTEM

In previous reports I advised that CS were carrying out training with Engineering Staff to answer a wider range of queries and gain sufficient knowledge and confidence to take Service Requests where required. This will reduce the number of calls to the Engineering Department and allow for staff in that section to be used in other areas. The attached graphs show the steady increase in capturing Service Requests for Engineering. As staff deal directly with contractors, Service Requests will still be generated and entered into Confirm by them.

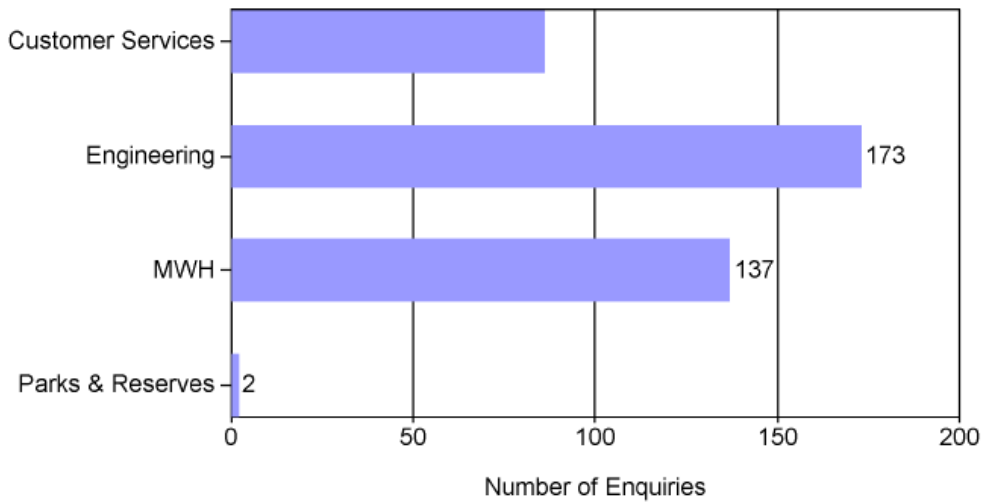
If you wish to discuss any matter further I am happy to answer any questions relating to the Customer Service area.

Suzanne Westley

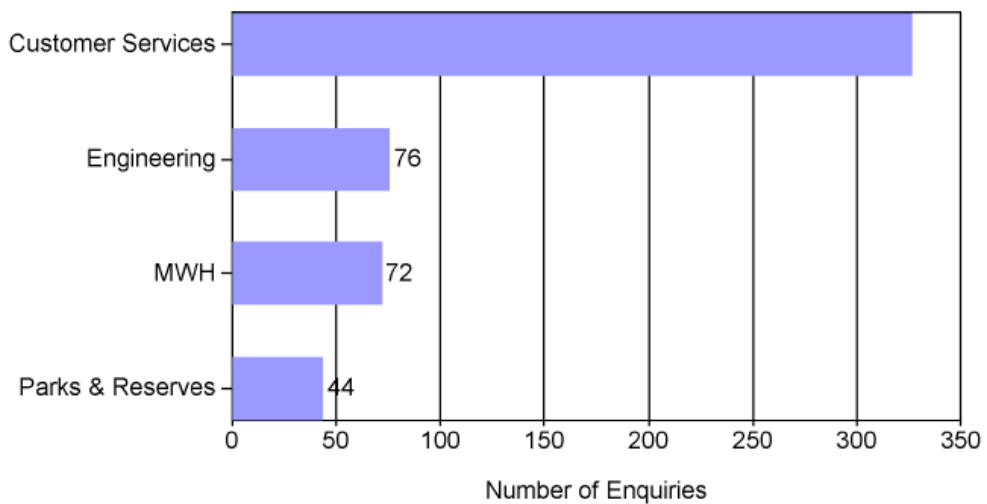
**Customer Services Manager**

<http://tdctoday:82/shared documents/meetings/council/committees and subcommittees/community services committee/reports/2007/rcs070404 report customer services manager.doc>

7. Which user groups have logged enquiries? **January 2007**



Which user groups have logged enquiries? **February 2007**



8. Which user groups have logged enquiries? **March 2007**

