

STAFF REPORT

TO Community Services Committee
FROM Customer Services Manager
DATE 8 May 2007
SUBJECT Customer Services

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

TRAINING

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. We have now completed training and I would like to take this opportunity to thank Engineering Staff for their patience, humour and time they have given to training. The inputting of Service Requests has reached an optimal level at this time, the attached Confirm Enquiry Analysis for the month of April is attached for your information.

The next major area of training to be addressed is in the Environment and Planning area, in particular understanding the processes involving Resource Consent and Environmental Health applications.

TELEPHONE

During the month of April we received 7310 calls through the Call Centre, of these, a total of 5156 callers either had their query resolved at first point of contact by Customer Service staff or asked to be directly transferred to a staff member. CS Officers are actively targeting this area to provide an improved telephone service. In addition to the above, 565 Service Requests were logged for building inspections.

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

Suzanne Westley

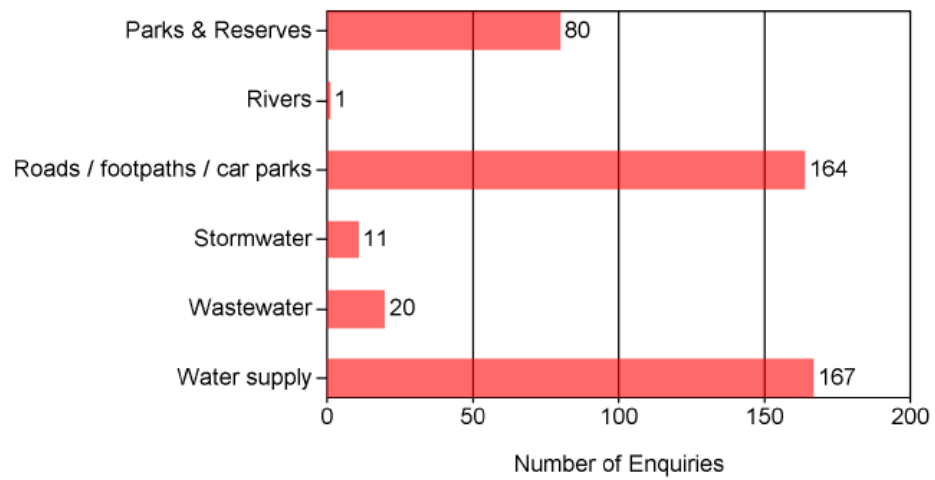
Customer Services Manager

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Enquiry Analysis for April 2007

Total number of enquiries logged = 443

1. What type of enquiries have been logged?



2. Which user groups have logged enquiries?

