

STAFF REPORT

TO: Community Services Committee
FROM: Customer Services Manager
DATE: 20 June 2007
SUBJECT: Customer Services

PURPOSE/REASON FOR REPORT

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 the next area of training to be addressed is in the Environment and Planning area. This has been put on hold while we organise and carry out training in Motueka and Takaka Service Centres, to give staff in these areas the same level of training that has been provided to Richmond staff. The goal is to achieve consistency in procedures and standards of service delivery over all Customer Service areas

TRANSACTIONS AT THE CUSTOMER SERVICE COUNTER

Since 1 June 2007, on average 248 financial transactions per day are being completed at the Customer Service Counter. As dog registrations are now due the highest percentage of the transactions relate to this. A total of 9,750 dogs across the district require registering and we expect this average will steadily increase. As of 19 June 2007 1,410 registrations have been completed.

TELEPHONE TRAFFIC

During the month of May 7,740 telephone calls were answered by CSO's. This total includes 661 calls for building inspections. Balancing staff numbers to cope with call volumes at the right times is still a proving a challenge, however we are reviewing call traffic on a regular basis to improve service.

CONFIRM SERVICE REQUESTS

The graphics overleaf depict service requests received during this period that relate to Council assets.

RECOMMENDATION

THAT this report be received.

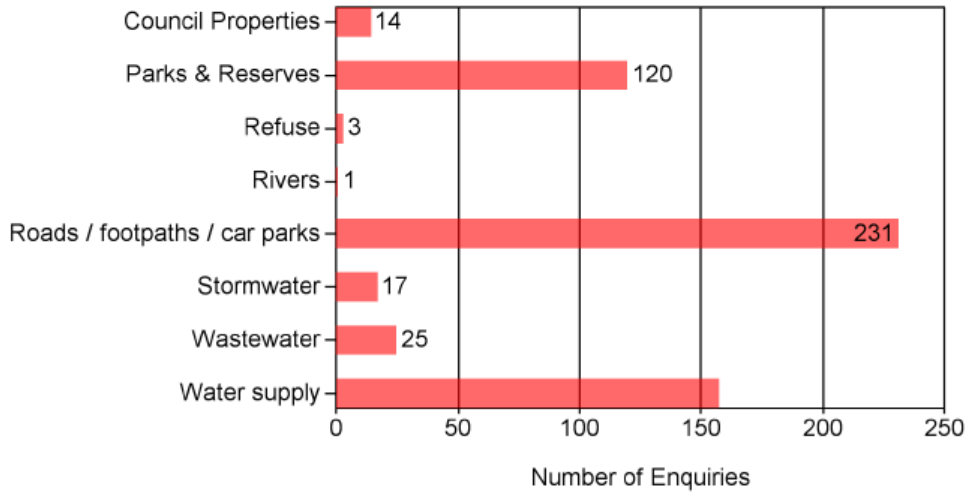
If you wish to discuss any matter further I am happy to answer any questions relating to the Customer Service area.

Suzanne Westley
Customer Services Manager

Enquiry Analysis for May 2007

Total number of enquiries logged = 568

1. What type of enquiries have been logged?



2. How have the enquiries been received?

