

STAFF REPORT

TO: Community Services Committee
FROM: Customer Services Manager
DATE: 12 June 2008
SUBJECT: Customer Services

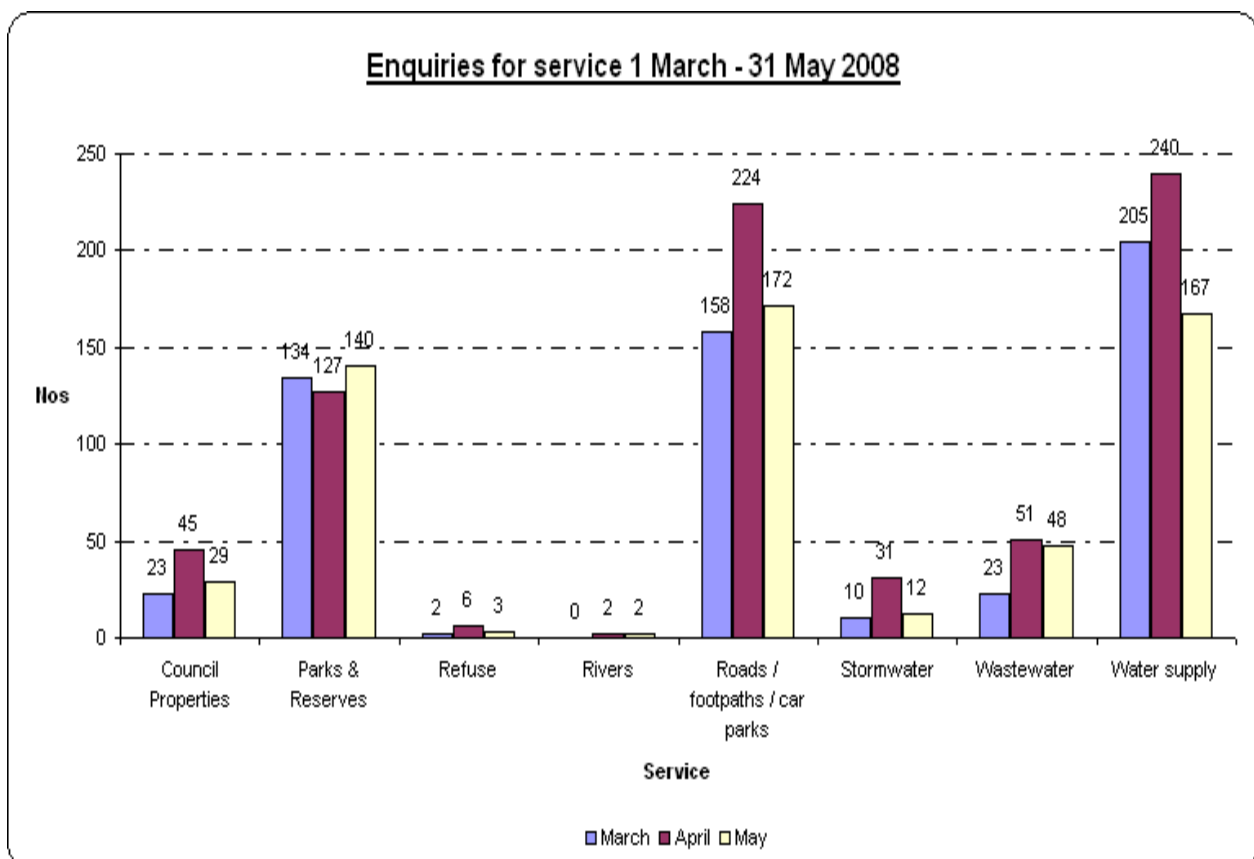
The purpose of this report is to provide an update to the Committee on the Customer Services (CS) Section.

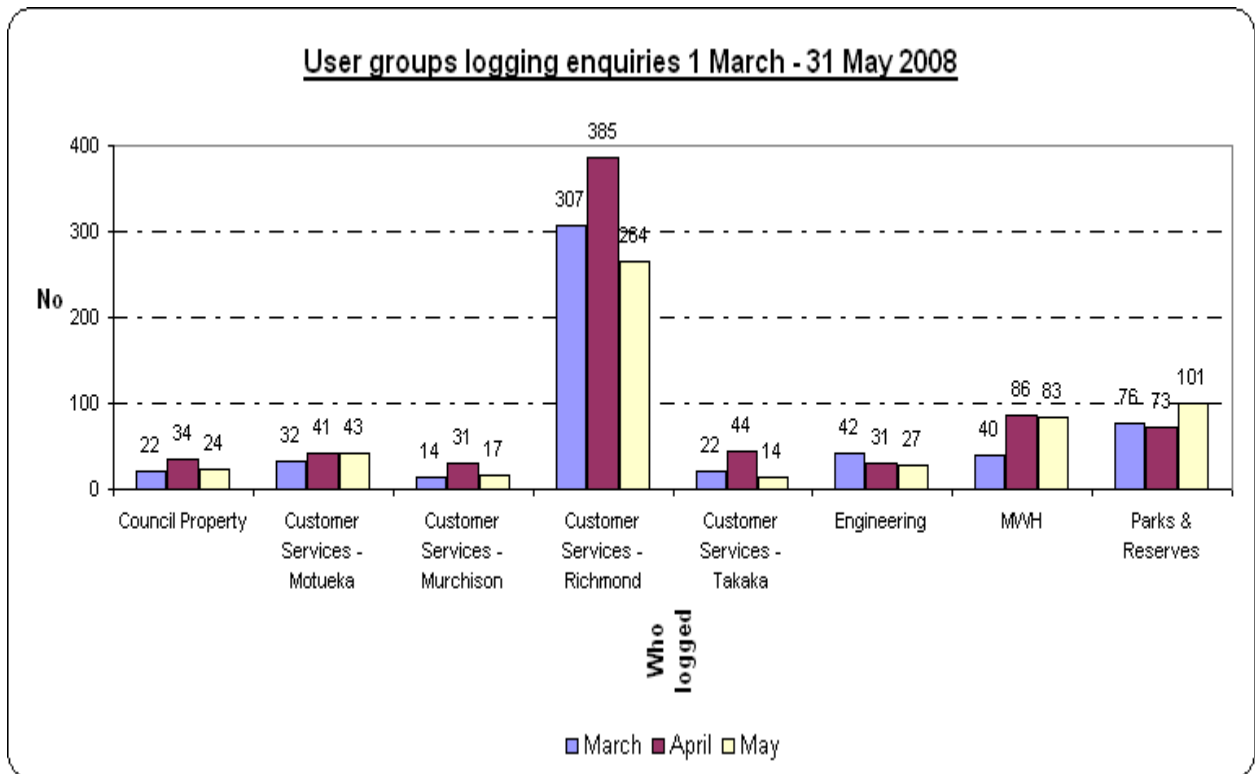
DOG REGISTRATION

Dog registration for the 2008/2009 year has commenced with 895 registrations being completed in the first five days, with 8,997 to complete registration before 31 July. We hope that more customers will take advantage of Customer Service areas being open until 5.00 pm.

CONFIRM SERVICE REQUESTS

It has been some time since I provided an update on Confirm Service Request system and Customer Service use of the specifically designed screen for inputting of data. Information Systems are still experiencing intermittent difficulties with the improved application screen, but over all the performance is good and staff are finding the screen a simpler model to use. Below is a graphical summary of Service Requests lodged through Confirm.





LAND INFORMATION MEMORANDUM (LIM)

An audit has been completed by Risk Pool on Councils LIM process. Overall the standard of LIM's provided is more than satisfactory; however there are improvements that can be made to our processing system in the area of policy and procedure sheets. Changes will be introduced after the final report is 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

[http://tdctoday:82/shared documents/meetings/council/committees and subcommittees/community services committee/reports/2008/rcs080619 report customer services manager.doc](http://tdctoday:82/shared%20documents/meetings/council/committees%20and%20subcommittees/community%20services%20committee/reports/2008/rcs080619%20report%20customer%20services%20manager.doc)