

# STAFF REPORT

**TO:** Community Services Committee  
**FROM:** Customer Services Manager  
**DATE:** 31 March 2008  
**SUBJECT:** Customer Services

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

During the first three months of this year the CS Team have had some quieter moments; however when reviewing the information collected the Team has answered 23,756 telephone calls, entered 4,353 Requests for Service, processed 19,951 financial transactions and completed 152 Land Information Memoranda.

We are having staff changes within the Richmond CS team. Cameron Fraei has resigned from the CS team on accepting the position of Rates Officer. Both the CS team and our regular customers are disappointed to lose Cameron from Customer Services as he has been an excellent team member. We wish him all the best in his new role.



The Motueka Service Centre alterations have been completed providing improved public and working areas.

The New Zealand Automobile Association has asked Council to enter into an agency agreement to provide the public of Motueka a Drivers Licensing service. After much deliberation, this has been agreed to with the new service being operational from 9 April 2009.

questions relating to the Customer Service area.

If you wish to discuss any matter further I am happy to answer any

Suzanne Westley  
**Customer Services Manager**

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