

STAFF REPORT

TO: Community Services Committee
FROM: Customer Services Manager
DATE: 4 August 2009
SUBJECT: Customer Services

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

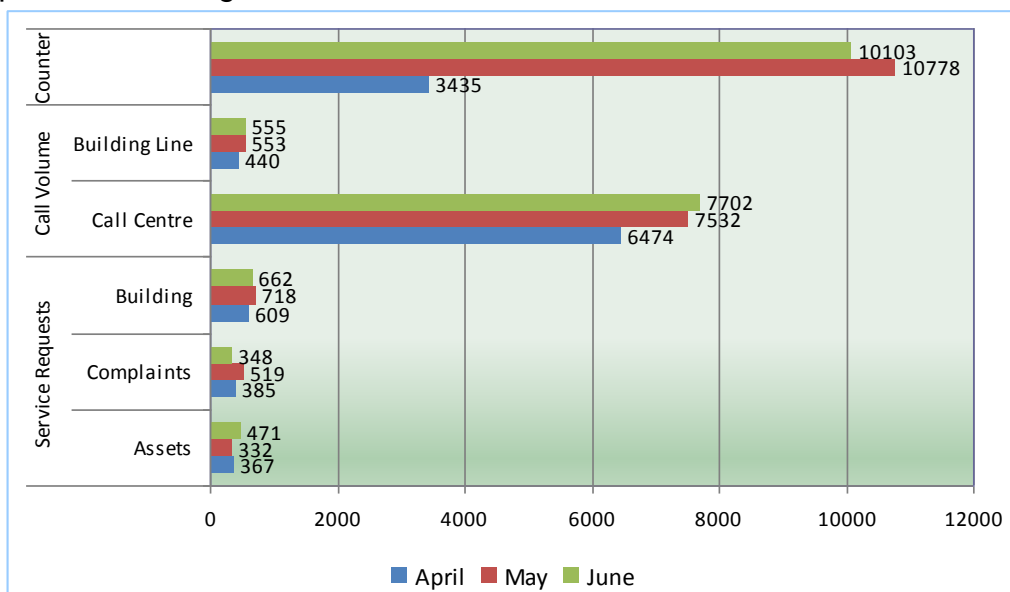
DOG REGISTRATION

Dog registration for the 2009/2010 year as commenced with 9,397 registrations being completed before 31 July. There are 750 dogs yet to be registered and penalty letters are being sent to 528 owners.

CS ACTIVITY

The April to June months have been steady and this information is presented in graphic form. We also issued 141 Land Information Memorandum all within six working days. This is good team work between the various departments in getting information through to CS to compile the final documentation for the applicant.

AA Agency in the Motueka Service Centre is operating well. Staff working in the Agency are to be congratulated for achieving 100% accuracy for processing transactions in the first month. Two additional staff have commenced training in the NZ Transport Agency requirements and we expect to have the results of their questionnaires shortly. Once this hurdle is passed, staff then can move on to the next phase of training.



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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