

Report No:	RCS11-06-05
File No:	
Date:	3 June 2011
<i>Information Only – no decision required</i>	

REPORT SUMMARY

Report to: Community Services Committee
Meeting Date: 16 June 2011
Subject: Customer Services
Report Author: Customer Services Manager

EXECUTIVE SUMMARY

The purpose of this report is to provide an update to the Committee on the Customer Services (CS) Section. Customer Services includes Richmond, Motueka, Takaka and Murchison offices.

RECOMMENDATION/S

That the report be received.

DRAFT RESOLUTION

THAT the Community Services Committee receives the Customer Services Manager's Report (RCS11-06-05).

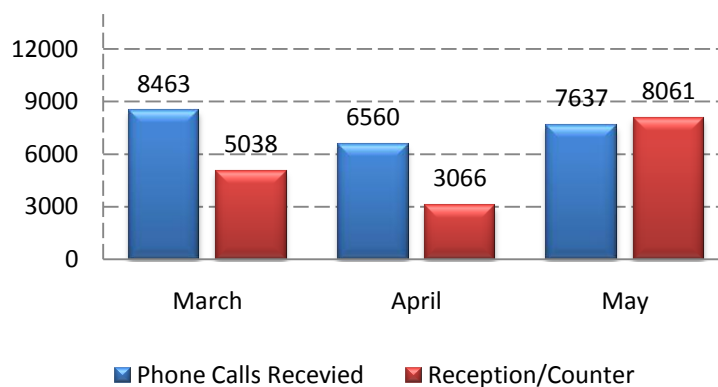
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Subject: Customer Services
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1. PHONE AND COUNTER ACTIVITY

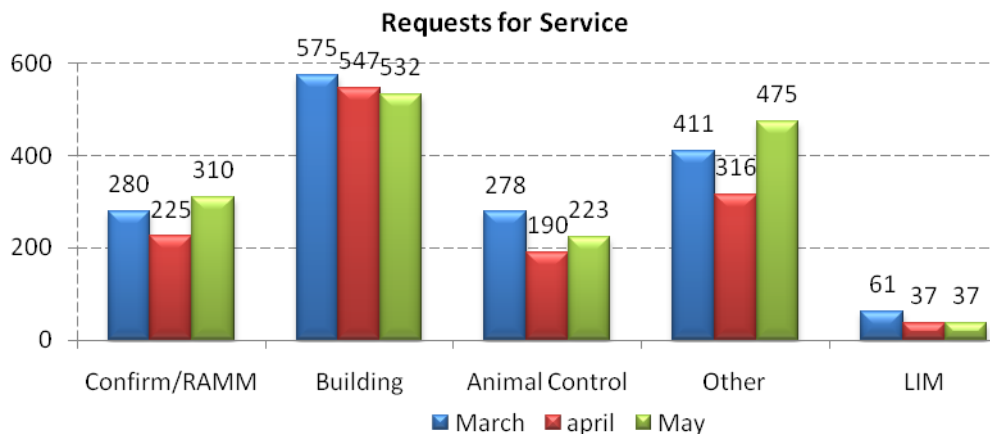
- 1.1 The number of customers visiting the various offices and phoning our call centres dropped in April for no apparent reason, it is a quieter time of the year with no accounts due and planning for the coming year still to be completed.
- 1.2 The unpleasant weather in May resulted in an increase in calls for assistance with trees falling across roads or flooding of roads and property. I would like to thank the Customer Service staff who responded to the early morning phone call to work in an emergency situation. Turning up at very short notice is appreciated.
- 1.3 Customers calling in are really vital to knowing what is happening outside of the office window. We had calls with extremely accurate information as to the problem and which is important to getting service crews in the right place. Well done to our community, long may it continue in to the future.
- 1.4 These types of situations do also show us process improvements we can make for the next time. With input from the contractors and Civil Defence staff we continually improve with what works for everyone.

Customer Service Phone and Counter Activity



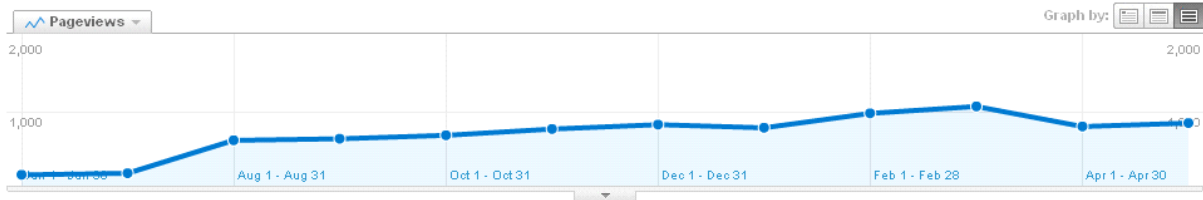
2. SERVICE REQUESTS

- 2.1 Not every phone call results in a Service Request being raised. Of the Service Requests entered, the trend is similar to the counter and phone activity ups and downs.
- 2.2 Confirm/RAMM requests relate predominately to Engineering activities. Some of these calls are for Rural Water Schemes (no water was coming in to the tank) or roading problems with seal, flooding etc. The increase in May does reflect the storms events that have affected the region and customers advising of problems.
- 2.3 Building, Animal Control and Land Information Memorandum requests are around the levels expected.
- 2.4 Requests that fall in the "other" category are varied. They range from concerns over air traffic movements in the Motueka area, smoke from outdoor fires, freedom camping and the Tourism Rate. Ratepayers struggled to understand the process for the Tourism Rate and often expressed concern at what was required.



3. WEBSITE

- 3.1 The website is still attracting a large volume of visitors as shown below. To have access to the website daily to update road conditions, sport ground closures or programmed water shut downs has been extremely useful.



Please note that page views on April 2011 and May 2011 will be reading lower due to the analytics not working for the last week of April and the first week of May.

4. THE NEXT THREE MONTHS

- 4.1 Dog registration notifications have been posted out and the first registrations are starting to trickle in with approximately 10,300 dogs to be registered this year with the bright yellow tags.
- 4.2 Rate Rebate applications for the next rating year will be received from 1 July with first instalment due in August. The improved process introduced last year will stay in place. Applicants and Council have had a timely answer to the application; within days instead of the months of waiting that had been occurring.
- 4.3 Changes to the legislation affecting driving age and testing will have an impact on the commission received for providing this service to AA and LTNZ. From 1 August the age for applying for a licence will change from 15 to 16 years. Further changes to the testing programme early next year may have an ongoing impact depending of the requirements when they are finalised.
- 4.4 The process for scanning of property files and the programme upgrade for Customer Service staff to deliver the product is nearly completed, with sign off of the project expected by end on June. Once the installation of the screens is completed, all Service Centres will have the ability to provide online viewing of property files by the end of June.

5. RECOMMENDATION/S

That the report be received.

6. DRAFT RESOLUTION

THAT the Community Services Committee receives the Customer Services Manager's Report (RCS11-06-05).

Suzanne Westley
Customer Services Manager

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