

Report No:	RCS12-03-08
File No:	
Date:	29 February 2012
<i>Information Only – no decision required</i>	

REPORT SUMMARY

Report to: Community Services Committee
Meeting Date: 8 March 2012
Subject: Customer Services
Report Author: Suzanne Westley, 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 RCS12-03-08.

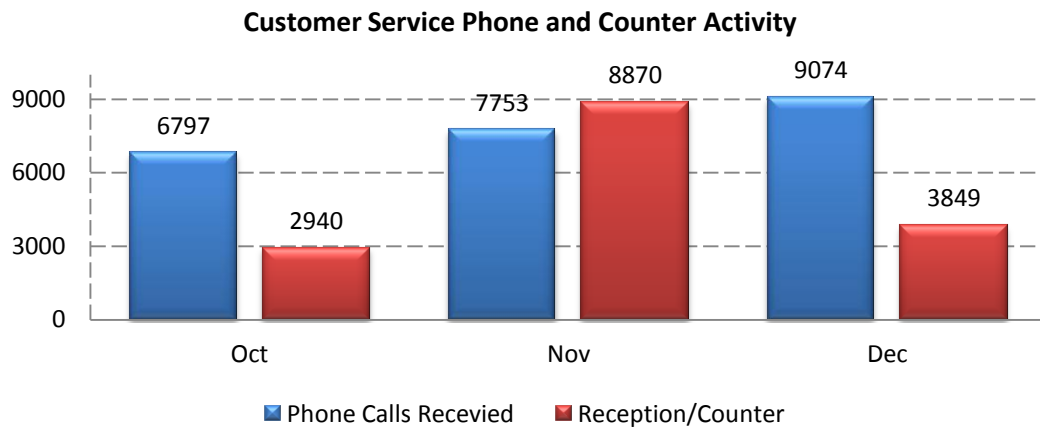
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1. PHONE AND COUNTER ACTIVITY

- 1.1 Customer Service Centres have been busy through the October to December period. October was business as usual. November saw increased activity due to the second rate period for the financial year. The normally quieter month of December saw Customer Service staff in Richmond and Takaka involved in the Civil Defence response.
- 1.2 I would like to take this opportunity to thank staff from Customer Services and from other departments who assisted us to work additional hours to take calls during the December/January storm event. Our resources were stretched very thin at times. It was disappointing that staff kept being shoulder tapped to work in the EOC. An event like this does highlight improvements that can be made to systems for better information gathering and reporting.
- 1.3 The second instalment of rates in November for the current rating year caused the usual flurry of activity with payments. Customers are taking up the option of using direct debit to manage payment to smooth out the budget for the year. Council online web payment system for payment using credit card is gaining more use.
- 1.4 Changes to the legislation affecting locations of where our residents can sit their driving licence have come into force, with Nelson being the sole location for the province for the practical test. This means a long and potentially nervous trip for some. The new test is aimed squarely at raising the standard of driving for young people in order to reduce needless deaths and injuries on our roads.

1.5 The graph below shows counter transactions and phone call activity during this period.

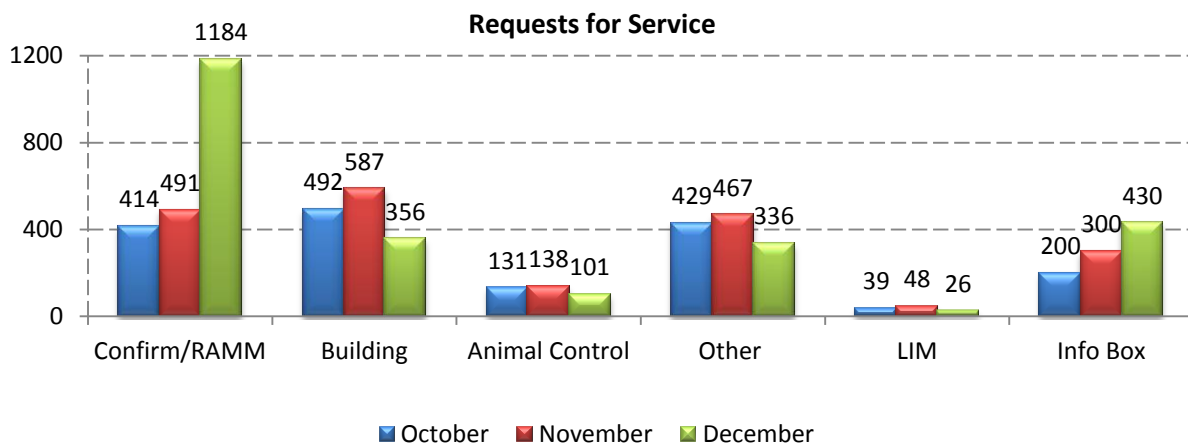


2. SERVICE REQUESTS

2.1 Confirm/RAMM requests relate predominately to Engineering activities. The December Storm event ramped up the number of service requests loaded into the system. The requests ranged across the spectrum from sandbags to food delivery.

2.2 Building, Animal Control and Land Information Memorandum requests are around the levels expected.

2.3 The Info@tasman.govt.nz box was business as usual for queries and daily business with Customer Services and other departments.



3. THE NEXT THREE MONTHS

- 3.1 Finalising the structure for calling back customers to gauge their level of satisfaction with Council service. This project had been put to one side for the last two months for other priorities.
- 3.2 Training to be completed on Service Request systems for some staff. After this has been completed I anticipate we will be able to move forward on the phone calls and reporting.
- 3.3 Commencing work on a customer relationship database. This will use our existing systems to provide a single repository for all names, addresses and contact details of Tasman District customers, integrating transactions (creditors, debtors, dog registration, rates etc). This project is to be completed by June 2012.

4. RECOMMENDATION/S

That the report be received.

5. DRAFT RESOLUTION

THAT the Community Services Committee receives the Customer Services Manager's Report RCS12-03-08.

Suzanne Westley
Customer Services Manager

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