

Report No:	RCS12-05-05
File No:	
Date:	21 May 2012
<i>Information Only – no decision required</i>	

REPORT SUMMARY

Report to: Community Services Committee
Meeting Date: 31 May 2012
Report Author: Suzanne Westley, Customer Services Manager
Subject: **Customer Services**

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 RCS12-05-05.

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1. REVIEW OF MURCHISON SERVICE CENTRE

- 1.1 The decision to review the Murchison Service Centre and Library operations was due to request by Council at a Long Term Plan workshop held in late November 2011 and also due to a declining usage of the services provided within the building. Staff investigated the Murchison Service Centre/Library usage, opening hours and moving the Murchison Library functions to the Murchison School.
- 1.2 Discussions were had with the Murchison Area School with a view to the school housing and operating the library service. The school declined as it is not a compatible service to fit in with the school's activities.
- 1.3 Council currently employs one FTE working from 8.30 am to 5.00 pm Monday to Friday to carry out duties associated with the Library/Service Centre. The hours open to the public are 9.00 am to 12.00 pm, 1.00 pm to 4.30 pm.
- 1.4 Facts resulting from review:
- Library issues for Murchison have dropped by 35% over the past eight years.
 - 75% of the averaged daily transactions occur between 10.30 am and 4.00 pm (with the one hour midday close included).
- 1.5 On reviewing trends of usage for the Murchison Service Centre/Library and working through the employment issues with staff, the following has been agreed.
- 1.6 Council will employ one staff member working Tuesday to Friday from 10.30 am 4.15 pm. The hours open to the public will be 10.30 am to 12.30 pm, 1.10 pm to 4.00 pm.
- 1.7 Signage and advertising of the change will be carried out before 1 July when the change of hours will take effect. It is anticipated that the reduction of hours will have a minimal impact on the Murchison Community.

2. CUSTOMER DATA BASE

- 2.1 We have commenced work on the Tasman District Council 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 use what information we have in a more efficient way. Once completed, this will save customers and staff time and effort in responding to queries. This project is to be completed by September 2012.
- 2.2 To give each customer a unique identifier number, we completed the first data match of 44,500 names and addresses held in the Rates database in March. From this we have had less than 50 queries from changes made in this initial data match.
- 2.3 The next stage is to implement the dog database into Customer Database before 30 June. Once this occurs we will be making changes to the way we process customer information and payments. We need to ensure that no duplication of information occurs.
- 2.4 In the future these changes will provide integrated information for customer service staff to advise of payments that may be due when visiting our customer service counters. The database will provide a foundation for Council to develop an online application such as "My Council", giving our customers the mechanism to access their information at any time.

3. RECOMMENDATION/S

That the report be received.

4. DRAFT RESOLUTION

THAT the Community Services Committee receives the Customer Services Manager's Report RCS12-05-05.

Suzanne Westley
Customer Services Manager

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