

STAFF REPORT

TO: Community Services Committee
FROM: Customer Services Manager
DATE: 14 November 2007
SUBJECT: Customer Services

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

TELEPHONE TRAFFIC

During the month of October 7,828 telephone calls were answered by CSO's. This total includes 620 calls for building inspections. Balancing staff numbers to cope with call volumes at the right times has been a challenge. All call traffic is reviewed on a regular basis and staff numbers have now been increased in this area to improve our service.

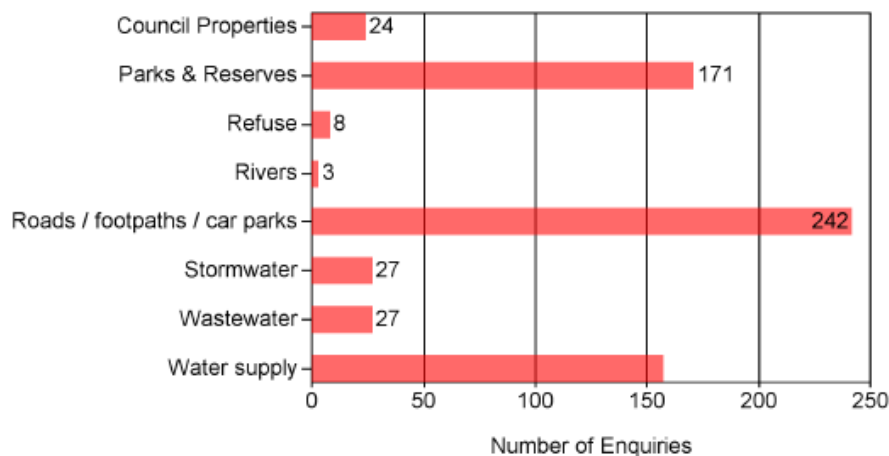
CONFIRM SERVICE REQUESTS

Included in the telephone call numbers are requests for service which can relate for example to a leaking water meter, roading issue or a problem on a reserve. The graphics depict service requests received during October that relate to Council assets.

Enquiry Analysis for October 2007

Total number of enquiries logged = 659

1. What type of enquiries have been logged?



ELECTRONIC DOCUMENT MANAGEMENT

From early December 2007 we will begin the process of digitising (scanning) property files commencing with property files held in the Richmond office.

Digitisation of all of our property files will take up to one year and we anticipate the process will be complete by December 2008. During that time the on demand access to files will change with 24 hour notice being required in order to prepare the electronic package for customers.

The files requested will be available for viewing on the next business day. By digitising files Council will in future be able to provide a more efficient property search service.

A presentation showing the standard and quality of the digitisation will be provided.

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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