

# STAFF REPORT

**TO:** Community Services Committee  
**FROM:** Customer Services Manager  
**DATE:** 10 September 2008  
**SUBJECT:** Customer Services

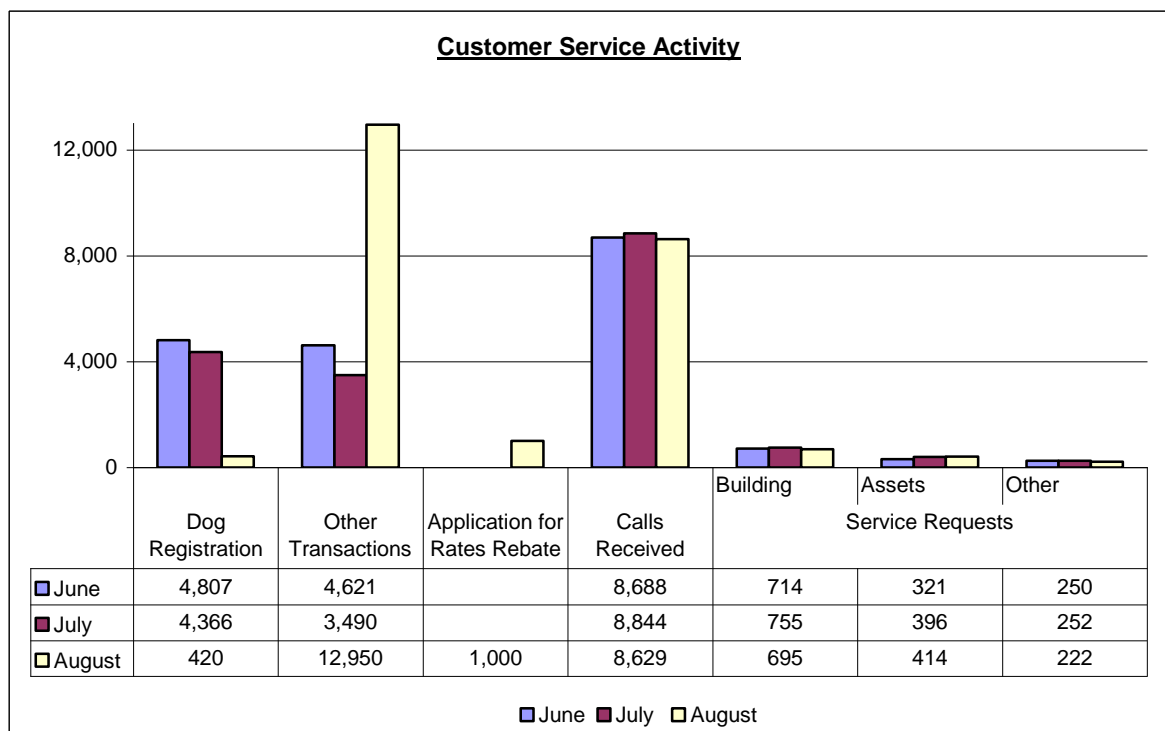
The purpose of this report is to provide an update to the Committee on the Customer Services (CS) Section.

## OPENING HOURS

In January Customer Service counter hours changed from a closing time of 4.30 pm to 5.00 pm. After eight months, the number of customers coming through the doors between 4.30 pm and 5.00 pm has been disappointing. We have reviewed our options and talked to regular customers who have expressed a preference for us to be open from 8.00 am rather than 8.30 am. The change to an 8.00am start will take effect from 15 September. The number of telephone calls received between 4.30pm and 5.00pm has steadily increased during this time, therefore there will be no change in this area.

## CUSTOMER SERVICE ACTIVITY

The last three months have been busy for CSO's with dog registration and the first instalment of rates for the 2008/09 financial year. The first day that rate notices landed in mail boxes, we received 457 calls, most of which related to queries about the amount or items on the rate account. I have presented information on the main CS activities in graphic form.



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**

<http://tdctoday:82/shared documents/meetings/council/committees and subcommittees/community services committee/reports/2008/rcs080917 report customer services manager.doc>