

STAFF REPORT

TO: Community Services Committee
FROM: Customer Services Manager
DATE: 29 January 2010
SUBJECT: Customer Services – RCS10/02/09

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

Counter activity in the Richmond Customer Service area has decreased during the holiday period. The trend has not applied to the Call Centre with Service Requests lodged mainly relating to water leaks, rubbish collection, building and dogs.

Motueka and Takaka Service Centres counter customers have increased with visitors to the area looking for property and other information. Motueka office has been hectic with the number of customers to AA Agency counter. With school holidays and the introduction of the new driver testing programme, there has been a higher number of “resits” of tests than previously. This will decline with time as customers adapt to the change.

Murchison Service Centre has seen an increase in visitor numbers for Library Services; this is a traditional trend at this time of year.

The Committee requested at a previous meeting for a report of Service Request (SR) tracking procedures. On commencing the review with other relevant department staff, options came to the fore on delivering improved information to customers with some programming changes. When the subject detail is entered to the database, response information comes on screen for the CSO to provide back to the customer. This is far more convenient for staff and customers.

Service * Roads / footpaths / car parks
Subject * Defect unsealed road
Response Information: *Pothole or urgent maintenance work - 1 week. Less urgent failures are programmed into future works.*
Site & Code * Baton Valley Road BATO
Submit clear

Further work regarding delivery of Service Requests is continuing.

If you wish to visit the Customer Service area or 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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