

# STAFF REPORT

**TO:** Community Services Committee  
**FROM:** Customer Services Manager  
**DATE:** 26 May 2010  
**SUBJECT:** Customer Services

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

Since the last report to this Committee, Customer Service staff have answered in excess of 32,800 calls (average 340 per day) and logged over 8,500 requests for service. Service Requests can broadly be placed in the categories of engineering infrastructure, dog control or forwarded to the Compliance Team for further action regarding a complaint about property or environmental concerns.

On Sunday 16 May at the request of Civil Defence, an Emergency Operations Centre (EOC) was set up in the Customer Service area. This was the first time an EOC has been activated to use this area. The organisation was efficient with good communication between all parties. I would like to take this opportunity to thank the CS staff who worked to take customer calls during the event. Some callers were anxious about their situation and the manner in which the calls were handled was excellent.

The AA Agency in Motueka Service Centre is operating very efficiently. We are now looking to add value to this service with the introduction of photo ID cards and extended opening hours.

Takaka Service Centre has had a change of staff, the first for over four years. Interviews for the Customer Services position have been carried out with a job offer made to the successful applicant. Introductions to local Councillor's and Community Board members will be made at the first available opportunity.

Minor building alterations are to start (approximately 3 June) in the Murchison Service Centre to the payment/book return counter layout. This will improve this area for both staff and customers.

All Customer Service staff are completing training to enter rates rebate data directly to the system while the customer is at the counter. The aim is to improve processing time of these applications instead of being done at a later date.

Between this change and approximately 10,200 Dog Registrations to process before 31 July, the next few months will be enjoyable and busy.

If you wish to visit the Customer Service area or discuss any matter further I am happy to answer questions relating to the Customer Service area.

Suzanne Westley  
Customer Services Manager

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