

# STAFF REPORT

**TO:** Community Services Committee  
**FROM:** Customer Services Manager  
**DATE:** 10 November 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. Customer Services includes Richmond, Motueka, Takaka and Murchison offices.

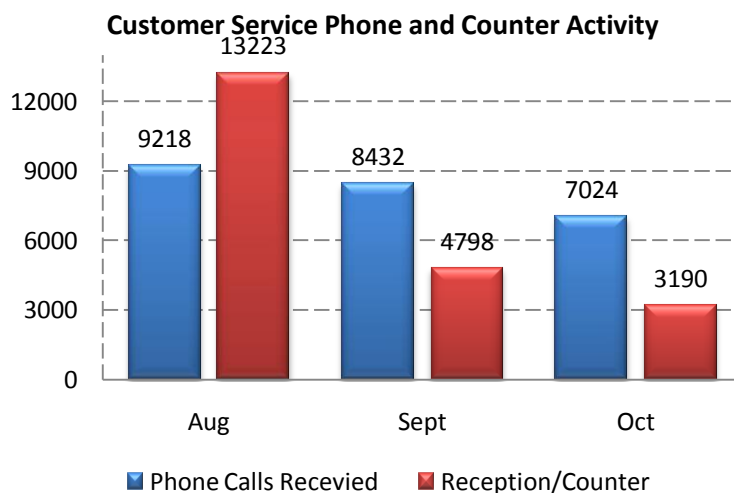
In conjunction with answering phones and completing counter enquiries or transactions, staff also process Land Information Memorandums, internment bookings for burial or ashes. Staff also maintain the front of house and civic foyer areas.

Drivers and Vehicle Licensing Agencies are run in the Takaka and Motueka offices under contract to Automobile Association or New Zealand Transport Agency.

## RECEPTION / COUNTER

August is the first rating period for the rating year which in turn relates to more customer transactions and rate rebate applications being received and processed. Staff responded to a slight increase in enquires relating to properties for sale. Spring time often brings an increase in these types of queries.

The change to Customer Service staff accepting and completing the data entry for Rate Rebate applications has gone exceptionally well. As at 16 August, 420 applications had been forwarded to Department of Internal Affairs for payment. This means that both the Customer and Council are getting a timely response to the rebate request.



## CALL CENTRE

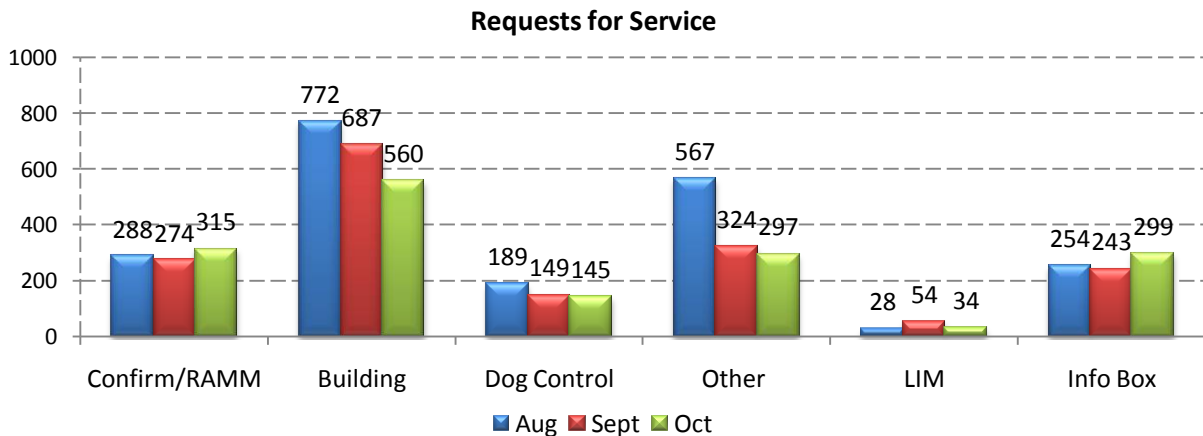
The number of calls received through August kept staff on their toes. Other than day to day general business, a large number of calls related to the first rates instalment notice for the 2010/2011 rating year.

Not every call results in a Service Request for something to be repaired or a building inspection. During the August to October period, 4,567 Service Requests have been logged. These are shown in the graph below. The “other” category covers areas such as Corporate, Compliance, Engineering – non MWH, Duty Planner and Biosecurity - Pests. No particular area attracts a high number of Service Requests, however overall they amount to reasonable total. Staff are currently reviewing our Service Request follow up process.

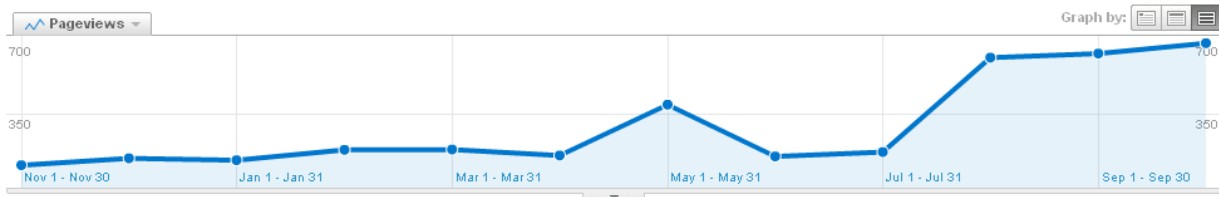
## EMAIL

At the previous Community Service meeting, a request was made for traffic numbers for the Info box and Website Contact Us form.

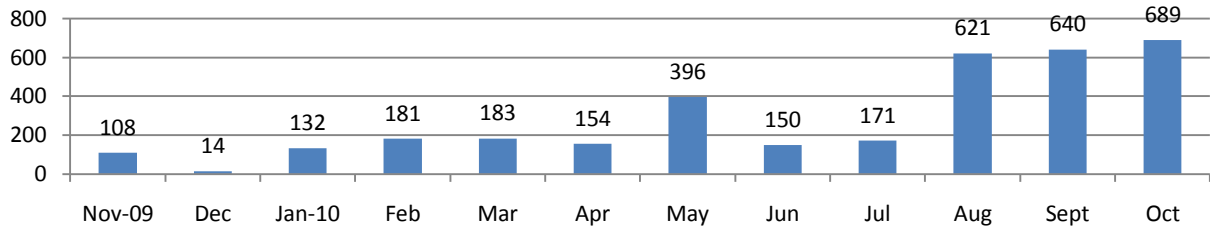
The incoming traffic through Info@tasman address shows an increase in the number of requests for information that arrive via email. In July, a month before the launch of the new website, 106 emails were received.



The Contact Us page on the website has had an increased number of “hits” as shown in the information below.



### Website Contact Us



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

Suzanne Westley  
Customer Services Manager

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