

CUSTOMER SERVICES



Customer Services
Cemetery

CUSTOMER SERVICES



Overview

Customer Services is the first point of contact for most of our customers in terms of phone calls, emails to Council's prime address and physical visits. These contact channels are managed through the Call Centre and Counter Services teams.

Customer Services also provides a key account management service and manages on-going customer service enhancement programmes; including those associated with meeting the requirements of the Customer Services Charter, the Complaints and Compliments System, Customer satisfaction feedback mechanisms and a range of projects aimed at improving the community's experiences in their interactions with the Council.

Governing regulations

As the first point of contact, many of the frontline services are driven by the same regulations that underpin the overall service offered by various Council departments.

Regulations that relate to the more predominant services provided include:

- Local Government Act 2002
- Building Act 2004
- Council Bylaws and Policies
- Dog Control Act 1996
- Local Government Official Information and Meetings Act 1987
- Sale of Liquor Act 1989
- Food Act 1956 and Food Hygiene Regulations 1974
- Fencing of Swimming Pools Act 1987
- Waitakere Ranges Heritage Protection Act 2008
- Resource Management Act 1991 (Amended 2003)



Sustainable objectives

To provide customer services that provides education and information in relation to sustainable practice

Environmental objectives

To provide advice and information in relation to the District Plan aimed at encouraging environmental protection

Cultural objectives

Providing customer services in a manner that responds to the diverse needs of all members of our community

Economic objectives

To provide cost effective and cost efficient customer service

Social objectives

Providing advice and information in relation to a wide range of Council services, ensuring a safe city

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How we contribute to the community outcomes

Community Outcome	Our contribution
Strong Communities – He Iwi Kaha	Customer Services aims at providing a welcoming contact with Council and responding to the diverse needs of all members of our community.
Strong Economy – he tupuranga kaha ihi wana	Building and development requirements are discussed and worked through with a focus on ensuring solutions are found, reflecting a development friendly approach to encouraging a strong economy within Waitakere.
Sustainable Environment – Kauneke Tauwhiro Taiao	<ul style="list-style-type: none"> • Providing education and information in relation to sustainable practices. • Discussing and advising on developments to ensure there is minimal impact on the environment. • Providing customer service that encourages development and collaboration in order that homes and workplaces are constructed within Waitakere City. • Key Account Manager works closely with Enterprise Waitakere and the top 50 businesses in Waitakere, to encourage economic development.
Working Together – Te mahi tahi	Working together with customers in providing information and advice across a wide range of Council services such as solid waste, animal welfare, leisure services, roading, the three waters, and resource management and buildings development work. This is done in a solution focused, collaborative manner.



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How we contribute to the community outcomes

Community Outcome	Our contribution
Urban and Rural Villages – Nga kainga taone, tuawhenua	Advisory and regulatory services provided in relation to the District Plan aimed at encouraging urban growth.
Waiora – Environmental Protection	Advisory and regulatory services provided in relation to the District Plan aimed at encouraging environmental protection.



Funding of customer services

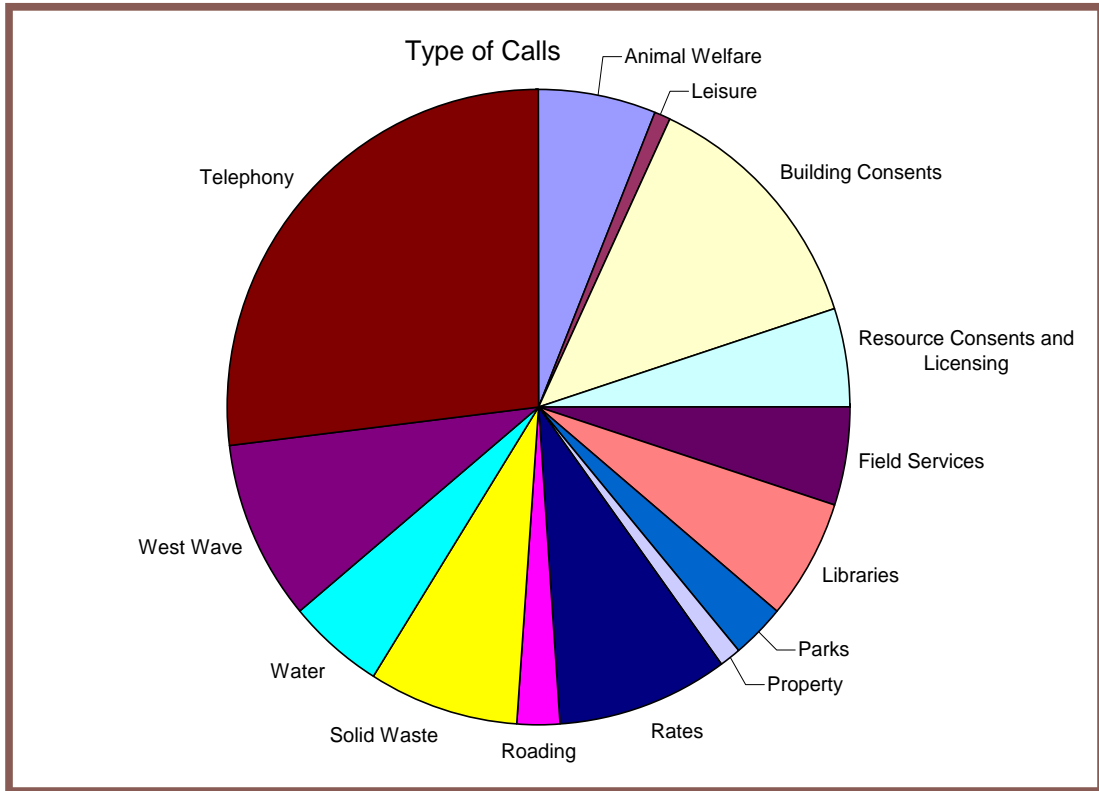
- The Call Centre is primarily rates funded, but with user pay fees received for Building Inspection Bookings.
- Counter Services provides a mixture of rate funded services (eg. payment of rates, general enquiries, appointments) and fee recovery services (provision of Property Information, lodgement and issuing of consents).
- Key account management activities are funded through user pay fees.



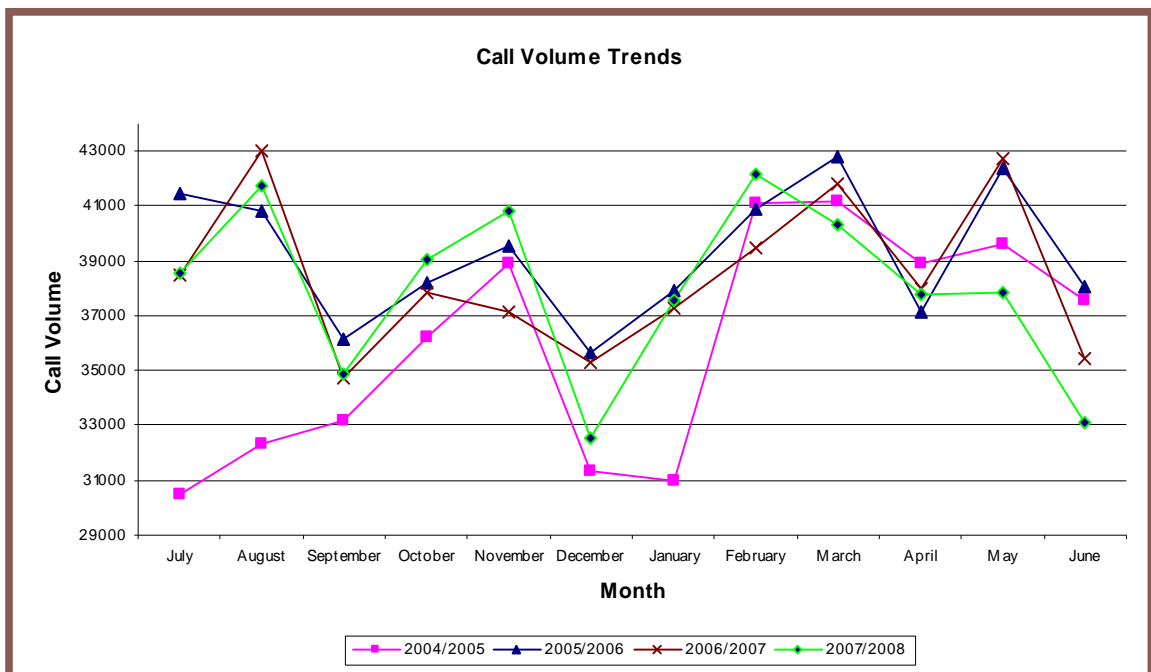
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Call Centre

Types of calls



Monthly call volumes and trends



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Volume of contacts made by phone or email

The relatively high trend of increasing call volumes experienced up to 2005 / 2006 has stabilised over the past few years, and is now expected to gradually decrease as both email contacts via info@waitakere.govt.nz increase and on-line services are enhanced.

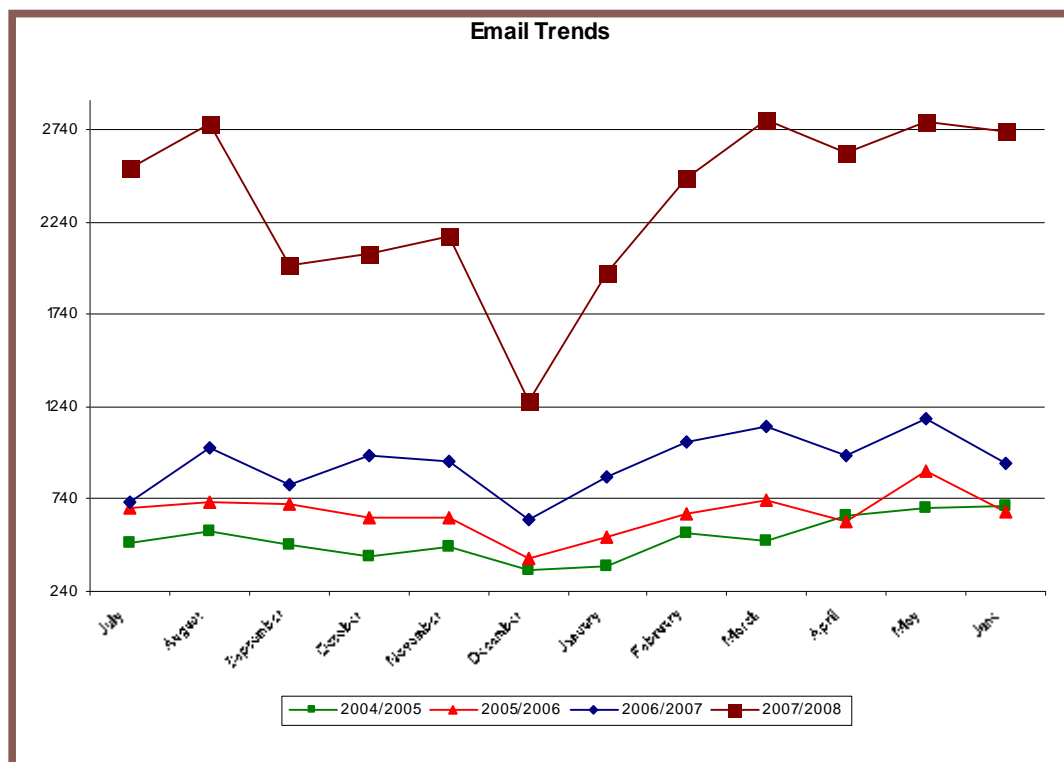
However, the combined call and email contacts still continue to increase (since the introduction of the email channel in 2001 / 2002) although the growth rate is expected to slow during 2008 / 2009 as on-line services gain impetus. These combined trends are reflected below:-

Year	Calls per week	Emails per week	Total contacts
2001 / 2002	6,849	34	6,883
2002 / 2003	7,331	63	7,394
2003 / 2004	7,525	96	7,621
2004 / 2005	8,381	121	8,502
2005 / 2006	9,130	153	9,283
2006 / 2007	8,982	216	9,198
2007 / 2008	9,164	535	9,699
2008 / 2009	9,050 *	750*	9,800
2009 / 2010	8,900 ***	1,000***	9,900

*based on first 6 months of the 2008/2009 financial year

** forecast for 2009/2010

Monthly email volumes and trends

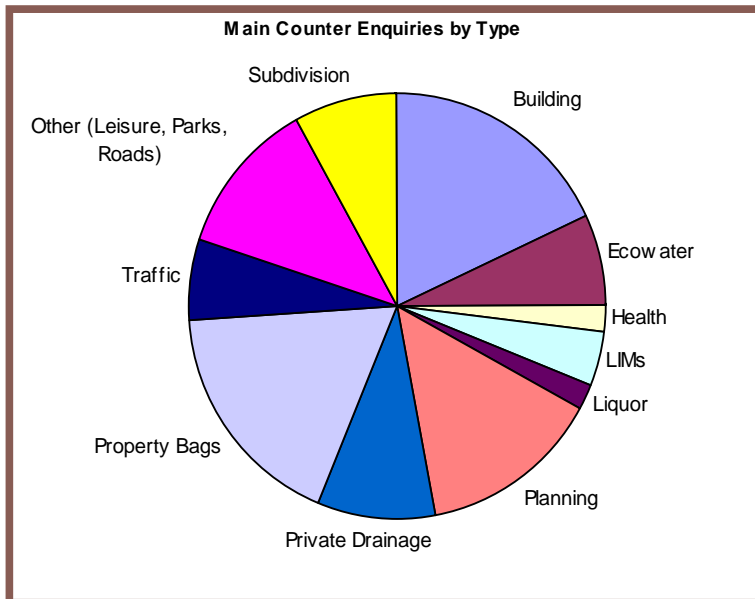


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Counter Services

The Counter Services area has been specifically designed to recognise the different needs of customers. This is reflected in:

- a main counter for the relatively quick and easy transactions (eg. payments, provision of forms, etc.),
- a dedicated Property Information area where customers can view property and drainage records in a comfortable environment
- semi-private interview booths for the more lengthy transactions, such as the lodging of consent applications



Since its opening in August 2006, the volume of cars using this facility generally varies from 20 to 70 per day. However, during the last 3 days for rates payments, usage of the Drive By climbs to over 200 vehicles per day which takes considerable pressure off the main counter during this intense payments period.



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Key Account management

Council's Key Account Management role introduced in January 2007 has been a major success with frequent favourable feedback received from the business community.

The service was extended in 2008 to cover major public works projects, namely the State Highway 16/18 interchange and the New Lynn rail trench work



Direct quotes from satisfied customers

From a quick count we are dealing with 7 different Local Authorities at present and WCC is easily one of the most helpful – it is greatly appreciated! MPM Projects Limited in relation to the Tasti Products Structural Peer Review

"Thank you for the service you and your team has provided for the lodgement of necessary documents regarding 44 Portage Rd. Your assistance is valuable and I look forward to working with you in the future" Omega Construction Ltd

Existing customer services enhancements

- Undertaking a scoping exercise for a Customer Relationship Strategy
- Enhancing the ways in which we communicate and correspond with the community, particularly in relation to complaints, regulatory and enforcement matters.
- Reviewing the resource capacity of the key account management service with a view to extending this to cover a wider segment of consent applicants.
- Adopting a more proactive role by assisting our regular and high volume consent applicants to more readily understand the heightened building accreditation requirements – this is aimed at improving the quality of information received in order to expedite the processing of Building Consents.
- Continuing to use feedback from Council's Customer Satisfaction surveys and the Compliments and Complaints System to provide opportunities to enhance service delivery.
- The development of Service Request protocols and guidelines to assist staff in enhancing customer satisfaction.

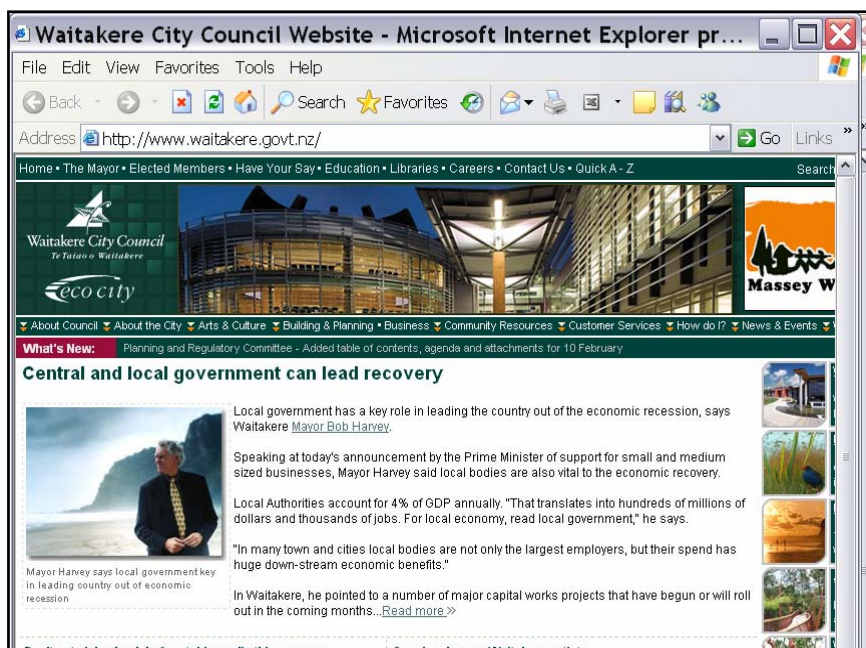
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Enhancement opportunities planned for 2009/2010

- Improving the levels of satisfaction from commercial and large scale housing developers.
- Actively promoting a continuous improvement culture in relation to customer services across council. This would be done in conjunction with the ongoing analysis of complaints and compliments data.
- On-going internal reviews of individual telephone management to identify enhancement opportunities to increase levels of responsiveness and overall customer satisfaction
- Undertaking a scoping exercise to consider the introduction and promotion of text messaging as another form of contact into the Call Centre.
- Working collaboratively with the Consents department to provide education and information in relation to building and resource consents to our customers.
- Enhancements to Council's website, in relation to Council services, to promote increased self-help and uptake of on-line services.



Chris and Sandy have a strong focus on customer service enhancements based on good customer management that is embodied in the Customer Charter



Council's website is updated on a daily basis