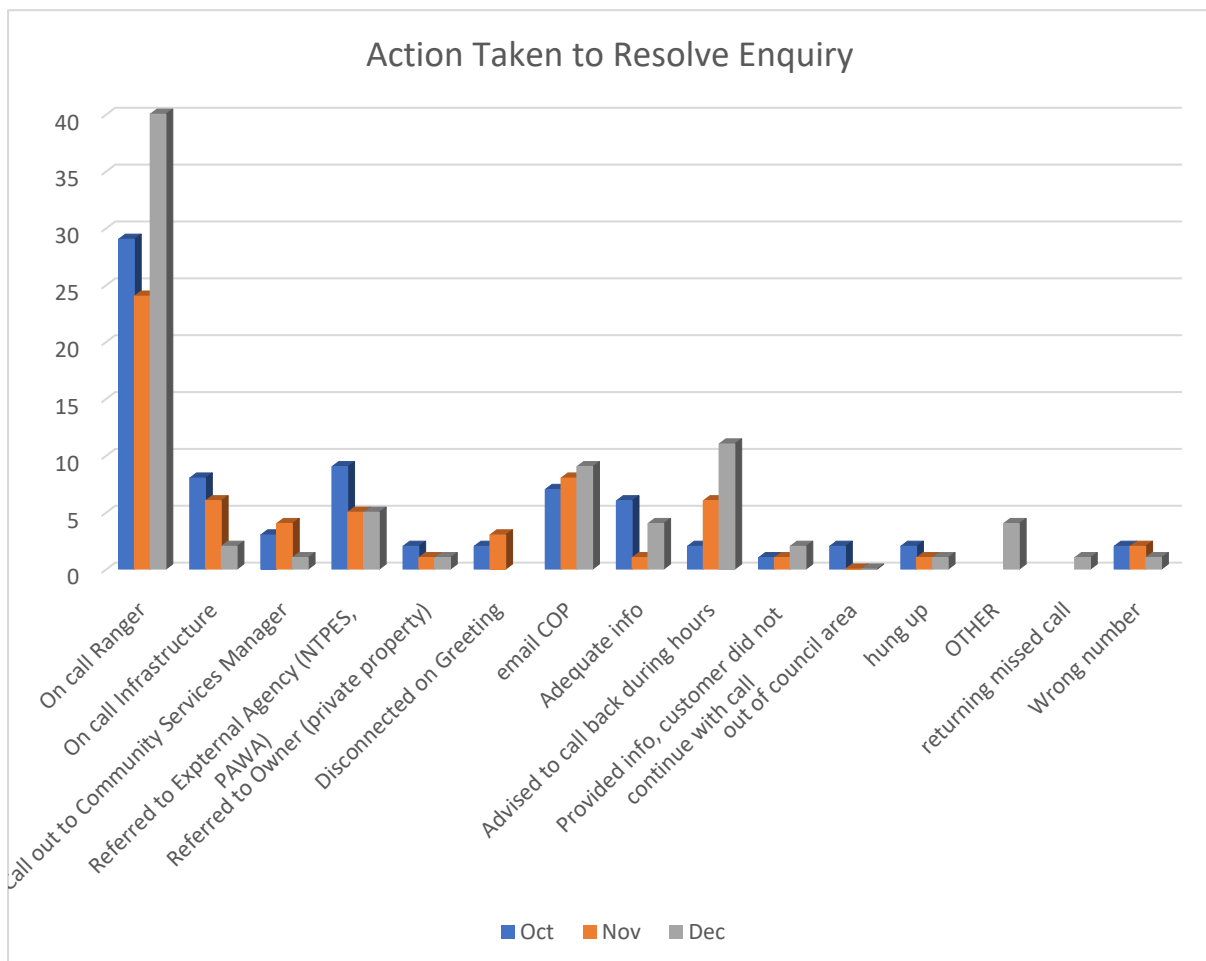


*A Place for People*

As for the actions taken with the calls, the majority of the calls were forwarded on to an on-call Ranger to deal with (69%). The next highest action taken was to advise the caller to email City of Palmerston (11%) or to call City of Palmerston staff back on the next working day (9%). A small number of calls were dealt with by the afterhours service provider at the time (5%) as the customer was given adequate information and needed no further assistance, or they were provided with information or referral to other agencies (e.g. Animal Welfare, RSPCA, Police, Power and Water - (8.7%). Other queries were dealt with by forwarding the call to the on-call Infrastructure staff member (8.7%), forwarding the call to the Community Services team (3.7%), or were for matters outside of the City of Palmerston (0.91%).



The afterhours call service is an important feature to ensure our commitment to the Customer Service Charter by making it easy for customers to contact us, provide a service for us to be able to communicate information to our customers, and for us to be able to listen to our customers even when the office is closed for the day/weekend. Regulatory Services enquiries, particularly dog related enquiries, has a significantly higher call rate than all other enquiries, showing this as the leading cause of customers to attempt to interact with us over the phone when our offices are closed.