

Activity Briefings

Customer Services

Activity briefing agenda

- What we do
- Our key assets
- Our levels of service
- Key issues and projects

What we do

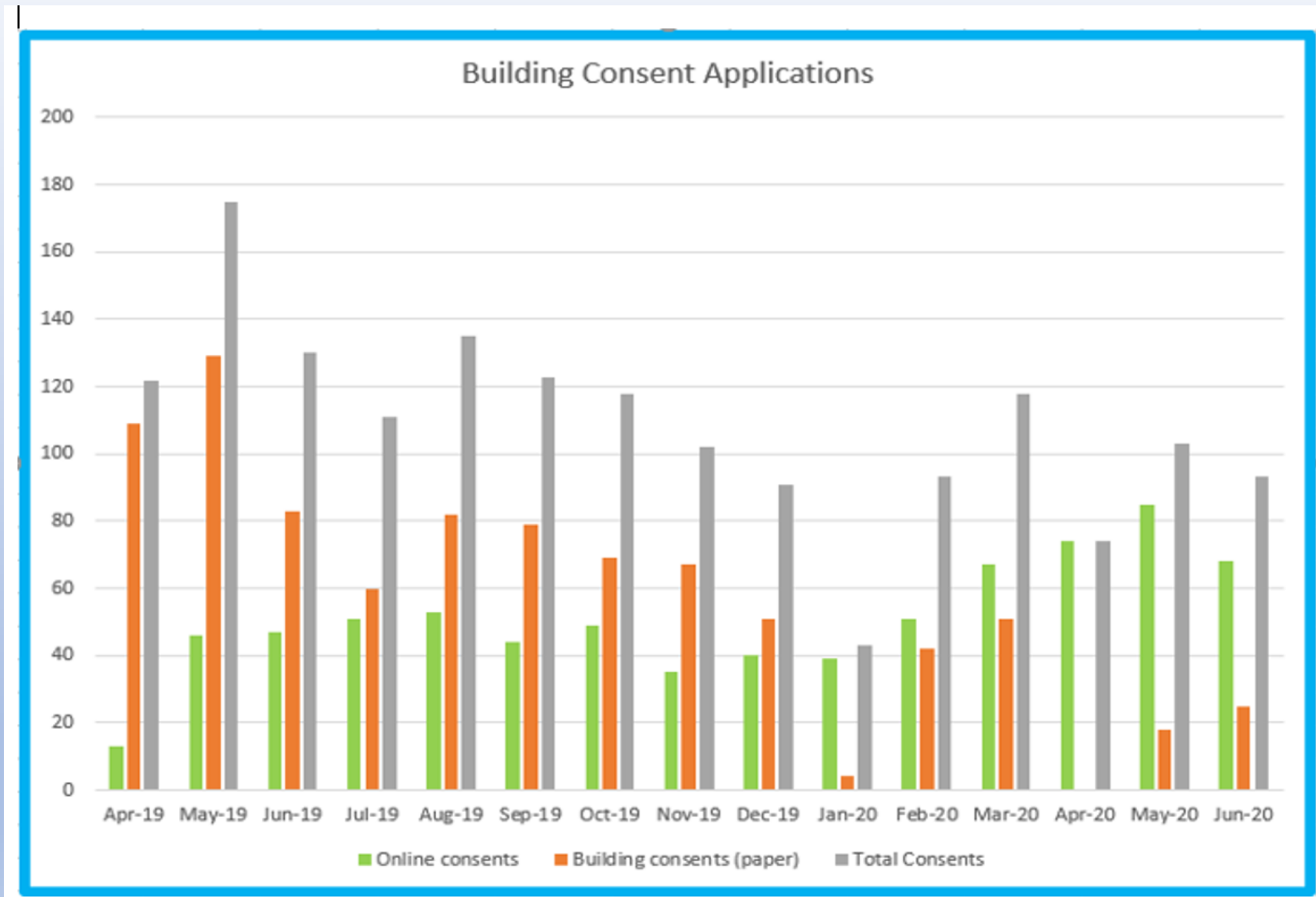
We are often Council's first point of contact with our communities and visitors.

- Forum North and Ruakaka Service Centres
- Contact Centre
- Visitor Information
- Claphams Clocks

Our teams are all Ambassadors for Whangarei, promoting it as a desirable place to live, work and visit.



Service Centres Forum North and Ruakaka



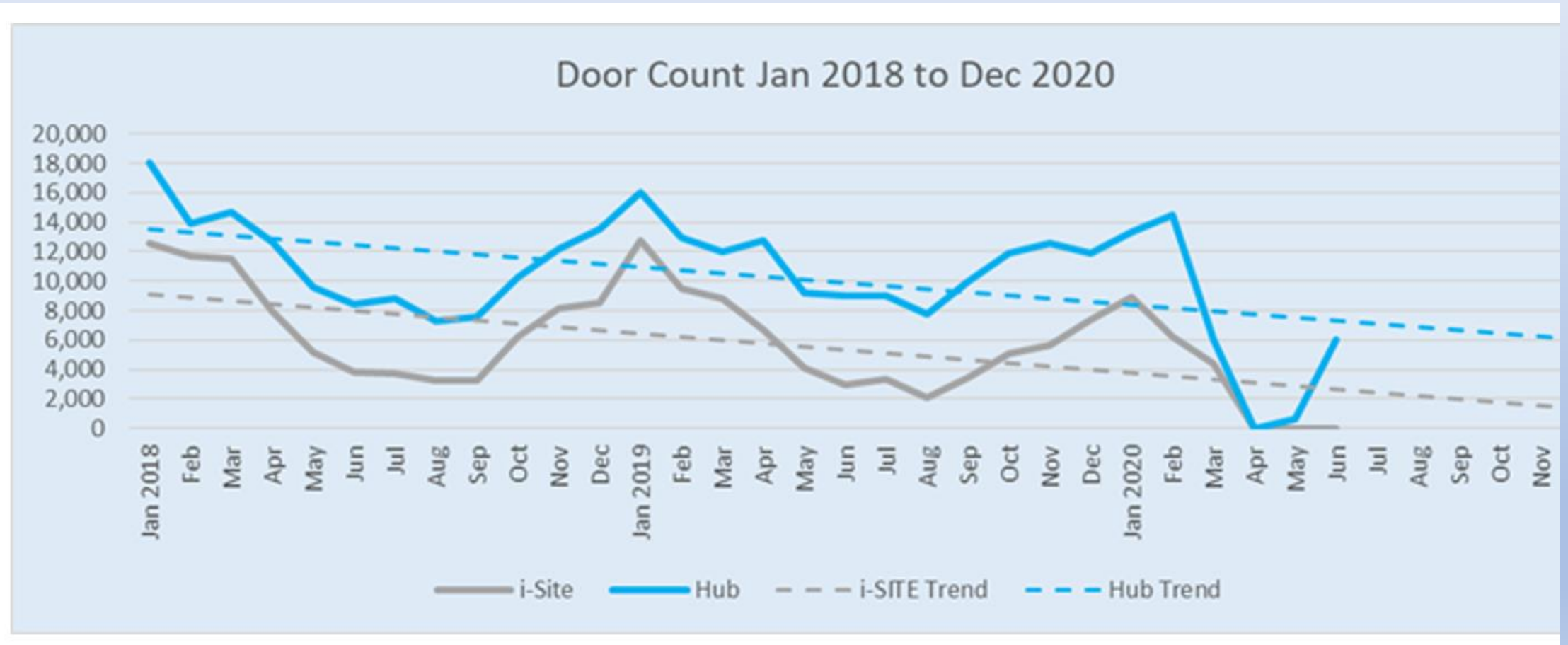


Contact Centre Forum North and Walton Plaza

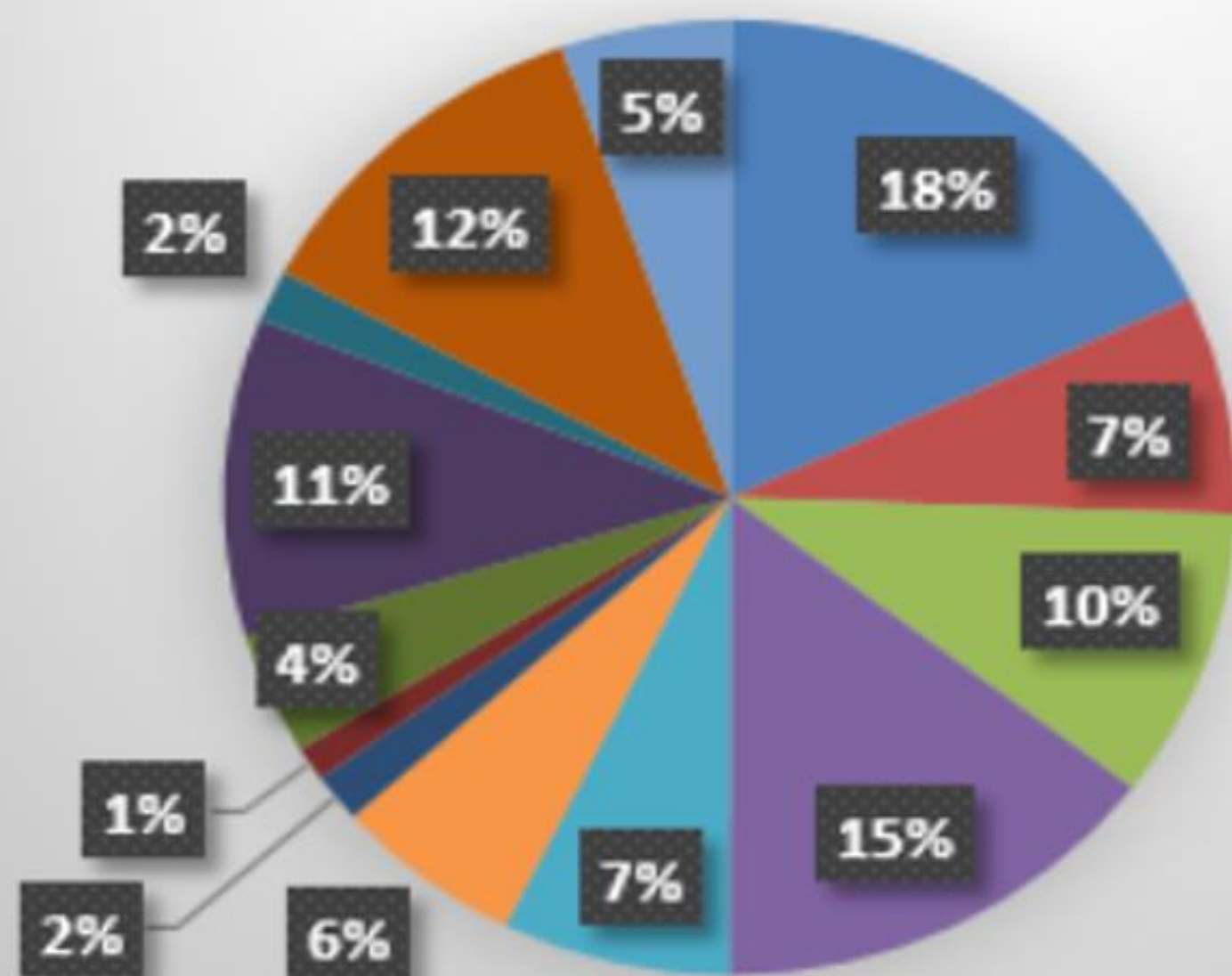


Visitor Information Centres Tarewa i-SITE and Te Manawa the Hub

I-SITE and Hub seasonal peaks and troughs plus impact of Covid-19

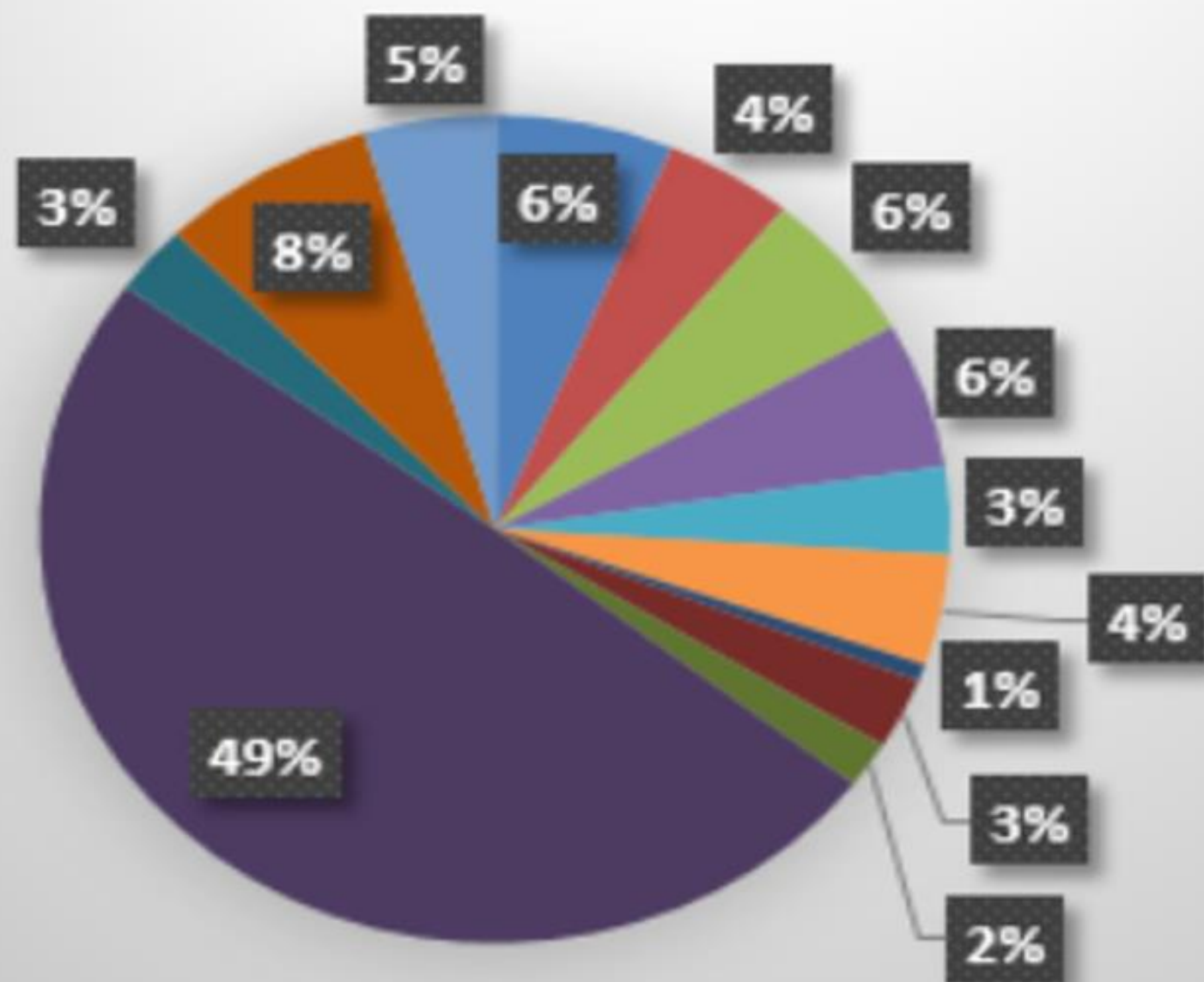


YE i-SITE Mar 20



Australia	18%
UK	7%
USA/Canada	10%
Germany	15%
France	7%
Europe	6%
China	2%
Asia	1%
Other	4%
Whangarei	11%
Northland	2%
Auckland	12%
Rest of NZ	5%

YE Hub June 20



Australia

6%

UK

4%

USA/Canada

6%

Germany

6%

France

3%

Europe

4%

China

1%

Asia

3%

Other

2%

Whangarei

49%

Northland

3%

Auckland

8%

Rest of NZ

5%



Claphams National Clock Museum

Key Assets and Programmes

Key assets are our people. Key physical assets are our buildings and our collection of clocks at the Claphams National Clock Museum.

Key Projects/Programmes

- Future provision of visitor information.
- New location for Town Basin Visitor Information Centre.
- Refresh of vision for the Clocks Museum. This has begun with the deaccessioning project.
- Return of cruise ships to Whangarei.

Our levels of service

Wait time for walk in customers
(Forum North)

Under 6 minutes

Call answering time
(Contact Centre)

Under 20 seconds

Visitor/customer satisfaction with
service provided at our Visitor Information
Centres

Between 80% - 100%

All achieved in year 2019/20

Key issues

Key Issues 2021 – 2024

- Agility to continually adapt to different ways of doing business.
- New Civic Building and different way of working with customers.
- Resourcing for the future – supply and demand and the impact on levels of service
- Economic recovery from Covid-19.

Key issues

Key Issues 2024 – 2031

- Changing customer demographics.
- Continued provision of a walk-in service and on what scale?
- Need for small satellite offices in areas of high growth.
- Continued economic recovery and meeting needs of tourism.

Key issues

Key issues 2031 and beyond

- Population growth for Whangarei district.
- Demographics and ensuring that we meet changing customer needs around technology and accessibility of information.
- Managing risk and impact of possible future pandemics.

Questions