Improving the “Customer Service Experience” Our Journey
In 2017 Council approved the Closing the Loop Strategy to improve customer service at Lockyer Valley Regional Council.

The key vision of the strategy was to:

- Improve customer accessibility to Council services
- Meet the expectations of our residents and ratepayers
Colour Coded Mapping Layer for Mowing Schedule
Cemetery Mapping Project
From This!!!!
New Improved Map Layer
To This!!!!
Cemetery Map Layer
Key Highlights of the Cemetery Mapping System

- The consultant took drone footage and photographed every headstone in the section.
- GIS then proceeded to transfer the grave information from Council’s system to the newly created denominational sections (Roman Catholic, Presbyterian, Anglican, Lutheran, Baptist, Congregational).
- There are currently 1604 graves in the denominational section of which approximately 800 new graves needed to the created in our system.
- The project of creating new graves, renumbering the new graves and renumbering the existing graves resulted in all graves in our cemeteries being the same across the board and for uniformity.
- The project took approximately 8 months for a customer service officer to complete.