

APPENDIX A

CSC Performance

	Inbound calls offered	% answered in 30 seconds (Service level target 80%)	Abandon rate (Service level target 5%)	Average call waiting
March 2006	162,736	64%	6%	00:00:51
April 2006	128,446	63%	8%	00:01:05
May 2006	155,016	71%	5%	00:00:45
June 2006	162,900	71%	5%	00:00:40
July 2006	151,714	66%	6%	00:00:50
August 2006	155,020	70%	6%	00:00:53
September 2006	149,505	76%	6%	00:00:49

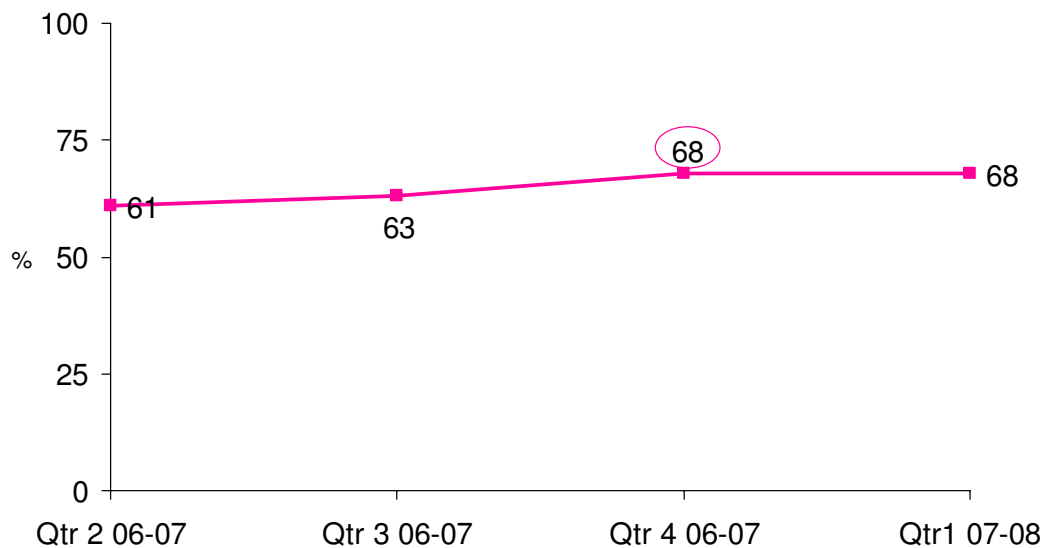
	Inbound calls offered	% answered in 45 seconds (Service level target 80%)	Abandon rate (Service level target 5%)	Average call waiting
October 2006	162,998	86%	3%	00:00:32
November 2006	161,296	82%	4%	00:00:44
December 2006	117,506	86%	3%	00:00:28
January 2007	156,785	81%	4%	00:00:36
February 2007	141,803	81%	4%	00:00:35
March 2007	161,468	81%	4%	00:00:29
April 2007	135,745	84%	3%	00:00:54
May 2007	157,491	81%	7%	00:00:37
June 2007	158,889	81%	4%	00:00:56
July 2007	171,316	79%	7%	00:00:44
August 2007	161,648	81%	5%	00:00:42
September 2007	153,126	82%	5%	

Overall customer satisfaction for Customer Service Centre

Outlined below is the number of customers who responded saying the service they received was either 'good' or 'excellent'. The sample size is circa 800 every quarter. The graph illustrates a steady increase since Quarter 2 2006/07 from 61% to 68% currently.

RATING OF SERVICE PROVIDED BY CSC

% Saying good-excellent



Q5 Overall, how would you rate the services provided by the Council's Contact Centre?

Base: All respondents since Qtr 2 2006-7

160643

Overall

