

APPENDIX 2

CUSTOMER SERVICES

NUMBER OF TRANSACTIONS

| Telephone Calls into the Contact Centre | 2008/09 | 2013/14 |
|---|---------|---------|
| Number of Telephone Calls into the Contact Centre | 60,000 | 128,000 |
| Percentage Answered within 20 seconds | 75% | 76% |
| Percentage abandoned | 11% | 8% |

| Number of Visitors | 2008/09 | 2013/14 |
|------------------------|---------|---------|
| Central Reception | 19,000 | 14,000 |
| Customer Services Desk | 27,000 | 20,000 |
| Number of Payments | 34,000 | 29,000 |

| | 2008/09 | 2013/14 |
|--|---------|---------|
| Total Number of Callers & Face to Face Enquiries | 106,000 | 162,000 |

Split of Payments – August 2014

Number of Transaction (not values)

- Debit/Credit Card – 477
- Cheques – 682
- Cash – 1,099

| Staffing Numbers | 2008/09 | 2013/14 |
|----------------------------|--------------------------------|--------------------------------|
| Full Time Equivalent Staff | 15 | 13** |
| Absence (Sickness) Rate | 8 days lost per employee | 3 days lost per employee |

**** This includes 1 vacant post.**