

## APPENDIX 2

### CUSTOMER SERVICES

#### NUMBER OF TRANSACTIONS

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

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

	<b>2008/09</b>	<b>2013/14</b>
<b>Total Number of Callers &amp; Face to Face Enquiries</b>	106,000	162,000

#### **Split of Payments – August 2014**

*Number of Transaction (not values)*

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

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

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