

Customer Services Service Plan 2008/9

Performance Indicators

New Performance Indicators	2006/7 Actual	2007/8 Actual	2008/9 Target	Year to date to end of Sept
NI 14 – Avoidable Contact for CSC	N/A	66%	61%	40%

Local performance indicators					
Service	Measure	2006/7 Actual	2007/8 Actual	2008/9 Target	Year to date to end of Sept
Phone	% of calls answered within 20 seconds	80%	76%	80%	82%
Phone	% abandoned calls	3%	5%	5%	3%
Phone	Average handle time in seconds	160	181	181	172
Phone	% First Call Resolution	75%	72%	80%	86%
Phone	% Customer satisfaction by phone	71%	79%	83%	90%
Email	% Customer satisfaction by email	62%	92%	90%	TBA
Face to Face	% Customer satisfaction face to face	95%	96%	96%	99%