

CX Q3 Quarterly Measures

APPENDIX A

Service Area	Measure	Tolerance	Cumulative or Quarterly	High / Low is Good	Trend - Quarterly or Seasonal	Q3/17/18	Q4/17/18	Q1/18/19	Q2/18/19	Q3/18/19	Status	Under Performing	Target	Last Target Status
Customer Services	CS 4 - Number of face to face enquiries	1000	Quarterly	Volumetric	Seasonal	10,388	9,826	5,550	4,873	4,893	Improving			
Customer Services	CS 5 - Number of telephone enquiries answered	3000	Quarterly	Volumetric	Seasonal	32,102	33,254	29,395	27,342	30,417	Maintaining			
Customer Services	CS 6 - Number of users logged into the self-service system MyInfo this quarter	400	Quarterly	High is good	Seasonal	6,409	9,865	7,925	7,298	7,651	Improving			
Customer Services	CS 8 - Average time taken to answer a call to customer services	10	Quarterly	Low is good	Seasonal	49	104	110	96	122	Deteriorating	50	40	Below Target

CX Q3 Annual Measures

Service Area	Full Name	Tolerance	Cumulative or Quarterly	High / Low is Good	Trend - Quarterly or Seasonal	2017/2018	2018/2019	Status	Under Performing	Target	Last Target Status
Democratic Services	DEM 8 - The number of individuals registered on the electoral register	4000		High is good	Annual	61,635	60,138	Maintaining	60,000	62,500	On target