

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          |