

Customer Dashboard - Annexes

1 Customer Dashboard – information to date (September 2016 to 2017)

Survey Statistics

Total surveys sent to date	23424	Total Verbatims received	2151
Total received to date	2573	Verbatim %	84%
Response rate	11%	No of calls / transaction to date	1.77

2. Quarter 2 – Dashboard Survey Results (July, August 8 September 2017)

Month	Customer Effort Results (from 100)	Customer Satisfaction:
July	37.6	78.7%
August	38.3	71.1%
September	42.1	71.2%

**Customer Effort demonstrates how much effort customers have to go to, to transact with the Council – the lower the score the less effort is required

Month	How easy was it to resolve your enquiry?	How easy was it to get through to us?	Was this the 1 st call	Was the agent willing to help?
July	74.4%	78.2%	74.9%	83.2%
August	69.3%	69.7%	72.1%	80.5%
September	66.1%	73.2%	69.6%	80.2%