Customer Services

Recent Performance

During June 09 we:

Received 73014 Answered 61019 Phone calls

Percentage of the calls we answered	84 %
Percentage of these answered within 30 seconds	73 %

Saw 7716 Customers

Percentage of reception customers seen within 10 minutes	50%
Average wait of reception customers	13 Mins
Percentage of interview customers seen within 30 minute	59%
Average wait of interview customers	29 Mins

Replied to 2360 Emails

We answered all of our e-mails and letters on time this month.

All of our e-mails and letters reviewed met our quality standards.

Of the phone calls we listened to and interviews we observed, all met our quality standards.

Customer Satisfaction from January to March was:

The percentage of Customers rating our face to face service as good, or average was 74%

The Percentage of customers rating our phone service as good, or average was 97%

City of Plymouth