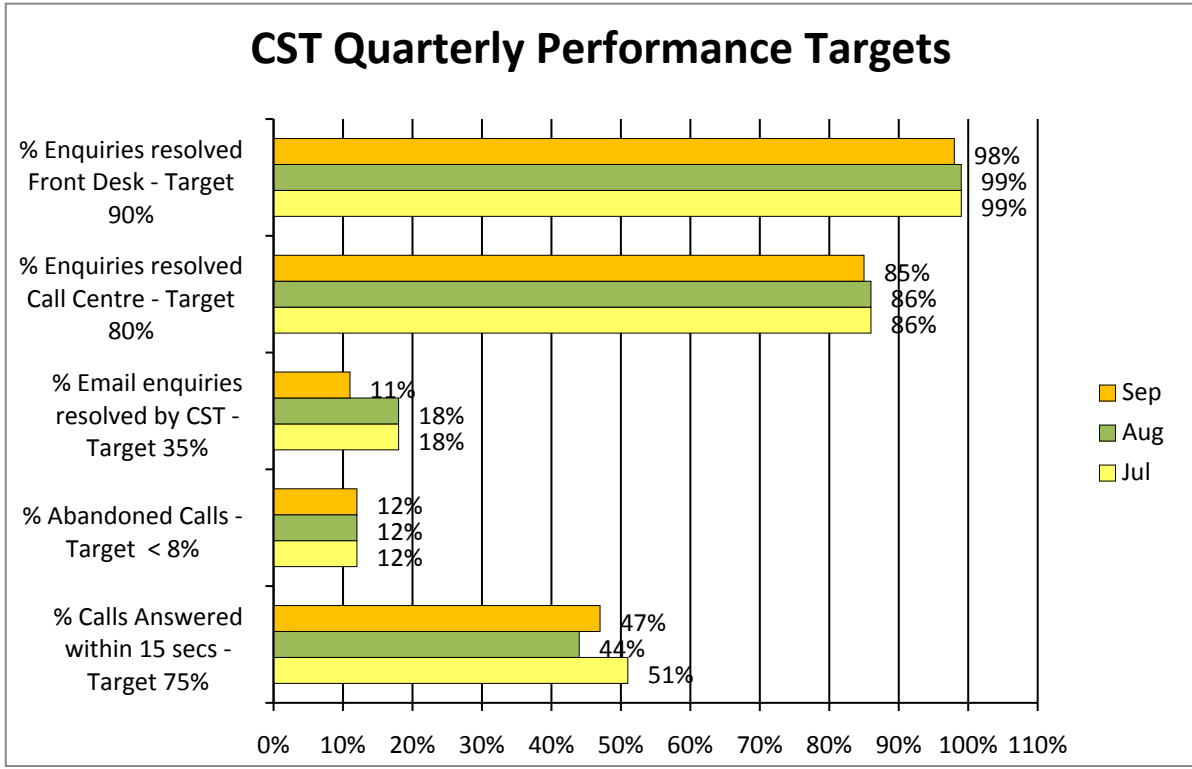
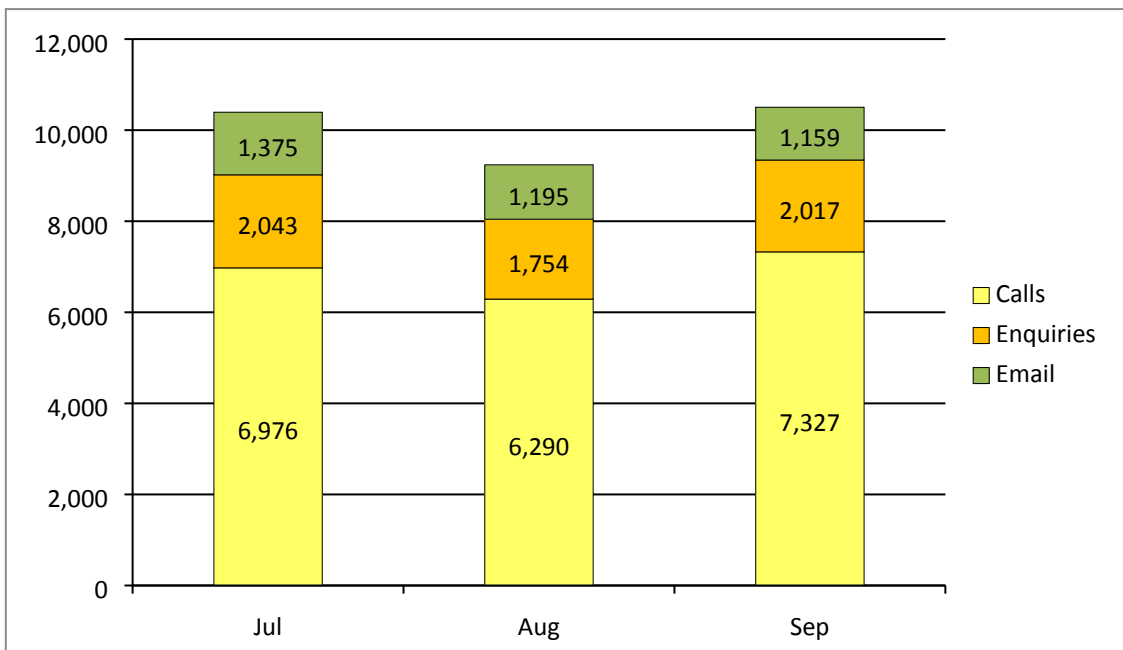


CST Quarter 2 Performance



Volumes

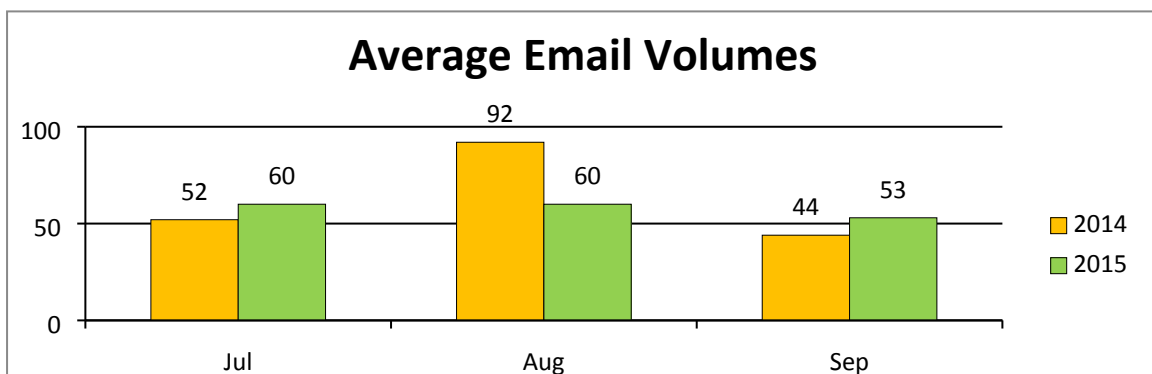
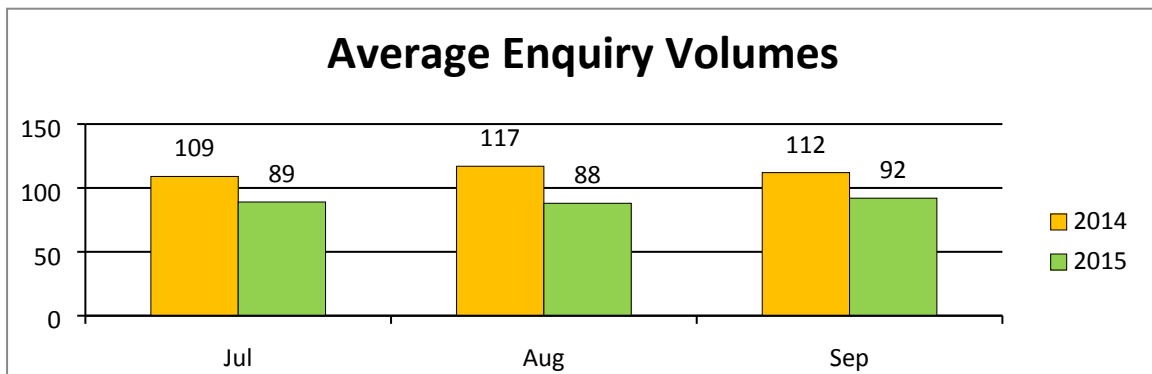
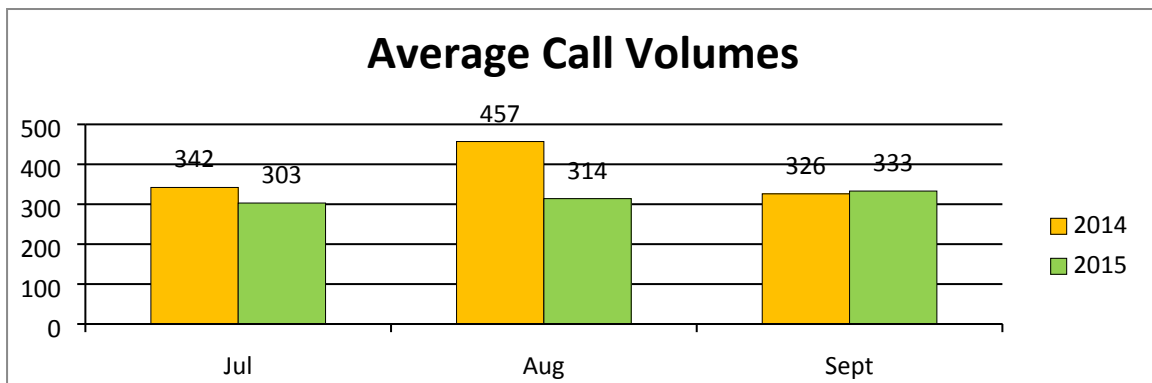


Volumes – Daily Average

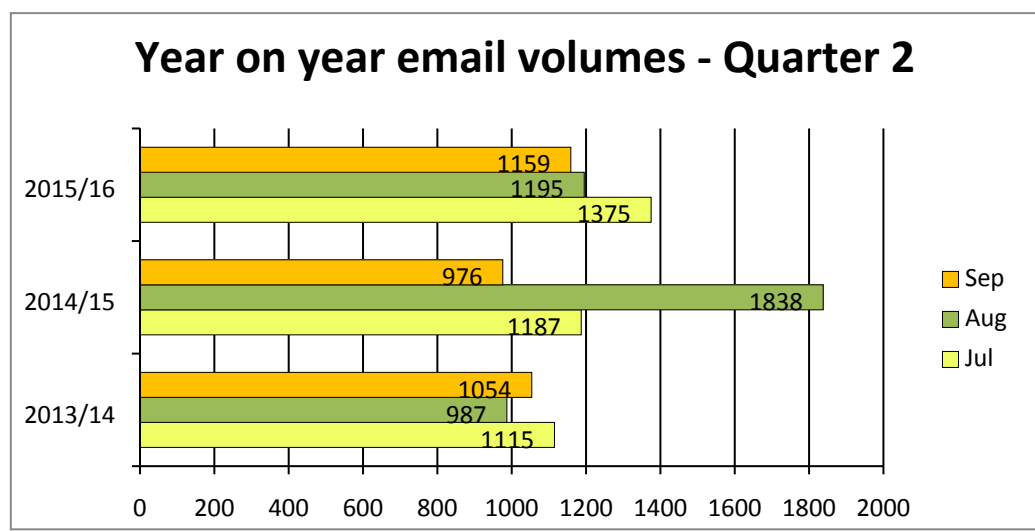
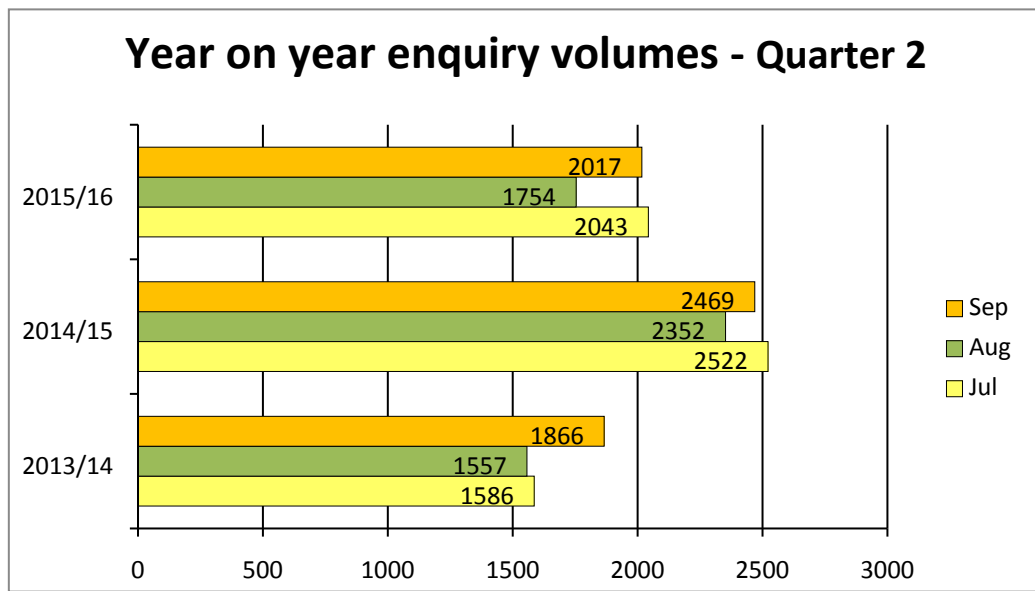
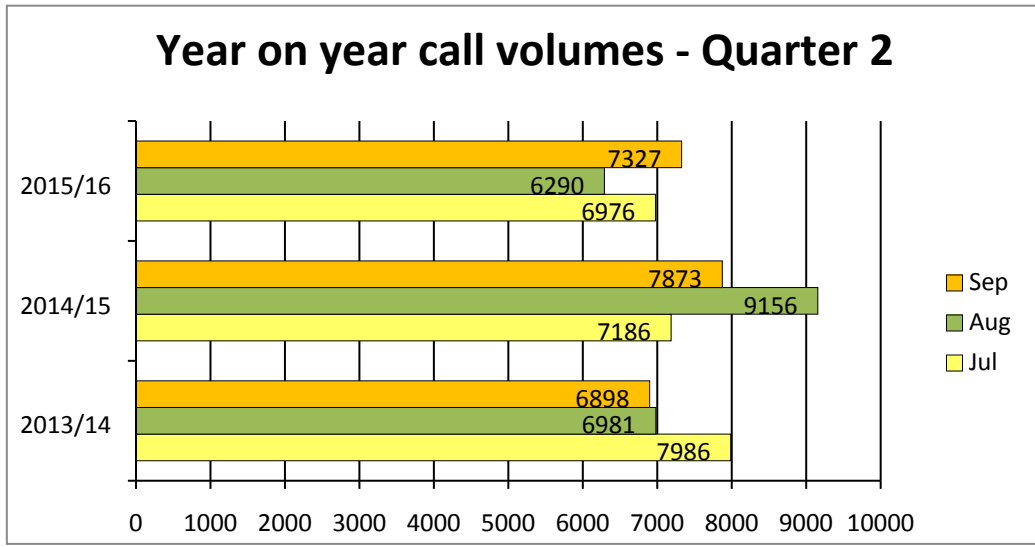
Compared to the same time last year (see below) there has been a general reduction in volume across calls and enquiries throughout Quarter 2.

Volumes – Daily Average comparison

The charts below show a comparison of the daily average volumes with the same period last year.







Year on Year Volumes – Q2 2015/16







GovMetric Q2 2015/16

GovMetric Summary

Face to Face				Overall Rating
No. of respondents	443	53	80	 Good
%age of respondents	77%	9%	14%	

Telephone	This process is under review as the time taken to assist a customer to leave feedback is affecting the advisors' ability to process calls quickly. The new Customer Service Manager is reviewing Govmetric to establish a better way of providing this service to our customers without compromising our service overall.		
No. of respondents			
%age of respondents			

Web				Overall Rating
No. of respondents	63	24	73	 Average
%age of respondents	39%	15%	46%	

Of the respondents who left feedback on the website, 24 left comments:

- 20 were related to the layout and content of the site and mentioned missing links, pages being out of date or difficulty finding information.
- 2 were positive feedback on the ease with which tip permits can be setup.
- 2 were positive feedback on the information available on the business section of the website.