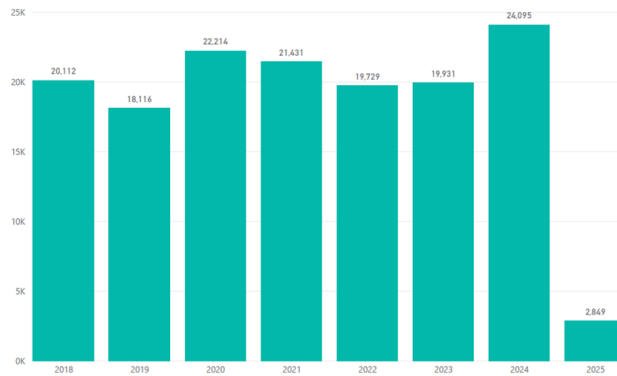
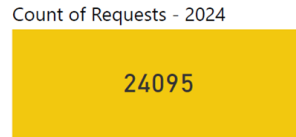
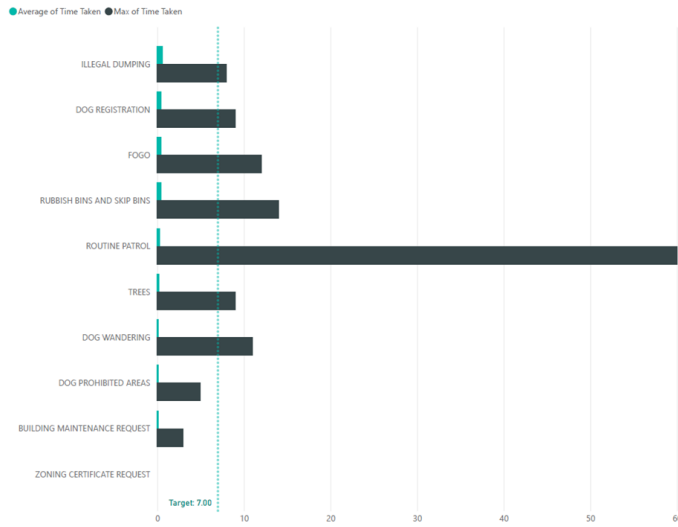


### CUSTOMER REQUESTS – 2024



2024 had the highest number of Customer Requests in the past 5 years with an increase of 4,164 requests raised in the 12 months from January – December since 2023. The closest was 2020 with 22214 requests raised.

Customer Requests - Response Times for the Top 10 Categories



Date\_Sent\_Recd  
 1/01/2024 31/12/2024

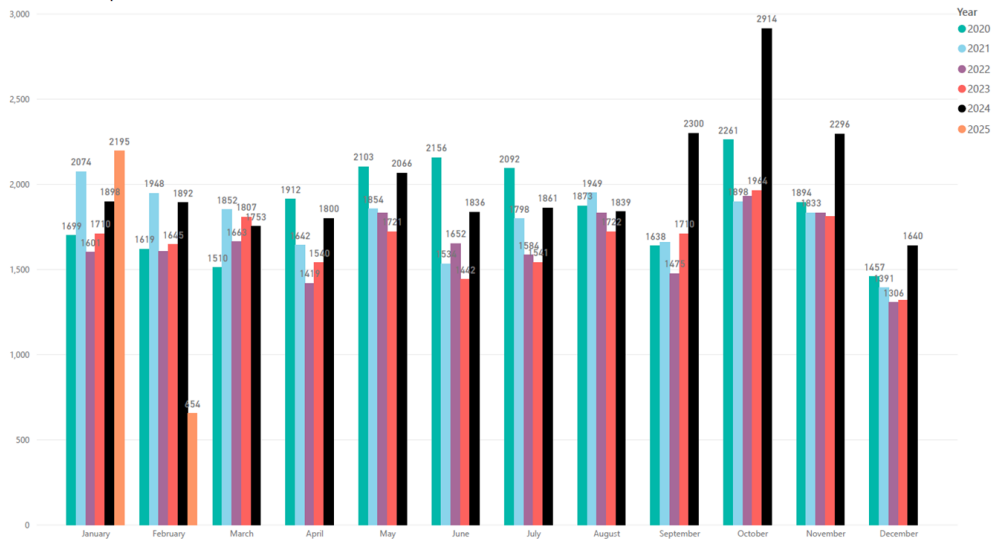
Average Response Time across all Requests

**0.24 days**

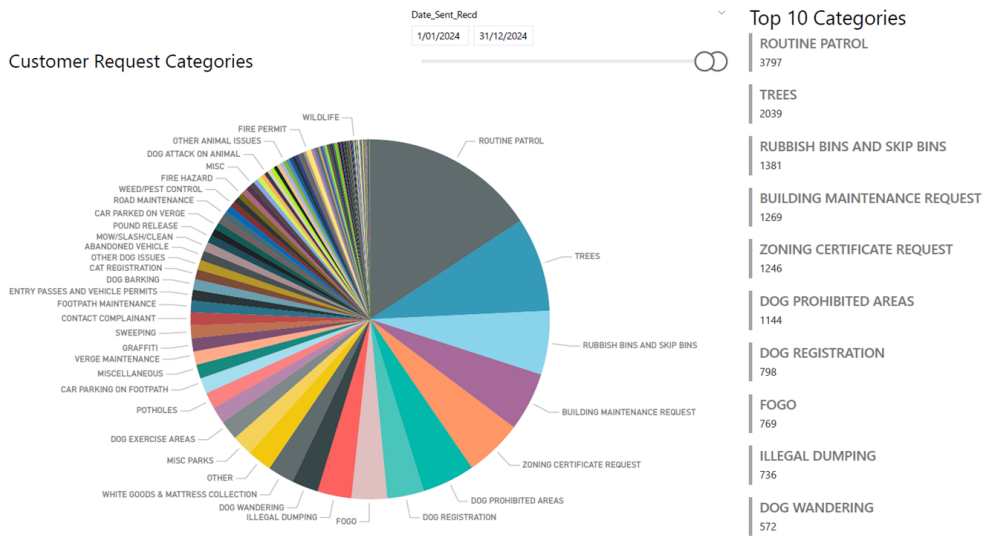
Requests Completed in 7 Days or Less

**99.73%**

Customer Requests Received

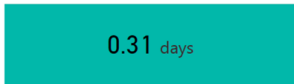


October 2024 saw a spike in Customer Requests due to the FOGO rollout which saw an increase in customer enquiries through all channels.

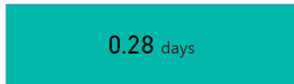


FOGO was a newly created ICS category and made it into the Top 10 of all categories used in 2024. Trees, Waste and Rangers have the most representation in requests raised for 2024.

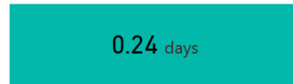
Average Response Time across all Requests - 2020



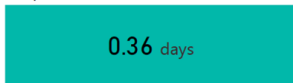
Average Response Time across all Requests - 2023



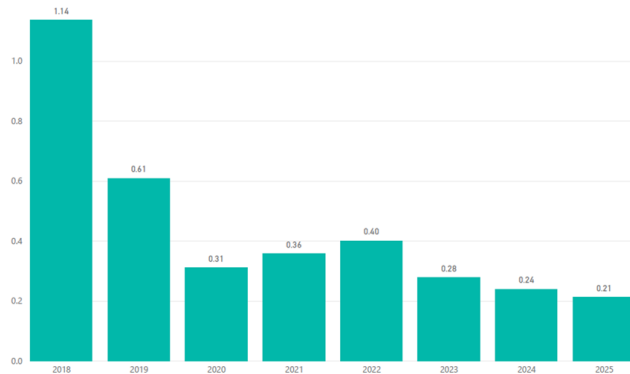
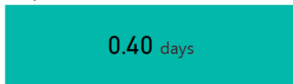
Average Response Time across all Requests - 2024



Average Response Time across all Requests - 2021



Average Response Time across all Requests - 2022



Response times have continued to improve over the past 5 years and are well within the City's Customer Service Promise, ensuring customers receive timely responses. Customer Service Requests have a response time of 5 days.