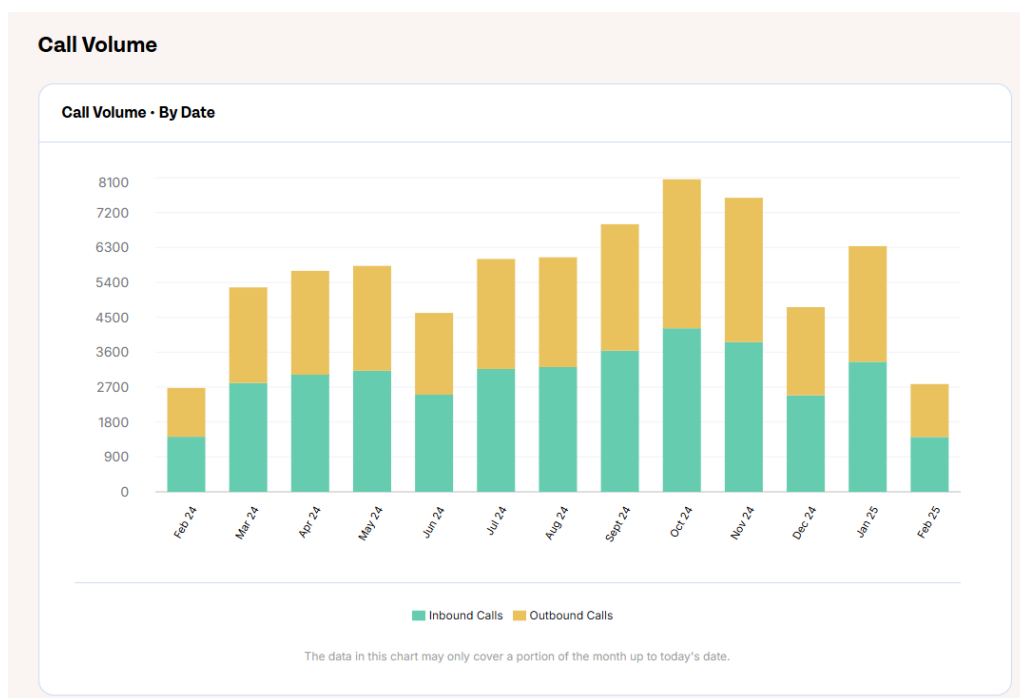
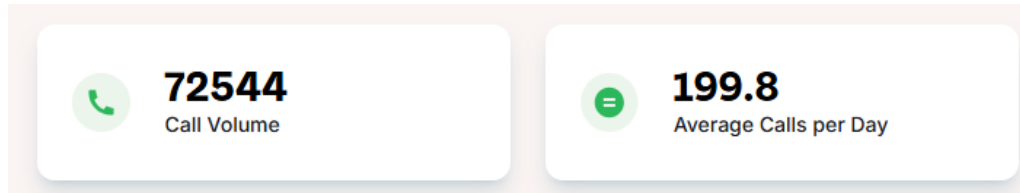
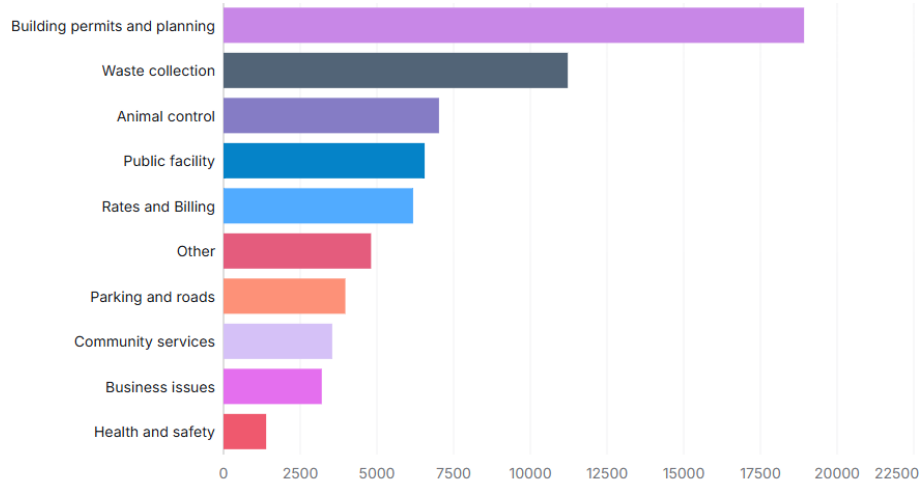


Customer Service (Front Counter) Call Report 2024



A raise in call volume in October/November can be attributed to the FOGO roll-out which saw an increase in phone enquiries and Customer Requests. September, October and November continue to be the customer service team’s peak time for phone enquiries, walk-in enquiries and processing as is reflected in the following table. This is due to a high volume of animal renewal registrations – this will change when the Centralised Registration for Dogs and Cats is implemented by the State Government in the coming years.

Service Delivery - Topics




Top three topics for phone enquiries are:

1. Building permits and planning
2. Waste collection
3. Animal Control

Enquiries for Approval Services – particularly Duty Planner enquiries continue to lead all phone enquiries. This can be attributed to the implementation of the duty planner appointment system which has restricted duty planner enquiries to by appointment only. This has led to an increased volume of phone enquiries for those applicants not wanting to make an appointment.

Waste collection calls were high during 2024, especially at the time of the FOGO roll-out, which saw an increase in all types of enquiries and customer requests at this time.

Customer Service (Front Counter) Enquiries 2024

| Customer Service Monthly Statistics Number of Enquiries received at Front Counter 2024 | | | | | | | |  |
|---|----------|----------|-----------------------|--------------------|-------|-------------------|---------------------------|---|
| Month | Walk Ins | Workflow | Orders & Requisitions | Mail In (Payments) | Motos | Customer Requests | Total Number of Enquiries | |
| January | 854 | 73 | 103 | 22 | 247 | 242 | 1541 | |
| February | 969 | 86 | 101 | 14 | 324 | 307 | 1801 | |
| March | 776 | 64 | 88 | 5 | 269 | 327 | 1529 | |
| April | 710 | 76 | 105 | 7 | 302 | 292 | 1492 | |
| May | 861 | 55 | 115 | 5 | 279 | 282 | 1597 | |
| June | 692 | 48 | 78 | 2 | 211 | 229 | 1260 | |
| July | 977 | 63 | 124 | 13 | 300 | 188 | 1665 | |
| August | 1515 | 71 | 106 | 39 | 410 | 316 | 2457 | |
| September | 1070 | 65 | 95 | 6 | 320 | 359 | 1915 | |
| October | 1334 | 156 | 135 | 70 | 493 | 325 | 2513 | |
| November | 943 | 103 | 109 | 37 | 507 | 339 | 2038 | |
| December | 600 | 64 | 80 | 19 | 282 | 220 | 1265 | |
| Yearly Totals | 11301 | 924 | 1239 | 239 | 3944 | 3426 | 21073 | |

Walk In Stats by Department – December

Recording departmental stats for walk-ins was implemented in December 2024, therefore the data is quite limited. In the future, it will provide insight into busier times for departments which could be useful for pre-planning and resourcing if a trend is discovered.

| | Monday 02.12.2024 | Tuesday 03.12.2024 | Wednesday 04.12.2024 | Thursday 05.12.2024 | Friday 06.12.2024 | |
|--------------------------------------|----------------------|-----------------------|-------------------------|------------------------|----------------------|-----|
| Building | 4 | 1 | 2 | 2 | 2 | 11 |
| Planning | 7 | 2 | 4 | 2 | 4 | 19 |
| Rangers | 1 | 17 | 8 | 6 | 9 | 41 |
| Health | 1 | | | | 1 | 2 |
| Parks | 3 | 2 | 1 | | | 6 |
| Engineering | 2 | | | | | 2 |
| Waste | 3 | 4 | 1 | 1 | 1 | 10 |
| Community Development | | 1 | 2 | 4 | | 7 |
| Rates | 7 | 7 | 8 | 9 | 5 | 36 |
| Assets/Project Delivery | | | | | | 0 |
| Infrastructure/Drainage/Roads | | | | | | |
| Fire | | | | | 1 | 1 |
| Facility Bookings | 2 | 5 | | 1 | 7 | 0 |
| Building Maintenance | | | | 1 | | 0 |
| PR | | | | | | 0 |
| IT | 1 | | | 1 | | 2 |
| HR | 2 | 1 | 4 | 5 | | 12 |
| Finance | | | | | | 0 |
| Deliveries | 5 | 2 | 1 | | 1 | 9 |
| Compliance | 1 | | | | | 1 |
| Pools | | | | | | 0 |
| Meetings | | 6 | 8 | 4 | | 18 |
| Total | 39 | 47 | 37 | 34 | 29 | 186 |

| | Monday | Tuesday | Wednesday | Thursday | Friday | |
|--------------------------------------|------------|------------|------------|------------|------------|-----|
| | 09.12.2024 | 10.12.2024 | 11.12.2024 | 12.12.2024 | 13.12.2024 | |
| Building | 1 | 6 | 3 | | 1 | 11 |
| Planning | 10 | 7 | 4 | 5 | 2 | 28 |
| Rangers | 3 | 7 | 9 | 2 | 8 | 29 |
| Health | | 2 | 1 | 1 | 2 | 6 |
| Parks | | | | | 1 | 1 |
| Engineering | | | 3 | | | 3 |
| Waste | 9 | 4 | | 5 | 2 | 20 |
| Community Development | | 3 | | | | 3 |
| Rates | 5 | 9 | 5 | 7 | 7 | 33 |
| Assets/Project Delivery | | | | | | 0 |
| Infrastructure/Drainage/Roads | | | | | | 0 |
| Fire | | 8 | | | 1 | 9 |
| Facility Bookings | 4 | 4 | 2 | 1 | 4 | 15 |
| Building Maintenance | | 2 | | | | 2 |
| PR | | | | | | 0 |
| IT | | 1 | 3 | | | 4 |
| HR | 1 | 1 | | | | 2 |
| Finance | | | | | 1 | 1 |
| Deliveries | 4 | 3 | 1 | 3 | 1 | 12 |
| Compliance | | | 1 | | | 1 |
| Pools | | | | | | |
| Meetings | 5 | 22 | 11 | 2 | | 40 |
| Total | 41 | 73 | 40 | 26 | 29 | 209 |

| | Monday | Tuesday | Wednesday | Thursday | Friday | |
|--------------------------------------|------------|------------|------------|------------|------------|-----|
| | 16.12.2024 | 17.12.2024 | 18.12.2024 | 19.12.2024 | 20.12.2024 | |
| Building | 2 | | 3 | 3 | | 8 |
| Planning | 4 | 3 | | 2 | 1 | 10 |
| Rangers | 2 | 4 | 6 | 3 | 1 | 16 |
| Health | | | | | | |
| Parks | | 1 | | 1 | 1 | 3 |
| Engineering | | | | | | |
| Waste | 5 | 2 | 1 | 4 | | 12 |
| Community Development | 1 | | | | | 1 |
| Rates | 11 | 14 | 11 | 10 | 5 | 51 |
| Assets/Project Delivery | | | | | | |
| Infrastructure/Drainage/Roads | | | | 1 | | 1 |
| Fire | 1 | | | | | 1 |
| Facility Bookings | 2 | | 1 | 6 | 3 | 12 |
| Building Maintenance | | | | | | |
| PR | | | | | | |
| IT | | | | | | |
| HR | | | 2 | 8 | | 10 |
| Finance | | | | | | |
| Deliveries | 3 | 1 | 1 | 2 | | 7 |
| Meetings | 5 | 2 | | | | 7 |
| Compliance | | | 1 | | | 1 |
| Pools | | | 1 | | | 1 |
| Records | 1 | | | 1 | | 2 |
| Total | 35 | 27 | 24 | 38 | 11 | 135 |

| | Monday | Tuesday | Wednesday | Thursday | Friday | |
|--------------------------------------|-------------------|-------------------|------------------|-----------------|---------------|------------|
| | 23.12.2024 | 24.12.2024 | | | | |
| Building | 2 | 1 | | | | |
| Planning | 5 | 1 | | | | |
| Rangers | 11 | | | | | |
| Health | | | | | | |
| Parks | | | | | | |
| Engineering | | | | | | |
| Waste | 3 | 2 | | | | |
| Community Development | | | | | | |
| Rates | 22 | 7 | | | | |
| Assets/Project Delivery | 1 | | | | | |
| Infrastructure/Drainage/Roads | | | | | | |
| Fire | | | | | | |
| Facility Bookings | 4 | | | | | |
| Building Maintenance | | | | | | |
| PR | | | | | | |
| IT | | | | | | |
| HR | 3 | | | | | |
| Finance | | | | | | |
| Deliveries | 5 | | | | | |
| Meetings | 2 | | | | | |
| Total | 56 | 10 | 0 | 0 | 0 | 66 |
| | | | | | TOTAL: | 596 |