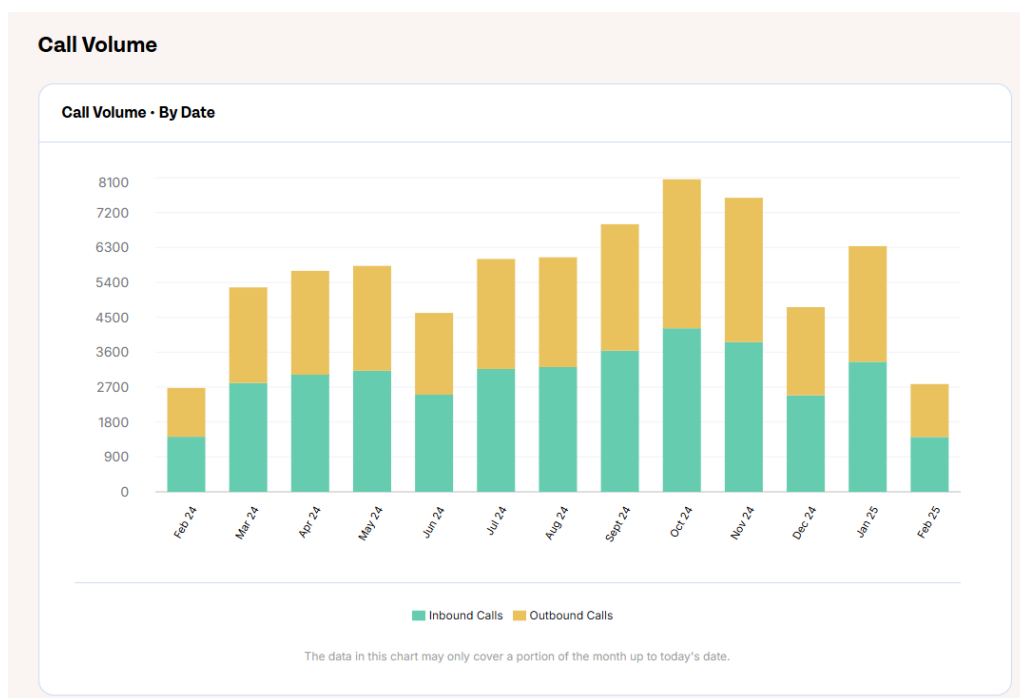
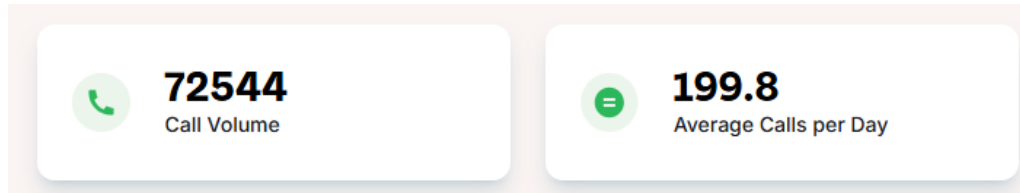
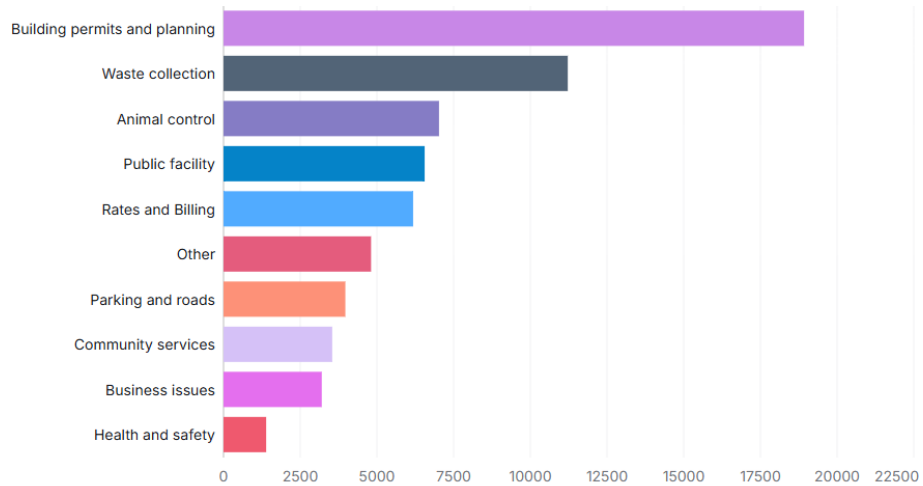


Customer Service (Front Counter) Call Report 2024



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