

## Appendix 2 – Key Performance Indicators

### Customer Contact Centre - Key Performance Indicators (KPI's)

	<b>Measure</b>	<b>Definition</b>	<b>Target</b>
<b>1</b>	Call Management	Number of calls answered by the agents within the specified timescales compared to total number of calls received	50% Calls answered within 1 minute
<b>2</b>	Call Management	Number of days that the service dropped below 40%	Daily service level does not drop below 40% of call answered within 1 minute
<b>3</b>	Email Management	Number of emails responded to within 5 working days compared to total number of emails received	100% responded to within 5 working day
<b>4</b>	Face to Face Management	Number of customers entering the reception areas must be seen within 5 minutes of their arrival compared to total number of customers, remainder within 15 minutes	80% of customers seen within 5 minutes of arrival
<b>5</b>	Switchboard Management	% of calls bailed to operator or requesting operator	50% Calls answered within 1 minute
<b>6</b>	Customer Satisfaction	% of randomly selected customers, across different channels are either satisfied or very satisfied	90%
<b>7</b>	Blue Badge Processing	% of Blue badge application and renewals processed within 4 weeks of receipt of complete application form	80%
<b>8</b>	Discretionary disabled Freedom Pass Processing	% of discretionary Disabled Freedom Pass applications and renewals processed within 4 weeks of receipt of complete application form	100%

### Web Management – Key Performance Indicators (KPI's)

<b>Title</b>	<b>Measure</b>	<b>Monitoring Frequency</b>	<b>Reporting Frequency</b>	<b>Target</b>
Critical Updates	% completed within 1 working hour	Daily	Monthly	100% within 1 working hour
Urgent Updates	% completed within 1 working day	Daily	Monthly	100% within 1 working day
Important Updates	% completed within 2 working days	Daily	Monthly	100% within 2 working days
Regular Updates	% completed within 5 working days	Daily	Monthly	100% within 5 working days