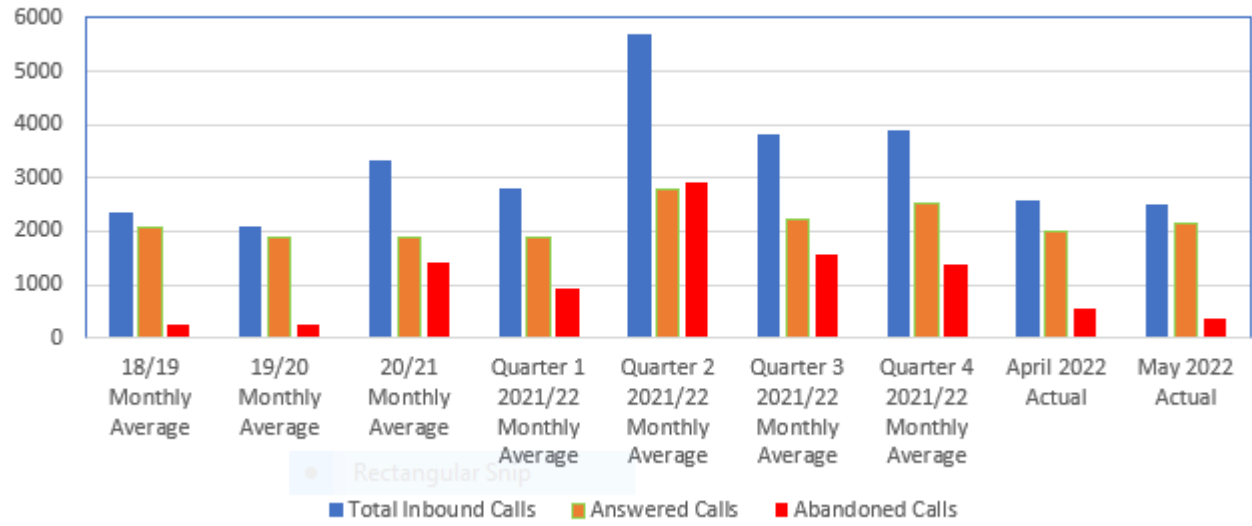


Appendix 2: Parking customer feedback and contact

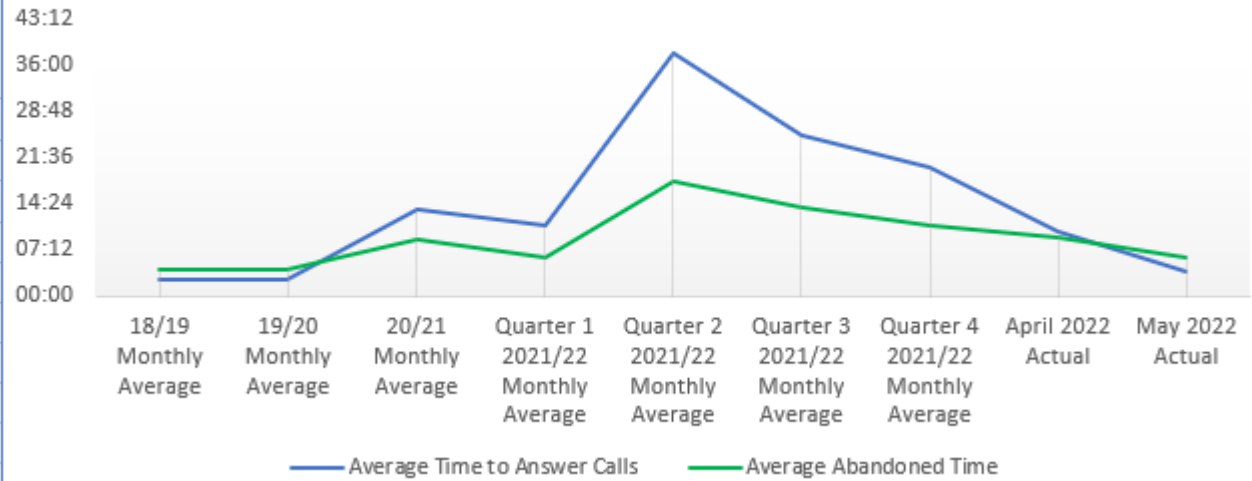
Table 1: Telephone calls

	18/19 Monthly Average	19/20 Monthly Average	20/21 Monthly Average	Quarter 1 2021/22 Monthly Average	Quarter 2 2021/22 Monthly Average	Quarter 3 2021/22 Monthly Average	Quarter 4 2021/22 Monthly Average	Apr-22 Actual	May-22 Actual
Total inbound calls	2371	2090	3347	2816	5695	3801	3900	2561	2518
Answered calls	2087	1888	1899	1901	2791	2232	2511	2015	2155
Average time to answer call	2 minutes 35 seconds	2 minutes 32 seconds	13 minutes 29 seconds	11 minutes	38 minutes	25 minutes	20 minutes	10 minutes	3 minutes 43 seconds
Abandoned calls	252	250	1397	915	2903	1568	1388	546	363
Average abandoned time	3.58 minutes	4.14 minutes	8.51 minutes	6 minutes	18 minutes	14 minutes	11 minutes	9 minutes	6 minutes
Percentage of calls abandoned	12%	11%	33%	26%	51%	41%	36%	21%	15%
Average call length	3.25 minutes	3.32 minutes	4.17 minutes	3.49 minutes	6.30 minutes	5.51 minutes	6.05 minutes	5.58 minutes	5.53 minutes

Inbound / Answered / Abandoned Calls



Average Call Answer Time / Call Abandoned Time



NB: there are over 36,000 resident parking permits issued

Table 2: Complaints

	Quarter average 18/19	Quarter Average 19/20	Quarter Average 20/21	Quarter 1 21/22	Quarter 2 21/22	Quarter 3 21/22	Quarter 4 21/22	Quarter 1 22/23
Stage 1 complaints	45	35	42	41	116	112	113	99

NB: Customer Feedback year runs March – February

