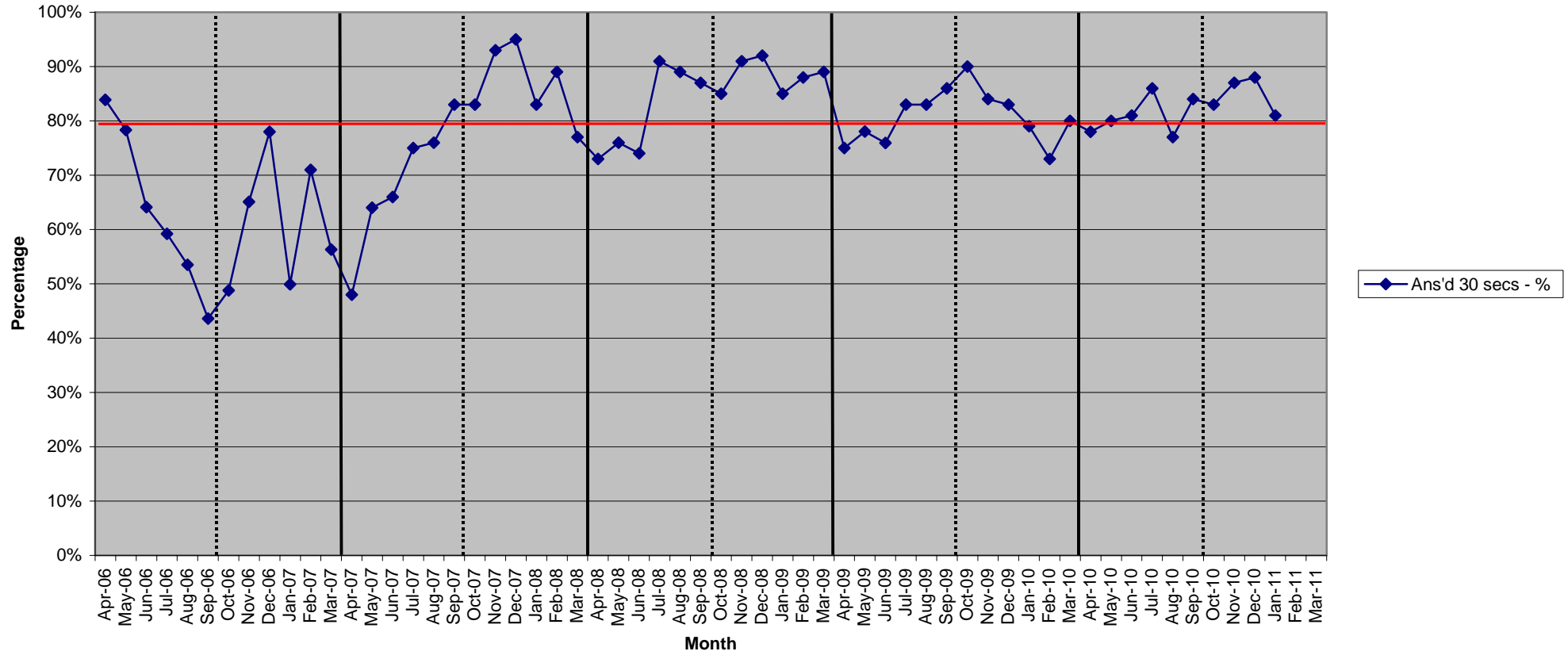
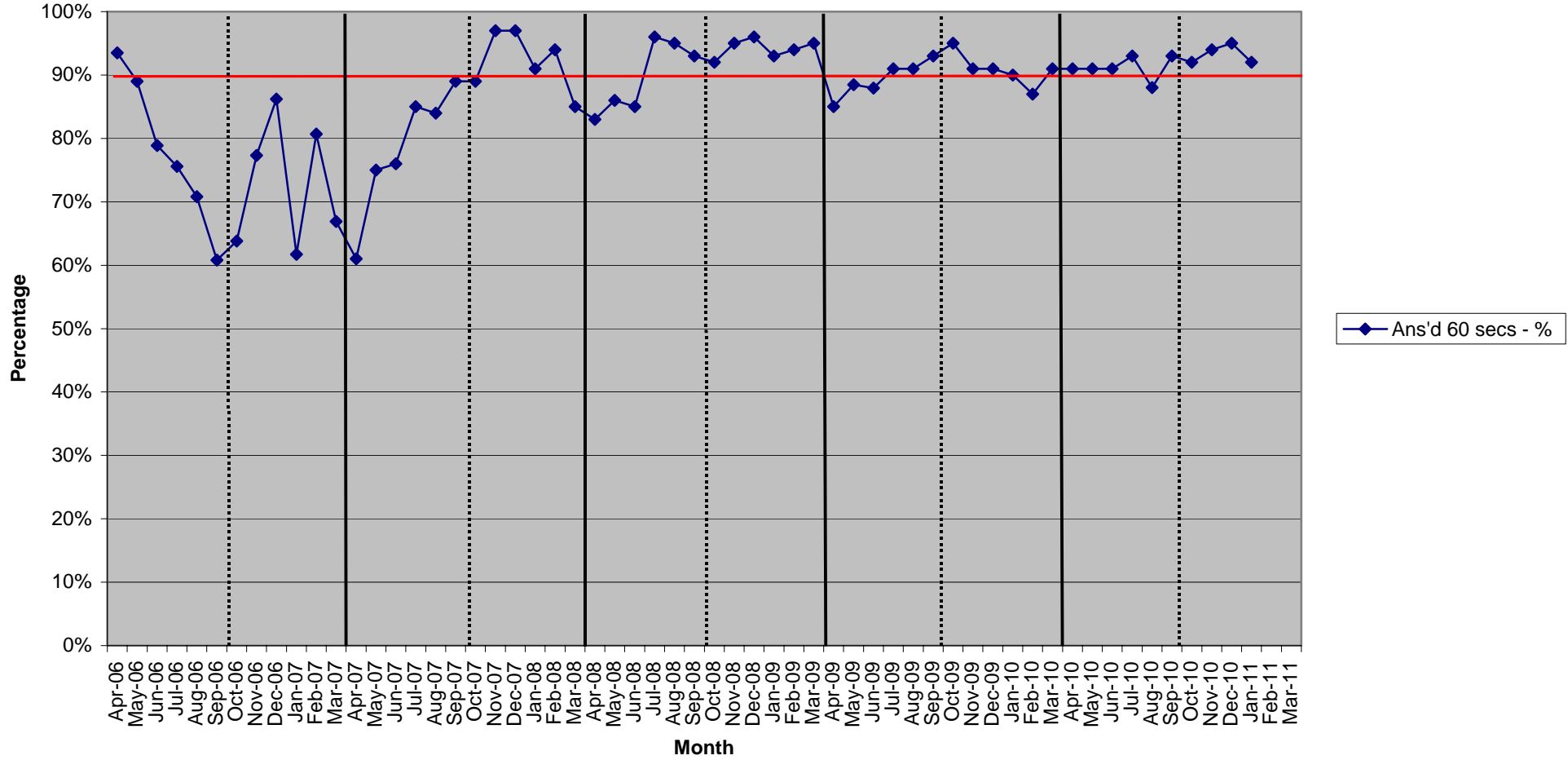


APPENDIX TWO – PERFORMANCE OF THE CUSTOMER FIRST TEAM OVER THE PERIOD OF THE SORT IT PLUS ROLL OUT PHASE ONE

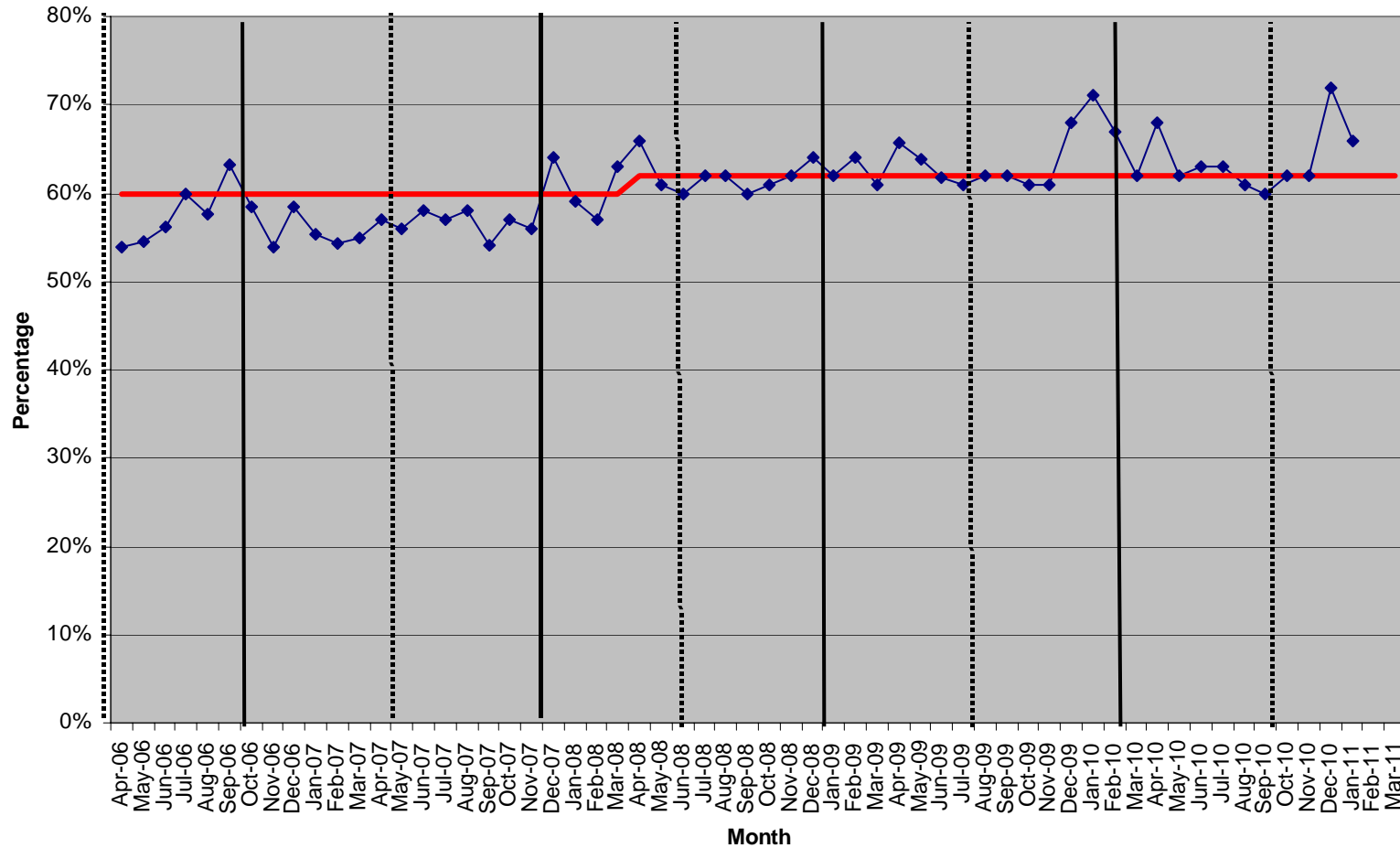
Calls Answered Within 30 secs



Calls Answered Within 60 secs



% Calls Resolved



Notes:
Dec10: Snow - High number of calls on waste/recycling resolved by team.
Apr10: General Election
Mar10: Garden Waste renewals and new subscribers
Feb10: CTAX bills
Jan10: Snow
Mar08 - Apr08: Waste rezoning

◆ % Calls Resolved