

To Governance and Property Services
From TCustomer Service Team Leaders
Date 31 August 2009
Subject Election Phone Calls
File No

The call flow to Council during the weeks prior to the 2008 Local Government increased considerably, especially the five days before the 13 September 2008.

To accommodate this additional call flow a casual staff member was employed on each of the 5 days prior to the election. The cost for the staff was \$962.00

The number of calls received at Council increased due to customers being informed by the "Election Information Centre" to "Phone your Local Council" when the customer's enquiry could have been addressed at the "Election Information Centre". The practice upset a large number of customers.

Table showing respective call flow comparisons

	August/September 2008		August/September 2007
Weekending 12/09/08	7,682	Weekending 14/09/07	6,293,
Weekending 5/09/08	6,424	Weekending 3/09/07	5,135
Weekending 29/08/08	6,438	Weekending 31/08/07	6,576
Weekending 22/08/08	6,022	Weekending 24/08/07	5,734
Weekending 15/08/08	6,587	Weekending 17/08/07	5,925

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 Customer Service Team Leaders