

**Appendix 1 - Customer Contact Centre Telephone Calls and Voice Mails 17 July 17 to 25 August 2017.**

Week Ending	Calls Received	Calls Abandoned	% Calls Abandoned	Voice Mails Received
21 July 2017	4,162	750	18.02	Unrecorded
28 July 2017	4,073	908	22.29	261
4 August 2017	3,528	707	20.04	224
11 August 2017	2,837	104	3.67	29
18 August 2017	2,692	40	1.49	0
25 August 2017	2,549	33	1.29	0
<b>Total</b>	<b>19,841</b>	<b>2,542</b>	<b>12.81</b>	<b>514</b>

**Refuse Collection - Calls Received & Abandoned**

