Customer Service Measures 2011-12

TO BE MONITORED BY CHIEF EXECUTIVE	2011-12 Target	April	May	June	July	August	September	October	November	December	January	February	March	2011-12 year to date
Driving Licences														
To deliver a 1st driving licence within 8 working days	98%	99.9%	99.5%	98.3%	98.6%	98.5%	98.4%	97.7%	99.1%	99.1%	99.6%	99.6%		98.9%
To deliver a vocational licence within 8 working days	98%	99.5%	99.7%	99.6%	99.5%	99.5%	98.6%	98.5%	98.7%	99.6%	99.5%	99.5%		99.3%
To deliver an ordinary driving licence within 10 working days	97%	99.6%	99.9%	99.5%	99.7%	99.5%	99.2%	99.4%	99.7%	99.7%	99.8%	99.9%		99.6%
To deliver a digital tachograph renewal in 8 working days	98%	98.1%*	99.5%*	99.5%*	99.5%*	99.0%*	99.4%*	97.9%*	98.4%*	99.8%	97.0%	99.3%		98.9%
Medical Investigations														
To conclude a simple case within 15 working days	88%	97.4%	96.8%	97.5%	97.8%	97.4%	97.0%	97.0%	97.0%	96.2%	87.7%	98.2%		96.4%
To conclude a complex case (one that requires further medical investigation) within 90 working days	85%	91.0%	91.9%	91.2%	90.5%	90.7%	90.7%	91.4%	91.0%	89.6%	88.8%	90.4%		90.7%
Vehicle Registration Document														
To deliver a first registration document, excluding cherished transfers, within 14 working days	95%	98.1%	97.5%	98.7%	98.2%	98.2%*	99.4%	98.1%*	99.5%*	99.6%	98.6%	99.7%		98.7%
To deliver a change on a registration certificate within 14 working days	95%	98.4%	96.8%	96.5%	96.7%	97.6%*	97.3%	97.7%*	98.5%*	98.5%	97.9%	99.4%		97.7%
To deliver a registration document from an application (notifying changes to the registration certificate) within 30 working days	95%	99.2%	99.2%	98.5%	97.9%	97.7%*	98.5%	98.4%*	98.8%*	98.5%	98.8%	98.9%		98.6%
Vehicle Excise Duty Refunds														
To deliver a refund due within 30 working days	95%	99.2%	99.7%	99.5%	99.5%	99.5%	99.5%	99.6%*	99.8%*	99.6%	99.8%	99.8%		99.6%
Customer Service														
To answer call demand	95%	98.2%	95.9%	96.8%	97.8%	97.3%	97.7%	98.7%	99.2%	99.3%	99.0%	99.2%		98.1%
To deliver quality of service in the Contact Centre	85%	90.1%	91.6%	91.7%	91.0%	93.8%	94.1%	94.2%	93.6%	94.8%	93.7%	95.7%		93.2%
To answer an email within 3 working days	95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
Keep average local office queuing time to no more than 15 minutes	15:00	11:18	11:16	10:14	11:20	10:32	10:07	10:43	08:36	09:53	12:17	09:38		10:35
To deliver a Cherished Transfer within 7 working days	95%	99.7%	100.0%	100.0%	99.9%	99.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
Customer Complaints														
To acknowledge a complaint within 1 working day	100%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
To maintain or improve on last year's performance sending a substantive response within 10 working days	98.0%	100.0%	100.0%	98.7%	100.0%	99.6%	100.0%	99.2%	99.6%	99.4%	100.0%	99.6%		99.7%
MP Correspondence														
To acknowledge correspondence within 1 working day	98%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
To maintain or improve on last year's performance sending a substantive response within 7 working days	98%	100.0%	98.6%	98.7%	99.5%	99.1%	99.1%	100.0%	97.3%	100.0%	98.6%	98.6%		99.0%

*Following a review of Customer Service Measures some of the results have been recalculated