

DEPARTMENT OF TRANSPORT — LICENSING CALLS RECEIVED

2500. Hon Alison Xamon to the Minister for Transport

I refer to the 131 156 telephone number, for contacting the Licensing Department, and ask —

- (1) How many calls are made to this line per month?
- (2) How many of the calls referred to in (1), are answered?
- (3) How many FTE customer service representatives are employed, either permanently or on contract, to work on the phone line in each of the years —
  - (a) 2006;
  - (b) 2007;
  - (c) 2008;
  - (d) 2009; and
  - (e) 2010?

Hon SIMON O'BRIEN replied:

- (1) 124 292 average for the last 12 months
- (2) 61 501 average for the last 12 months
- (3)
  - (a) 2006 — 41 Permanent, 17 Contract
  - (b) 2007 — 42 Permanent, 17 Contract
  - (c) 2008 — 49 Permanent, 11 Contract
  - (d) 2009 — 55 Permanent, 12 Contract
  - (e) 2010 — 58 Permanent, 15 Contract