

VEHICLE LICENSING — CALLS TO 131 156

4309. Hon Ken Travers to the Minister for Finance representing the Minister for Transport
I refer to the 131 156 telephone number for contacting the Licensing Department and I ask —

- (1) How many calls are made to this line per month from August 2010 to January 2011?
- (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 since August 2010 to January 2011?

Hon SIMON O'BRIEN replied:

The Department of Transport advises:

- (1)–(3) The percentage of calls answered is significantly higher than it was under the previous Labor Government and reflects the Liberal-National Government's commitment to fixing issues ignored by Labor and desire to help better service the community. Within the timeframe referred to by the member the DVS service centre (staffed by an average of 71FTE) answered an average of about 67 000 of the average 104 000 calls per month. The investment into better service by this Liberal-National State Government continued to result in improvements post the period referred to by the Member. This led to the DVS centre achieving its best ever service level result for calls answered in March 2011, with an achievement of 81.7 per cent. In June 2011 a result of almost 80 per cent was achieved. This compares to a result of just 8 per cent answered in July 2008 under the previous Labor government. This service level KPI has been reported on since December 2004 and this level of success was never achieved under the previous government. DVS regards this as the most significant milestone it has ever achieved.