

## Summary

Average Time to Resolve (in hours)

92.2

Number of Tickets Received (last 30 days)

363

Number of Tickets Received (Overall)

8398

Number of Tickets Resolved (last 30 days)

303

Number of Tickets Resolved (Overall)

8195

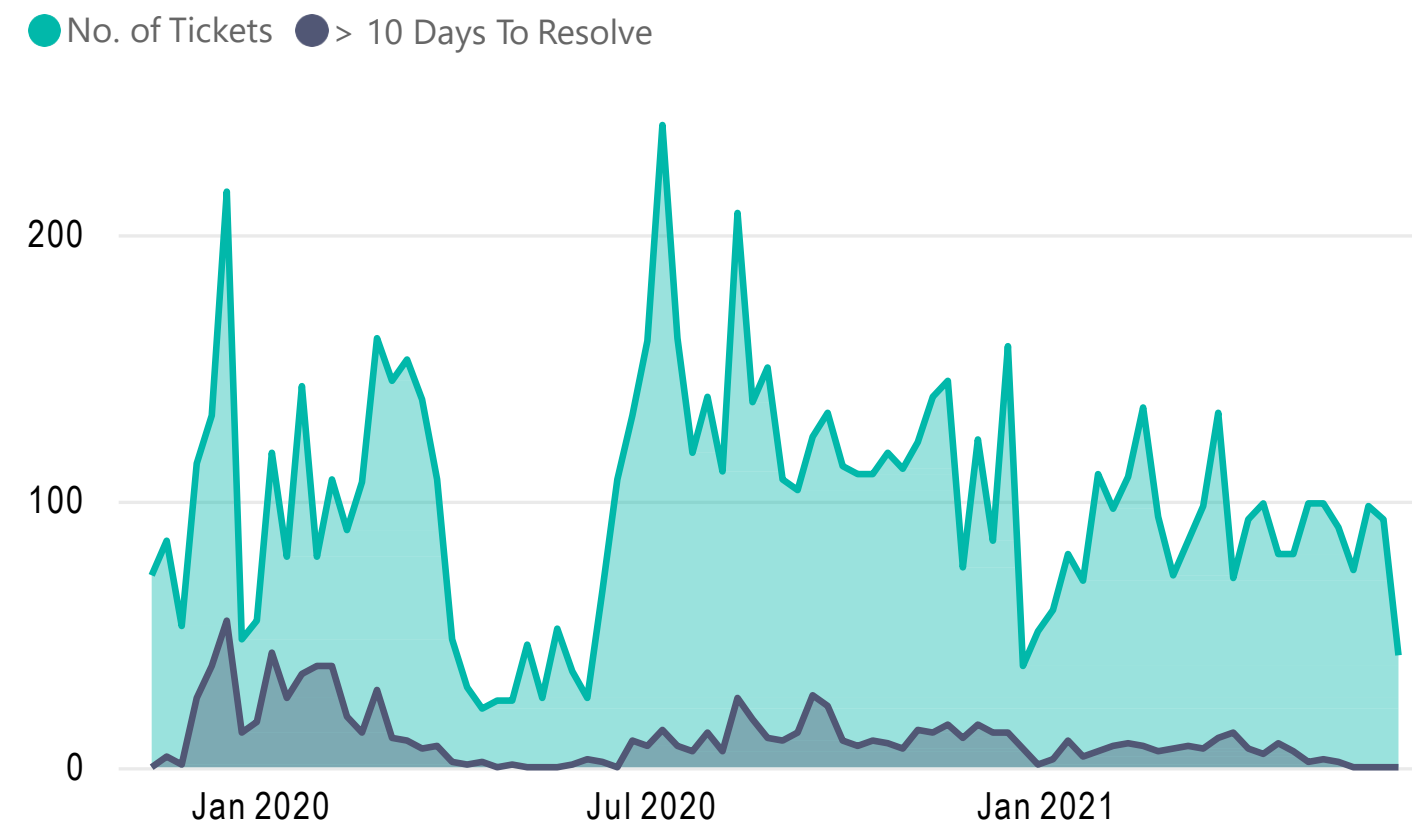
First Contact Resolution

78.2%

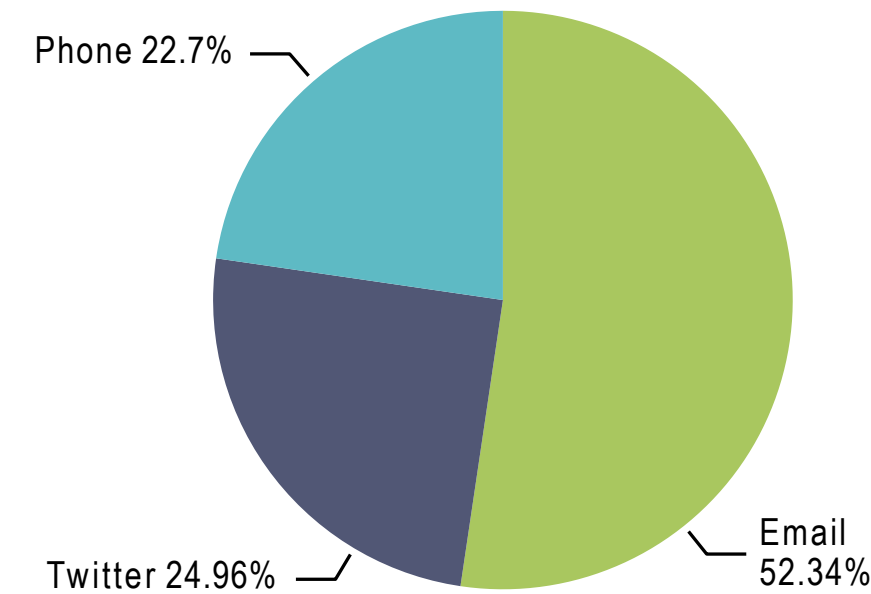
Number of Interactions

12K

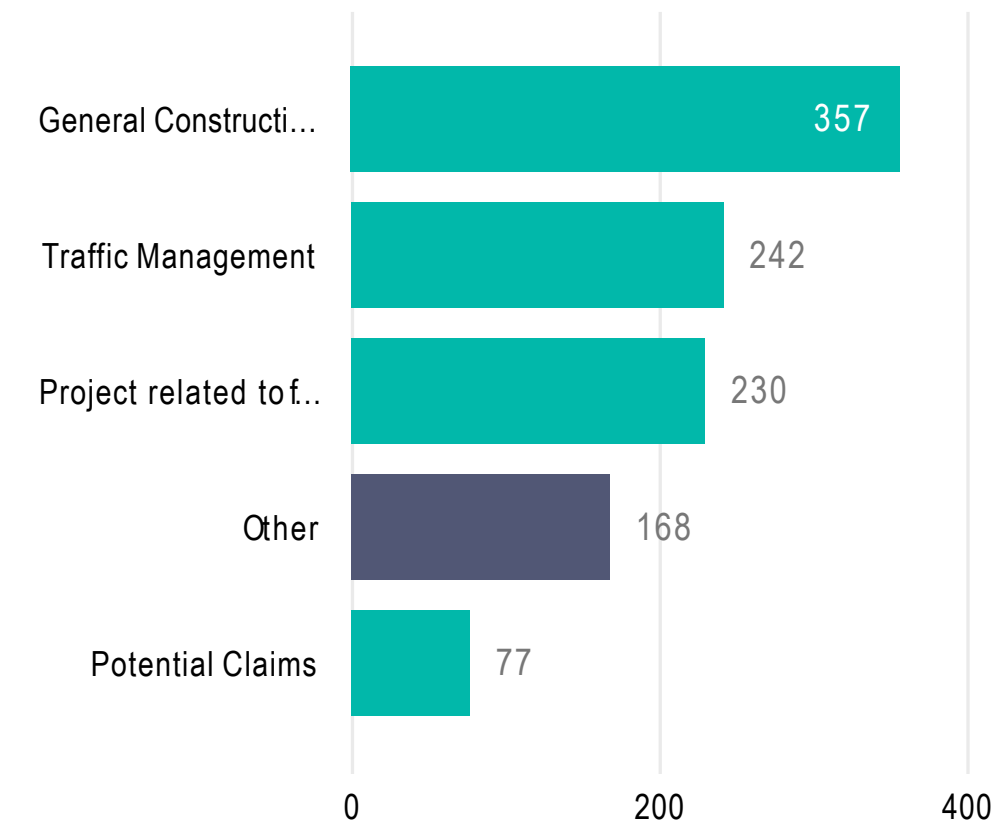
Number of Tickets by Week



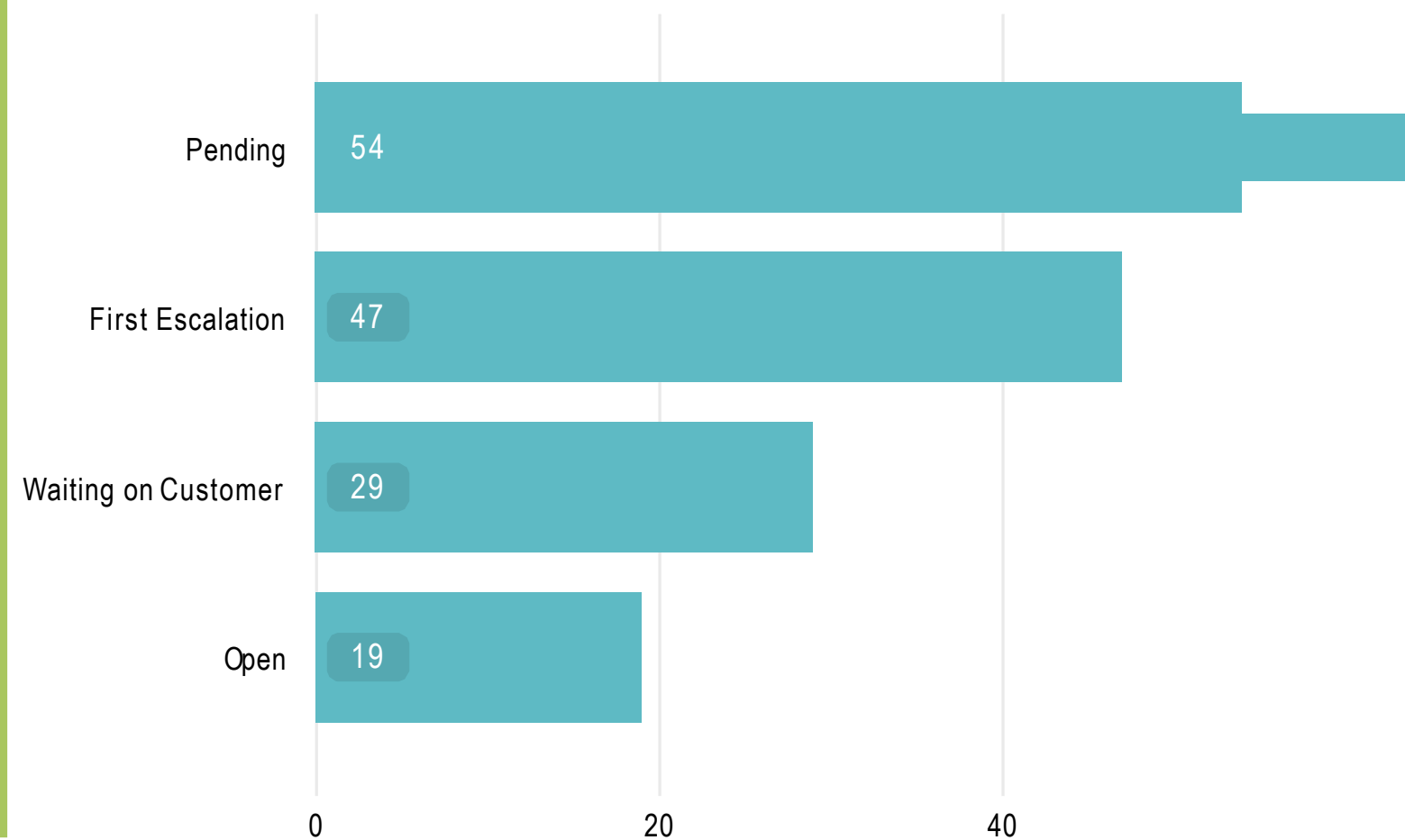
Source of Enquiries\*



Top 5 Enquiry Types\*



Number of Unresolved Tickets by Status\*



Longest Enquiries\*

| Type                       | Ave. Hours to Resolve |
|----------------------------|-----------------------|
| Business Continuity Fund   | 196.4                 |
| Lothian Buses              | 178.8                 |
| Potential Claims           | 152.2                 |
| General Construction Works | 98.3                  |
| Traffic Management         | 96.9                  |
| Cycling                    | 84.0                  |
| Timelines                  | 80.3                  |
| Parking                    | 75.2                  |

Average Time to Resolve (in hours) by Source\*

