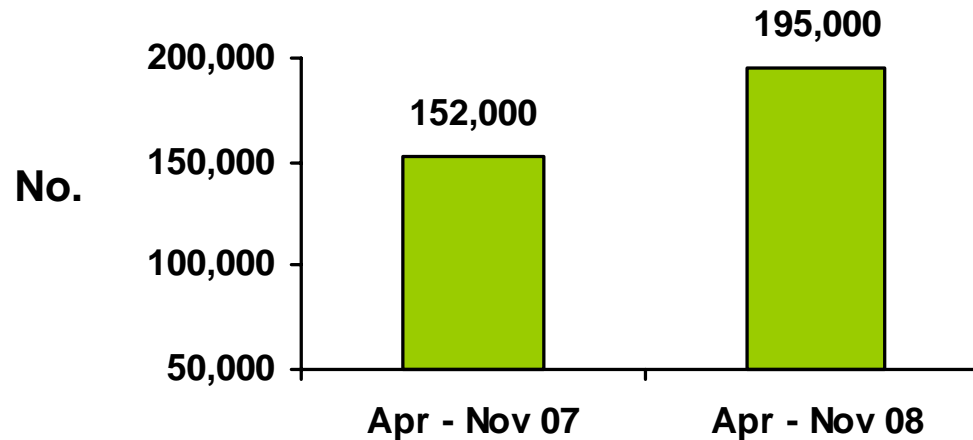


# DC+ Performance Information

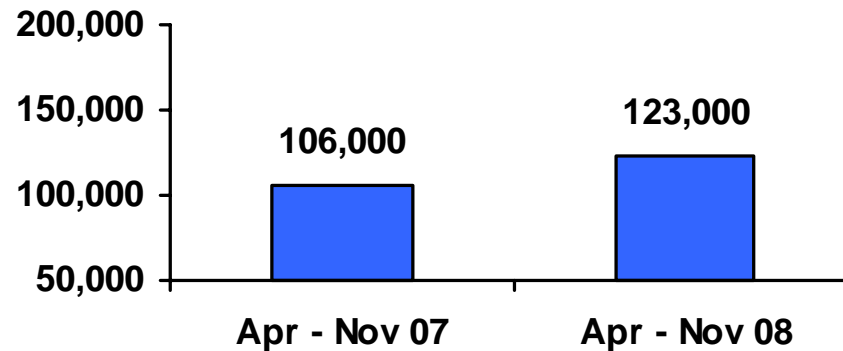
## Appendix B

### DC+ Telephone Calls Answered\*



(28% increase)

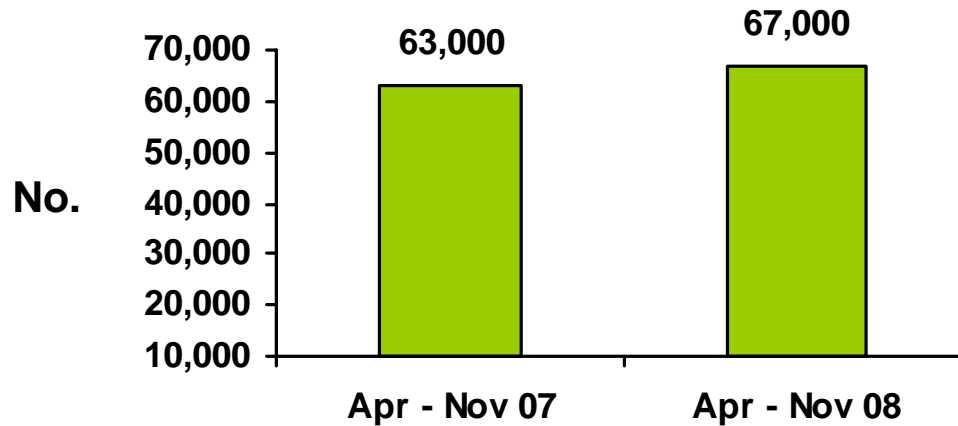
### DC+ Telephone Calls Answered with 30 seconds\*



(16% increase)

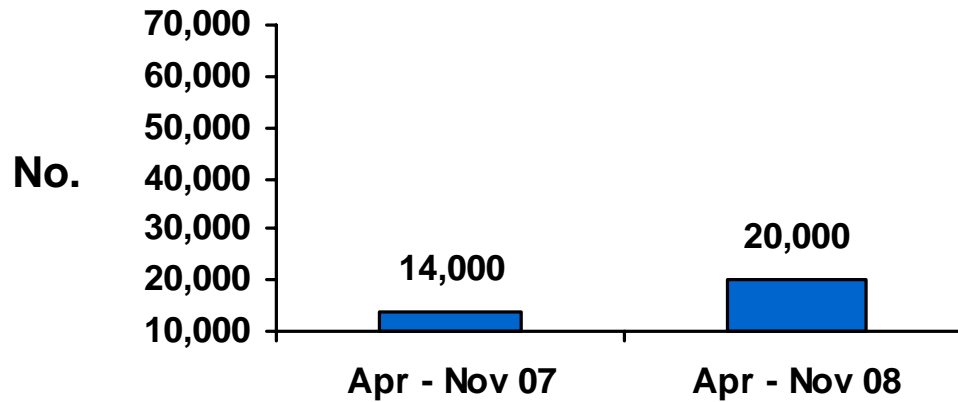
\*excludes switchboard

### DC+ Cash Payments Received



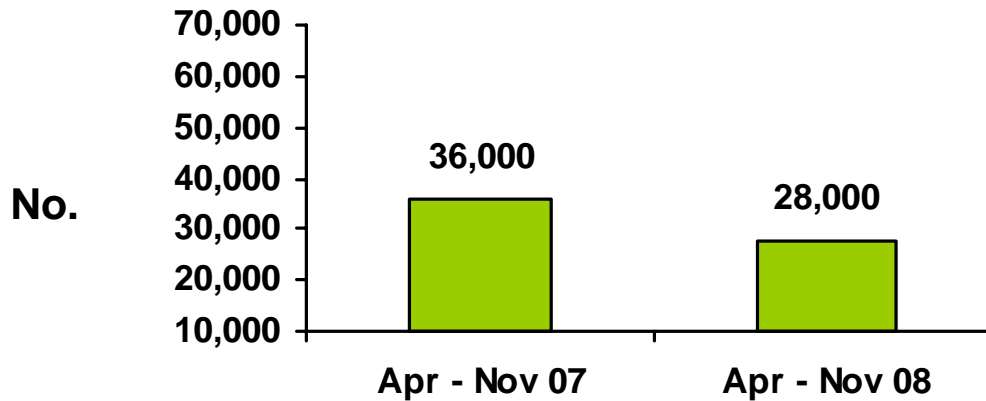
**(6% increase)**

### DC+ Card Payments Received



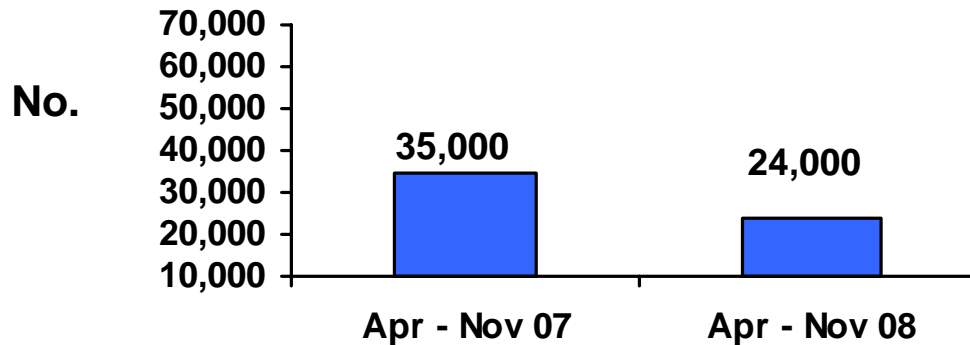
**(43% increase)**

## DC+ Face to Face Enquiries



(22% reduction largely due to increasing self service for cheque payments)

## DC+ Face to Face Enquiries seen within 10 minutes



(31% reduction largely due to reduction in number of face to face enquiries)