

Question on Notice

No. 934

Asked on 31 August 2004

MR WELLINGTON asked the Minister for Transport and Main Roads (MR LUCAS)—

QUESTION:

With reference to the at times unreasonable delays some customers experience at the Nambour Department of Transport Customer Service Centre – What will he do to increase staff numbers at the Nambour Customer Service Centre so that the staff are able to process customer counter inquiries and requests in a more timely manner?

ANSWER:

I thank the Honourable member for his question and for his interest in the issue.

Nambour Customer Service Centre (CSC) provided 95,635 transactions for the people of the Sunshine coast last financial year.

The average wait time for service at Nambour CSC was 7.7 minutes during July and 5.26 minutes in August. This is well within Queensland Transport's customer service standard of 10 minutes average wait. It is acknowledged that there will be times of heavy demand when the maximum wait time for customers may exceed this target.

The number of staffed counters that are open on average each day at Nambour CSC is 4 to 5. There are currently no plans to increase the staffing number at the Nambour CSC.

The waiting times at Nambour, as with all customer service centres, are monitored by management and resourcing adjustments are made in response to changes in demand. This involves the use of casual staff and at times the movement of staff between customer service centres.

In July 2004 the Nambour CSC installed an automated queuing system for the convenience of customers and to improve the quality of service. The queuing system provides the department with valuable information to assist in the rostering of staff and management of service levels. The installation of the new queuing system means that all customers can sit and wait rather than standing in a queue. Additional seating was installed in the centre when the queuing system was introduced. The majority of customers regard the queuing system and opportunity to sit and wait to be served as a worthwhile improvement to the standard of service.