

REQUEST 16287

The FOI request pertains to the council's website, app and/or online services that are designed for citizen use.

I request the following information that covers the timeframe, **1st January 2023 - 31st December 2023**.

1. How many citizens used the council's website, app or online services that are designed for citizen use in the year between 1st Jan 2023 - 31st Dec 2023?
2. What was the total number of unresolved queries or tickets related to the council's website, app and online services in this period?
3. What is the average waiting time for phone calls made to the council's customer service in this period?
4. What was the average resolution time for queries received through the council's website, app and online services during this time period?
5. What was the total cost of specifically maintaining the council's website, app and online services in this time period?
6. How many downtime incidents to the council's website, app or online services were recorded in the given timeframe, and what was the average downtime duration?
7. What is the average score for the council's website, app and online services user satisfaction survey in this time period?

RESPONSE

We can only capture visits (not users) for the Council's website which is 4,735 813

We have 108,000 active MyAccount users.

We don't have the means to calculate this as contact is not measured in this way and some go to various systems or mailboxes.

6 minutes 51 seconds

We don't have a way to calculate this as contact is not measured in this way and goes into various systems or mailboxes.

If you are referring to system maintenance from the providers, then please refer to our [Contract Register](#) for the cost of the Web and MyAccount platforms Zengenti and Jadu.

Most downtime events were small and due to patches and server restarts completed out of hours. We had 30 minutes downtime in total over 3 incidents – average 10 minutes.

We had one downtime out of our control which was 11 hours 49 minutes which started at 9pm.

We don't collect scores.