



In reply please quote 2019/08569/01

Mr Peter Malinauskas MP
Member for Croydon
488 PORT ROAD
WELLAND SA 5007

**PEOPLE AND BUSINESS
DIVISION**

77 Grenfell Street
Adelaide SA 5000

GPO Box 1533
Adelaide SA 5001

Telephone: 08 8343 2222
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ABN 92 366 288 135

Dear Mr Malinauskas,

**NOTICE OF DETERMINATION - REQUEST FOR ACCESS TO DOCUMENTS
UNDER THE FREEDOM OF INFORMATION ACT 1991**

I refer to your application made under the *Freedom of Information Act 1991* (the Act) which was received by the Department of Planning, Transport and Infrastructure on 08 July 2019.

You have requested access to:

"Data relating to Service SA Centre usage in the 2018/19 financial year. In particular, the annual, monthly, and weekly statistics for each Service SA branch in South Australia that shows the number of customers served, the number of transactions processed, and the average wait times for customers. From 01/07/2018 to 30/06/2019."

I have determined that access to all in scope information is granted and copies are enclosed.

In accordance with Premier and Cabinet Circular PC045, if you are given access to documents as a result of this FOI application, details of your application, and the documents to which access is given, will be published in the agency's disclosure log within 90 days from the date of this determination. Any private information will be removed. A copy of PC045 can be found at <http://dpc.sa.gov.au/what-we-do/services-for-government/premier-and-cabinet-circulars>. If you have any objection to this publication, please contact us within 30 days of receiving this determination.

Attached is an explanation of the provisions of the Act which details your rights to review this determination, and the process to be followed.

Should you have any enquiries concerning your application please contact

Yours sincerely



Sam Rodrigues
Accredited Freedom of Information Officer

19 August 2019

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YOUR RIGHTS TO REVIEW

INTERNAL REVIEW

If you are dissatisfied or concerned with the decision of this Agency regarding access to documents or the request for amendment to your personal records, you can apply for an Internal Review of that decision.

To apply for an Internal Review you must write a letter addressed to the Principal Officer or lodge an Internal Review application form with the Principal Officer of this Agency. The legislated application fee must accompany all applications, unless the fee was waived in the original Freedom of Information application, in which case there would be no fee payable for the application. The application must be lodged within 30 days after being notified of the decision.

The Agency will undertake the Internal Review and advise you of its decision within 14 days of receipt of the application.

Where the decision was made by the Minister or Principal Officer of the Agency, you are unable to request an Internal Review but you can apply for an External Review by the Ombudsman, or the South Australian Civil and Administrative Tribunal.

You are unable to apply for an Internal Review regarding a decision to extend the time limit for dealing with an application but you can apply for an External Review.

EXTERNAL REVIEW BY THE OMBUDSMAN

If the Agency does not deal with your Internal Review application within 14 calendar days (or you remain unhappy with the outcome of the Internal Review) you are entitled to an External Review by the Ombudsman SA.

You may also request an External Review by the Ombudsman if you have no right to an Internal Review.

The application for review by the Ombudsman should be lodged within 30 days after the date of a determination. The Ombudsman's Office, at their discretion, may extend this time limit.

Investigations by the Ombudsman are free. Further information is available from the Office of the Ombudsman by telephone on 8226 8699 or toll free 1800 182 150 (within SA).

APPEAL TO THE SOUTH AUSTRALIAN CIVIL AND ADMINISTRATIVE TRIBUNAL (SACAT)

If you are still dissatisfied with the decision made by this Agency after an Internal Review or after a review by the Ombudsman, you can request a review from SACAT.

You must exercise your right of review to SACAT within 30 calendar days after being advised of the determination or the results of any other Internal or Ombudsman Review. Any costs will be determined by SACAT, where applicable. For more information, contact;

South Australian Civil and Administrative Tribunal (SACAT)

Phone: 1800 723 767

Email: sacat@sacat.sa.gov.au

SCHEDULE OF DOCUMENTS - FREEDOM OF INFORMATION APPLICATION NUMBER					2019/08569/01	
Document Number	Description of Document	Date of Document	Author	Determination Release / Refuse Access	Schedule Clause Applied	
1	Service SA Centre summary FY19	July 2019	DPTI	Release		

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NOTES

These notes should be read when considering the enclosed statistical information

- a) The enclosed data is for Financial Year FY19 (01/07/2018 to 30/06/2019 inc).
- b) Metropolitan centres and one regional centre utilise a computerised ticketing system that provides customer volumes and wait times at these centres.
- c) The remaining Regional centres now use an online ticket system that can report on customer volumes. However as this was only implemented during FY19, a full year of data is not available and therefore customer volumes were not provided.
- d) The remaining Regional centres do not utilise a system that can reliably report on customer wait times. Therefore, for these centres, no wait times are provided.
- e) For transaction volumes, a 'Transaction' is defined as a customer interaction that resulted in a record being updated, and/or a payment made, and/or an official document issued.
- f) Where information is recorded as being viewed only, it is considered an 'Enquiry' and have been excluded from this dataset.
- g) Transactions that are 'system generated' or relate to an 'Administration' function are excluded from this dataset.

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Number of Customers served

FY19 Week ending	BRANCH												
	Adelaide	Elizabeth	Gawler	Marion	Mile End	Mitcham	Modbury	Mount Gambier	Port Adelaide	Prospect	Regency Park	Seaford Meadows	Tranmere
Fri, 06 Jul 18	1,482	2,750	1,498	2,349	727	1,503	2,036	1,126	2,008	2,006	1,166	1,780	1,869
Fri, 13 Jul 18	1,423	2,851	1,530	2,484	676	1,415	1,985	1,113	1,915	2,056	1,169	1,935	1,817
Fri, 20 Jul 18	1,372	2,921	1,491	2,390	741	1,547	2,177	1,152	1,961	2,059	1,290	1,964	1,820
Fri, 27 Jul 18	1,488	2,932	1,532	2,428	735	1,546	1,997	1,166	1,980	2,080	1,132	1,927	1,863
Fri, 03 Aug 18	1,464	2,714	1,538	2,441	682	1,425	1,895	1,147	1,950	2,139	1,220	1,921	1,744
Fri, 10 Aug 18	1,332	2,744	1,478	2,309	736	1,432	1,912	1,147	1,837	2,061	1,196	1,819	1,670
Fri, 17 Aug 18	1,478	2,796	1,517	2,288	626	1,575	2,043	1,138	1,856	2,062	1,188	1,970	1,778
Fri, 24 Aug 18	1,416	2,817	1,528	2,331	673	1,464	2,005	1,174	1,886	1,941	1,247	1,942	1,659
Fri, 31 Aug 18	1,428	2,778	1,456	2,358	600	1,492	2,111	1,212	1,880	1,983	1,198	1,809	1,688
Fri, 07 Sep 18	1,458	2,679	1,534	2,379	647	1,498	2,151	1,225	1,838	2,020	1,213	1,907	1,657
Fri, 14 Sep 18	1,456	2,688	1,551	2,399	646	1,421	2,085	1,095	1,859	1,938	1,190	1,881	1,618
Fri, 21 Sep 18	1,408	2,598	1,491	2,373	650	1,473	2,047	1,141	1,848	2,000	1,252	1,861	1,589
Fri, 28 Sep 18	1,534	2,771	1,618	2,298	702	1,489	2,116	1,184	2,018	2,100	1,260	1,933	1,674
Fri, 05 Oct 18	1,329	2,408	1,246	2,060	662	1,345	1,749	1,035	1,738	1,733	1,004	1,602	1,471
Fri, 12 Oct 18	1,503	2,815	1,506	2,466	752	1,557	1,975	1,177	1,878	2,009	1,168	1,905	1,710
Fri, 19 Oct 18	1,424	2,682	1,560	2,294	761	1,367	1,896	1,147	1,647	2,000	1,233	1,841	1,614
Fri, 26 Oct 18	1,379	2,701	1,422	2,359	751	1,456	1,905	1,143	1,937	2,055	1,198	1,828	1,566
Fri, 02 Nov 18	1,401	2,643	1,401	2,302	735	1,400	1,926	1,144	1,847	1,978	1,204	1,860	1,692
Fri, 09 Nov 18	1,344	2,684	1,486	2,273	726	1,406	1,858	1,176	1,835	2,014	1,345	1,978	1,646
Fri, 16 Nov 18	1,528	2,758	1,551	2,291	1,178	1,530	1,959	1,205	1,922	2,093	1,290	1,984	1,670
Fri, 23 Nov 18	1,460	2,709	1,409	2,230	966	1,454	1,968	1,195	1,874	1,924	1,242	1,919	1,642
Fri, 30 Nov 18	1,561	2,776	1,550	2,419	767	1,492	2,075	1,223	1,997	2,125	1,281	1,947	1,695
Fri, 07 Dec 18	1,427	2,709	1,413	2,302	779	1,422	2,001	1,190	1,975	1,973	1,282	1,832	1,713
Fri, 14 Dec 18	1,471	2,804	1,539	2,361	782	1,565	2,120	1,242	1,998	2,078	1,234	1,963	1,688
Fri, 21 Dec 18	1,658	2,868	1,693	2,476	849	1,637	2,237	1,387	2,038	2,143	1,436	2,127	1,944
Fri, 28 Dec 18	681	1,615	697	1,303	387	911	1,075	579	996	1,150	673	1,035	1,056
Fri, 04 Jan 19	1,026	2,186	1,212	1,994	549	1,253	1,541	910	1,521	1,618	845	1,562	1,482
Fri, 11 Jan 19	1,563	2,992	1,653	2,528	824	1,647	2,155	1,260	2,071	2,132	1,256	2,185	1,894
Fri, 18 Jan 19	1,515	2,985	1,691	2,501	737	1,569	2,053	1,218	1,999	2,081	1,255	2,125	1,830
Fri, 25 Jan 19	1,517	2,965	1,692	2,439	722	1,589	1,944	1,298	1,889	2,052	1,218	2,084	1,859
Fri, 01 Feb 19	1,462	2,654	1,535	2,243	618	1,359	1,762	1,177	1,800	1,780	1,137	1,825	1,550
Fri, 08 Feb 19	1,564	2,977	1,759	2,435	707	1,516	2,040	1,300	2,007	1,976	1,317	2,060	1,699
Fri, 15 Feb 19	1,569	2,879	1,704	2,384	734	1,586	1,961	1,231	1,907	1,976	1,290	2,037	1,705
Fri, 22 Feb 19	1,608	2,866	1,641	2,455	804	1,527	1,975	1,226	1,971	2,106	1,314	1,973	1,794
Fri, 01 Mar 19	1,620	2,791	1,619	2,525	777	1,511	1,957	1,262	1,870	2,027	1,295	1,979	1,749
Fri, 08 Mar 19	1,726	2,859	1,607	2,484	730	1,517	2,057	1,176	1,945	2,103	1,341	1,966	1,740
Fri, 15 Mar 19	1,446	2,480	1,347	2,075	681	1,280	1,775	1,074	1,639	1,808	1,150	1,695	1,521
Fri, 22 Mar 19	1,699	2,878	1,703	2,369	942	1,449	2,018	1,096	1,720	2,116	1,382	1,948	1,870
Fri, 29 Mar 19	1,632	2,654	1,539	2,289	841	1,455	1,905	1,146	1,925	2,031	1,334	1,944	1,675
Fri, 05 Apr 19	1,529	2,585	1,489	2,243	787	1,505	1,899	1,114	1,808	1,924	1,275	1,898	1,628
Fri, 12 Apr 19	1,545	2,632	1,500	2,245	806	1,407	1,864	1,120	1,544	1,978	1,309	1,805	1,615
Fri, 19 Apr 19	1,353	2,411	1,389	1,926	647	1,321	1,665	959	1,529	1,735	1,018	1,658	1,492
Fri, 26 Apr 19	1,065	2,032	1,270	1,808	548	1,117	1,461	780	1,369	1,522	851	1,422	1,277
Fri, 03 May 19	1,573	2,877	1,641	2,276	815	1,463	2,054	1,195	1,896	2,046	1,248	2,045	1,699
Fri, 10 May 19	1,438	2,700	1,463	2,179	841	1,389	1,782	1,101	1,754	2,032	1,240	1,839	1,614

Number of Customers served

FY19 Week ending	BRANCH												
	Adelaide	Elizabeth	Gawler	Marion	Mile End	Mitcham	Modbury	Mount Gambier	Port Adelaide	Prospect	Regency Park	Seaford Meadows	Tranmere
Fri, 17 May 19	1,480	2,683	1,500	2,210	859	1,334	1,879	1,090	1,845	1,968	1,190	1,831	1,588
Fri, 24 May 19	1,445	2,663	1,455	2,104	834	1,279	1,873	1,124	1,771	1,904	1,168	1,796	1,597
Fri, 31 May 19	1,411	2,573	1,110	2,056	796	1,074	1,808	1,071	1,738	1,928	1,178	1,641	1,607
Fri, 07 Jun 19	1,431	2,753	1,425	2,183	818	1,361	1,883	1,048	1,762	1,933	1,261	1,753	1,580
Fri, 14 Jun 19	1,287	2,347	1,193	1,885	724	777	1,602	963	1,552	1,713	1,045	1,555	1,422
Fri, 21 Jun 19	1,523	2,731	1,474	2,159	884	1,366	1,879	1,132	1,742	1,901	1,272	1,837	1,625
Fri, 28 Jun 19	1,542	2,703	1,663	2,261	831	1,311	1,981	1,230	1,780	2,034	1,316	1,856	1,733

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Average Wait Time (mm:ss)

FY19	BRANCH												
	Week ending	Adelaide	Elizabeth	Gawler	Marion	Mile End	Mitcham	Modbury	Mount Gambier	Port Adelaide	Prospect	Regency Park	Seaford Meadows
Fri, 06 Jul 18	10:07	06:44	04:46	07:11	25:52	08:49	08:05	08:03	04:14	10:22	07:42	04:15	09:18
Fri, 13 Jul 18	15:50	08:40	05:57	11:30	18:23	09:16	05:00	06:42	05:53	09:43	05:33	08:02	08:12
Fri, 20 Jul 18	11:54	08:04	07:52	11:04	27:06	15:38	08:49	11:54	10:57	13:09	10:27	06:18	10:19
Fri, 27 Jul 18	13:52	07:07	06:36	10:26	31:04	09:15	07:16	06:23	06:55	11:49	10:43	04:17	12:15
Fri, 03 Aug 18	17:04	09:34	06:20	08:08	25:33	08:26	06:14	06:49	04:24	11:36	18:18	05:28	09:31
Fri, 10 Aug 18	11:32	07:30	08:10	11:57	37:34	09:10	05:53	07:52	07:16	07:32	09:36	05:42	10:54
Fri, 17 Aug 18	12:11	10:19	06:51	10:11	19:27	09:27	04:16	07:46	10:11	08:20	09:53	04:21	11:37
Fri, 24 Aug 18	09:59	05:02	06:57	09:22	29:16	08:05	04:31	08:11	03:55	09:42	06:54	05:19	08:39
Fri, 31 Aug 18	09:55	08:05	08:11	07:02	26:28	07:37	06:16	08:20	05:54	08:48	15:06	07:03	07:29
Fri, 07 Sep 18	10:44	03:19	05:58	09:37	31:09	10:14	08:58	06:55	06:34	09:38	06:40	04:44	09:53
Fri, 14 Sep 18	07:09	04:55	04:35	08:33	24:42	07:48	10:16	05:50	06:20	11:30	07:08	04:08	10:29
Fri, 21 Sep 18	12:31	04:18	04:54	10:56	21:38	06:47	12:18	07:22	07:49	13:49	08:19	06:39	10:43
Fri, 28 Sep 18	15:30	03:36	08:36	07:03	30:28	07:43	06:47	08:41	07:01	07:07	07:21	05:59	08:43
Fri, 05 Oct 18	14:13	05:55	12:09	07:00	33:38	15:16	11:46	07:39	03:39	06:09	05:53	05:44	13:52
Fri, 12 Oct 18	10:46	05:05	05:18	10:29	30:47	14:37	06:39	05:52	04:29	06:49	12:51	04:11	10:50
Fri, 19 Oct 18	10:54	03:51	08:13	09:16	43:52	08:30	06:45	07:34	05:19	09:08	06:15	03:39	08:14
Fri, 26 Oct 18	09:46	03:20	03:48	07:51	31:34	08:31	08:15	09:46	05:38	04:52	09:41	03:12	06:13
Fri, 02 Nov 18	10:36	04:31	10:21	08:24	28:35	07:45	13:29	09:26	05:57	04:55	06:41	04:18	09:05
Fri, 09 Nov 18	11:36	04:54	06:15	11:56	27:27	06:50	17:41	08:09	03:39	06:45	07:54	07:03	08:35
Fri, 16 Nov 18	10:40	03:51	04:44	06:58	43:33	08:06	10:24	07:45	06:52	04:43	05:19	09:06	09:38
Fri, 23 Nov 18	13:38	03:55	04:53	09:31	34:28	07:39	11:50	08:09	05:50	04:49	04:29	06:11	08:29
Fri, 30 Nov 18	11:59	03:26	04:52	11:28	23:50	06:43	06:23	05:46	05:03	08:06	05:13	05:02	08:34
Fri, 07 Dec 18	14:25	02:51	03:26	12:42	27:32	08:19	09:39	05:44	04:24	06:34	08:28	05:29	08:34
Fri, 14 Dec 18	16:20	04:44	04:58	13:16	29:57	08:11	08:02	05:47	07:33	07:32	05:12	07:47	10:56
Fri, 21 Dec 18	19:39	05:13	06:03	10:22	35:58	16:12	08:48	10:55	07:33	09:09	07:19	06:42	12:17
Fri, 28 Dec 18	05:55	03:58	03:16	11:20	20:35	11:16	10:56	06:00	05:26	08:32	03:07	05:27	09:36
Fri, 04 Jan 19	09:31	03:23	08:09	16:43	29:22	13:57	12:27	07:46	05:59	06:03	03:00	04:33	10:45
Fri, 11 Jan 19	15:31	05:16	07:54	16:13	30:57	11:33	15:13	08:11	11:32	10:47	03:27	05:16	11:13
Fri, 18 Jan 19	11:14	03:42	05:15	13:15	34:32	09:34	12:30	10:44	08:48	13:45	04:10	06:59	16:41
Fri, 25 Jan 19	14:33	04:38	06:32	13:38	28:33	18:07	11:02	08:44	06:22	11:20	04:48	06:15	18:22
Fri, 01 Feb 19	12:41	05:34	07:18	15:10	35:36	11:45	13:26	09:09	08:20	18:50	05:48	08:51	12:58
Fri, 08 Feb 19	12:02	04:46	06:24	13:40	34:54	13:35	08:41	08:40	08:01	10:24	06:59	06:36	11:13
Fri, 15 Feb 19	09:19	05:17	04:35	11:34	33:31	07:36	07:28	08:24	07:10	11:27	04:38	07:02	07:25
Fri, 22 Feb 19	18:37	03:56	04:45	12:08	32:13	07:21	04:55	06:38	09:26	13:21	04:53	05:38	10:01
Fri, 01 Mar 19	17:41	04:19	04:30	08:34	35:10	06:11	08:58	07:56	06:05	07:28	05:52	09:00	11:07
Fri, 08 Mar 19	17:51	04:48	06:15	09:49	39:00	08:13	07:02	08:17	07:57	06:28	04:53	10:58	12:02
Fri, 15 Mar 19	26:20	03:54	04:57	17:29	23:29	10:37	10:06	08:28	08:42	10:28	10:17	15:26	09:17
Fri, 22 Mar 19	15:34	04:59	04:33	10:50	25:07	09:41	09:09	05:44	09:08	09:00	06:48	08:38	09:41
Fri, 29 Mar 19	12:45	04:02	04:00	10:16	32:03	12:56	04:46	06:38	08:20	07:21	06:13	07:54	06:12
Fri, 05 Apr 19	13:03	03:17	05:35	07:04	38:48	09:45	05:17	05:03	05:10	06:37	06:03	04:25	09:41
Fri, 12 Apr 19	08:15	04:18	04:06	10:43	42:07	10:20	08:51	07:04	11:22	05:55	05:17	05:54	08:34
Fri, 19 Apr 19	15:50	04:01	05:53	12:55	36:17	11:20	07:57	07:40	19:08	07:54	06:10	08:52	11:39
Fri, 26 Apr 19	23:59	12:16	09:02	11:36	40:58	28:51	13:08	13:50	14:22	11:13	12:32	21:36	15:23
Fri, 03 May 19	10:21	03:45	06:55	07:42	31:45	08:30	08:26	08:05	07:26	06:48	09:26	10:18	10:06

Average Wait Time (mm:ss)

FY19 Week ending	BRANCH												
	Adelaide	Elizabeth	Gawler	Marion	Mile End	Mitcham	Modbury	Mount Gambier	Port Adelaide	Prospect	Regency Park	Seaford Meadows	Tranmere
Fri, 10 May 19	10:25	05:09	02:04	06:41	39:08	06:27	05:42	07:21	05:27	06:42	08:44	03:53	08:21
Fri, 17 May 19	10:18	02:56	02:24	10:14	33:57	08:14	03:11	05:54	04:30	05:30	04:12	04:36	06:05
Fri, 24 May 19	05:36	04:20	02:53	12:47	38:52	07:13	03:14	06:13	05:54	07:32	04:50	08:43	08:36
Fri, 31 May 19	10:22	04:07	03:10	04:27	30:46	05:22	04:37	05:10	04:57	06:12	05:01	14:02	07:33
Fri, 07 Jun 19	12:05	06:09	02:42	07:32	38:46	05:05	04:58	04:59	04:32	05:59	04:11	12:21	07:02
Fri, 14 Jun 19	13:40	09:09	03:50	08:41	42:13	11:18	06:28	06:37	06:24	08:09	05:59	08:35	10:08
Fri, 21 Jun 19	12:18	07:51	02:36	12:56	47:35	07:12	07:26	05:12	06:42	06:39	09:28	08:25	06:24
Fri, 28 Jun 19	10:15	06:45	04:07	14:36	39:28	12:07	06:41	05:07	06:35	06:50	07:40	05:29	08:54

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Number of Customers served

FY19	BRANCH												
	Month	Adelaide	Elizabeth	Gawler	Marion	Mile End	Mitcham	Modbury	Mount Gambier	Port Adelaide	Prospect	Regency Park	Seaford Meadows
Jul	6,410	12,572	6,710	10,715	3,141	6,634	8,949	5,023	8,695	9,123	5,276	8,424	8,136
Aug	6,473	12,731	6,858	10,663	3,055	6,765	9,212	5,352	8,578	9,264	5,530	8,643	7,772
Sep	5,856	10,736	6,194	9,449	2,645	5,881	8,399	4,645	7,563	8,058	4,915	7,582	6,538
Oct	6,509	12,192	6,552	10,649	3,360	6,568	8,671	5,160	8,299	9,015	5,339	8,295	7,386
Nov	6,420	11,984	6,579	10,045	3,938	6,439	8,640	5,285	8,376	8,916	5,626	8,569	7,320
Dec	5,463	10,488	5,610	8,895	2,915	5,826	7,775	4,587	7,328	7,716	4,814	7,292	6,744
Jan	6,491	12,633	7,124	10,697	3,168	6,772	8,703	5,383	8,512	8,848	5,246	8,987	7,908
Feb	6,418	11,569	6,793	9,815	3,038	6,182	7,960	5,049	7,815	8,116	5,238	8,113	6,955
Mar	6,812	11,472	6,517	9,756	3,342	6,013	8,138	4,753	7,616	8,470	5,461	7,948	7,162
Apr	6,203	10,840	6,310	9,265	3,139	5,997	7,769	4,463	7,081	8,050	4,989	7,621	6,778
May	6,636	12,316	6,507	9,782	3,794	5,892	8,516	5,091	8,173	8,987	5,488	8,314	7,339
Jun	5,783	10,534	5,755	8,488	3,257	4,815	7,345	4,373	6,836	7,581	4,894	7,001	6,360

Average Wait Time (mm:ss)

FY19	BRANCH												
	Month	Adelaide	Elizabeth	Gawler	Marion	Mile End	Mitcham	Modbury	Mount Gambier	Port Adelaide	Prospect	Regency Park	Seaford Meadows
Jul	13:11	08:09	06:14	09:57	25:16	10:35	07:18	08:16	06:50	11:05	10:05	05:53	10:05
Aug	11:49	07:38	07:26	09:21	28:41	08:33	05:18	07:46	06:24	09:11	10:52	05:24	09:33
Sep	11:31	04:02	06:03	09:03	27:03	08:08	09:33	07:13	06:56	10:28	07:22	05:22	09:56
Oct	11:25	04:34	07:32	08:42	33:19	11:16	09:13	07:46	05:06	06:32	08:27	04:10	09:48
Nov	11:42	04:00	05:42	09:50	34:07	07:20	11:21	07:47	05:15	05:59	05:51	06:38	08:41
Dec	15:05	04:10	04:40	12:17	29:31	10:57	09:13	07:21	06:43	07:49	06:16	06:21	10:16
Jan	13:04	04:37	07:08	14:54	31:33	13:16	12:51	09:08	08:02	12:17	04:28	06:32	14:46
Feb	14:20	04:36	05:05	11:57	34:45	09:03	07:41	07:58	07:48	11:12	05:27	06:44	10:04
Mar	17:52	04:26	04:57	11:29	29:38	10:01	08:03	07:16	08:30	08:10	06:51	10:42	09:10
Apr	14:19	05:30	06:13	10:36	39:24	14:08	08:32	08:29	12:14	07:45	07:16	09:55	11:29
May	09:03	04:01	03:10	08:00	34:41	06:38	04:46	06:00	04:55	06:23	06:17	07:42	07:29
Jun	12:00	07:25	03:19	11:02	42:07	08:36	06:23	05:26	06:03	06:52	06:52	08:40	08:04

Transaction Volume

FY19 Month	BRANCH																				
	Adelaide	Elizabeth	Gawler	Marion	Mile End	Mitcham	Modbury	Mount Gambier	Port Adelaide	Prospect	Regency Park	Seaford Meadows	Tranmere	Berri	Kadina	Murray Bridge	Naracoorte	Port Augusta	Port Lincoln	Port Pirie	Whyalla
Jul	12,117	22,872	12,531	20,503	5,688	12,292	16,173	10,189	15,769	17,522	14,568	17,712	14,693	10,724	9,377	13,977	3,397	5,422	5,737	6,604	7,686
Aug	12,186	23,090	11,644	19,762	5,858	13,791	15,884	10,099	14,884	17,981	15,894	17,892	14,819	10,061	9,670	12,818	3,667	5,114	5,870	6,748	9,949
Sep	11,213	19,009	11,081	17,315	5,097	12,239	14,353	8,713	13,316	15,701	13,717	15,709	12,503	8,867	7,643	12,022	3,101	4,246	5,112	5,658	8,715
Oct	12,424	22,643	11,987	20,665	6,183	13,433	14,900	10,305	14,823	16,906	13,874	17,805	13,695	10,823	8,144	13,753	3,619	5,075	6,206	6,739	7,028
Nov	12,287	21,735	11,541	19,219	6,887	12,814	15,464	10,377	14,282	16,703	14,549	17,573	14,102	10,628	8,854	13,658	3,591	4,910	6,545	6,315	6,042
Dec	10,227	19,192	9,392	16,272	5,670	10,321	13,649	8,739	12,918	14,534	12,164	14,707	11,583	10,480	7,823	11,141	3,164	4,161	4,940	5,608	7,824
Jan	11,512	21,939	11,529	19,882	5,801	14,132	15,399	9,794	14,698	16,570	13,212	18,412	14,110	11,041	7,780	13,213	3,307	5,189	6,213	6,103	8,047
Feb	11,723	20,787	11,297	18,526	6,171	13,009	14,232	10,007	13,560	15,104	14,166	16,963	13,638	7,532	8,442	12,369	3,235	5,565	5,752	6,068	6,070
Mar	12,645	20,556	10,700	18,571	6,896	13,008	14,328	9,468	12,982	15,590	14,903	15,862	12,709	8,250	8,274	12,505	3,050	4,856	5,573	6,204	5,531
Apr	11,451	18,873	9,922	17,668	6,160	12,085	13,599	8,494	12,187	14,775	13,572	15,528	12,573	8,657	8,504	11,733	3,075	4,584	5,388	5,825	5,309
May	11,995	21,537	10,760	19,028	7,576	12,563	15,101	10,054	14,501	16,536	14,010	16,658	14,138	9,830	8,886	12,951	3,150	4,629	6,104	6,572	8,654
Jun	10,630	18,136	9,263	16,337	6,481	11,405	13,045	8,055	12,229	13,825	12,689	13,819	12,429	9,194	7,591	10,821	2,519	3,873	4,576	5,145	6,837

RELEASED UNDER FOIA ACT

Number of Customers served

FY19	BRANCH														Service SA Total
	Adelaide	Elizabeth	Gawler	Marion	Mile End	Mitcham	Modbury	Mount Gambier	Port Adelaide	Prospect	Regency Park	Seaford Meadows	Tranmere		
Customers Served	75,474	140,067	77,509	118,219	38,792	73,784	100,077	59,164	94,872	102,144	62,816	96,789	86,398		1,126,105

Average Wait Time (mm:ss)

FY19	BRANCH														Service SA Total
	Adelaide	Elizabeth	Gawler	Marion	Mile End	Mitcham	Modbury	Mount Gambier	Port Adelaide	Prospect	Regency Park	Seaford Meadows	Tranmere		
Average Wait Time	12:57	05:17	05:40	10:35	32:41	09:55	08:21	07:34	07:00	08:39	07:11	06:57	09:59		09:59

Transaction Volume

FY19	BRANCH																				Service SA Total	
	Adelaide	Elizabeth	Gawler	Marion	Mile End	Mitcham	Modbury	Mount Gambier	Port Adelaide	Prospect	Regency Park	Seaford Meadows	Tranmere	Berri	Kadina	Murray Bridge	Naracoorte	Port Augusta	Port Lincoln	Port Pirie		Whyalla
Transactions	140,410	250,369	131,647	223,748	74,468	151,092	176,127	114,294	166,149	191,747	167,318	198,640	160,992	116,087	100,988	150,961	38,875	57,624	68,016	73,589	87,692	2,840,833

RELEASED UNDER FOIA ACT