

MANDURAH LICENSING CENTRE

1971. Mr D.A. Templeman to the Minister for Transport:

I refer to the Mandurah Licensing Centre in Mandurah and ask:

- (a) what was the full-time equivalent (FTE) staff allocation to the Mandurah Licensing Centre in 2009;
- (b) what is the FTE staff allocation to the Mandurah Licensing Centre in 2014;
- (c) how many across counter transactions were recorded at this Centre, on average, in 2009;
- (d) how many across counter transactions were recorded at this Centre, on average, in 2013; and
- (e) what are the average wait times for customers at this Centre to be seen by a staff member?

Mr D.C. Nalder replied:

The **Department of Transport** advises:

- (a) 19 FTE
- (b) 16 FTE
- (c) The automated queue system was installed in June 2009 and became live in December 2009. The average number of transactions per day for December was 343.
- (d) 339 per day
- (e) 9 minutes 50 seconds.