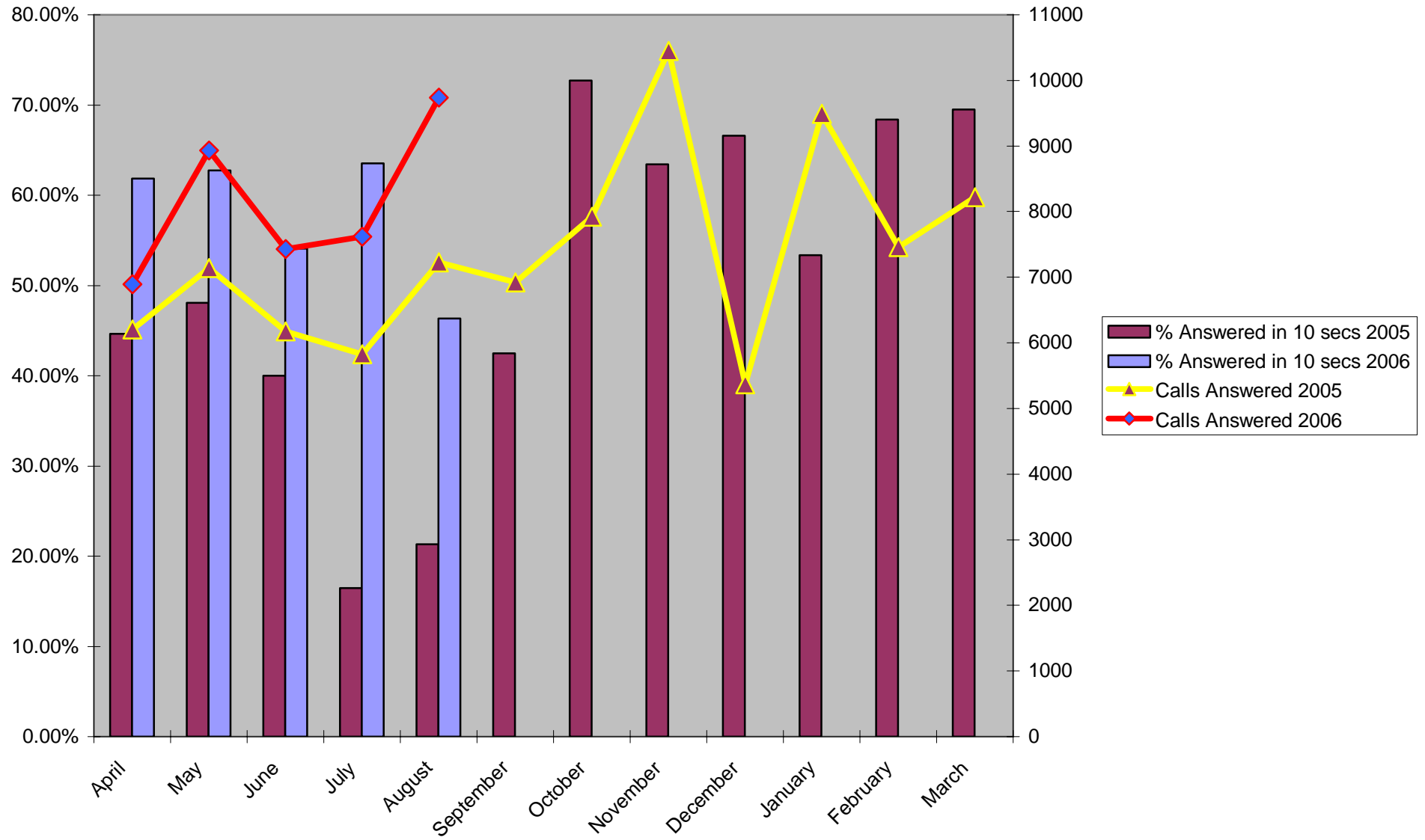


Enquiry Centre Usage and Service level achieved



Enquiry Centre Usage and Service level achieved

	% Answered in 10 secs 2005	Average Abandon Call Rate 2005	Average time to answer in seconds 2005	Calls Answered 2005
April	44.63%	30.00%	62	6202
May	48.07%	24.89%	49	7143
June	40.00%	28.29%	62	6178
July	16.45%	37.04%	137	5828
August	21.33%	32.84%	114	7225
September	42.50%	21.63%	77	6924
October	72.70%	8.89%	11	7925
November	63.44%	11.78%	25	10447
December	66.60%	11.78%	22	5369
January	53.36%	17.79%	41	9490
February	68.40%	8.56%	18	7462
March	69.50%	9.12%	14	8224
Total	50.58%	20.22%	45	88417

	% Answered in 10 secs 2006	Average Abandon Call Rate 2006	Average time to answer in seconds 2006	Calls Answered 2006
April	61.8%	10.4%	22	6894
May	62.8%	10.3%	23	8933
June	54.1%	13.6%	29	7432
July	63.6%	9.9%	23	7617
August	46.3%	15.9%	51	9736
Total	57.7%	12.0%	23	40612