



## Key Performance Indicators

Period 1 October to 31 December 2008

### Call Answering Times

Month	30 Seconds (Target 80%)	60 Seconds (Target 96.5%)
October	94.69%	98.37%
November	93.07%	97.63%
December	91.53%	97.07%

Total calls for the period - 134,211

Highest intake period – 0900-1000

### Line availability October 2008

% of total calls rejected in system handshake was 0.04%      The target set by TSA is 1%

% of total calls rejected at exchange (line busy) was 0.2%      The target set by TSA is 0.5%

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### Contact details

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