



Key Performance Indicators

Period 1 January to 31st March 2010

Call Answering Times

Month	30 Seconds (Target 80%)	60 Seconds (Target 96.5%)
January	98.43%	99.94%
February	98.32%	99.89%
March	98.53%	99.95%

- Total calls for the period - 110,945
- Highest intake period – 10.00 am -11. 00am

Contact details

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