

Key Performance Indicators**Period 1 January to 31 March 2009****Call Answering Times**

Month	30 Seconds (Target 80%)	60 Seconds (Target 96.5%)
January	92.77%	97.60%
February	93.87%	97.92%
March	95.00%	98.34%

Total calls for the period - 110,236

Highest intake period – 10.00-11.00

12/01/09

Contact details

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