



Key Performance Indicators

Period 1 January to 31 March 2011

Call Answering Times

Month	60 Seconds (Target 98.5%)	180 Seconds (Target 99%)
January	98.69	99.89
February	98.41	99.91
March	98.63	99.96

Total calls for period – 121,486

Highest intake period – 1000-1100

6 / 4 / 11

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