



## Key Performance Indicators

Period 1 April to 30<sup>th</sup> June 2010

### Call Answering Times

Month	30 Seconds (Target 80%)	60 Seconds (Target 96.5%)
April	97.21%	98.71%
May	98.41%	99.88%
June	98.71%	99.98%

Total calls for the period - 113,985

Highest intake period – 1000-1100

6/7/10

### **Contact details**

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