



Key Performance Indicators

Period 1 October to 31 December 2010

Call Answering Times

Month	60 Seconds (Target 98.5%)	180 Seconds (Target 99%)
October	98.59	99.88
November	98.84	99.93
December	96.95	99.80

Total calls for period – 142,663

Highest intake period – 10.00 am -11. 00 am

6/1/11

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