



Key Performance Indicators Call Answering Times

1 October 2018 - 31 December 2018

Month	60 Seconds (Target 98.5%)	180 Seconds Target 99%
October	99.49%	99.93%
November	97.95%	99.93%
December	97.80%	99.99%

Total calls for period - 298,643
Highest intake period - 0900-1000

1 July 2018 - 30 September 2018

Month	60 Seconds (Target 98.5%)	180 Seconds Target 99%
July	97.96%	99.81%
August	96.85%	99.71%
September	96.81%	99.84%

Total calls for period - 250,440
Highest intake period - 0900-1000

1 April 2018 - 30 June 2018

Month	60 Seconds (Target 98.5%)	180 Seconds Target 99%
April	97.27%	99.71%
May	97.59%	99.86%
June	96.90%	99.68%

Total calls for period - 200,987
Highest intake period - 0900-1000

1 January 2018 - 31 March 2018

Month	60 Seconds (Target 98.5%)	180 Seconds Target 99%
January	97.72%	99.91%
February	97.79%	99.87%
March	95.84%	100%

Total calls for period - 185,808
Highest intake period - 0800-0900

1 October 2017 - 31 December 2017

Month	60 Seconds (Target 98.5%)	180 Seconds Target 99%
October	98.09%	99.92%
November	97.39%	99.79%
December	96.02%	99.71%

Total calls for period - 196,009

Highest intake period - 0800-0900