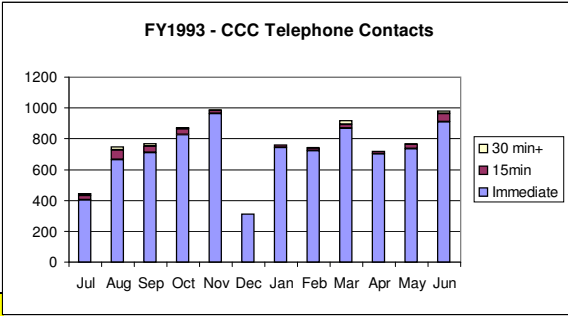


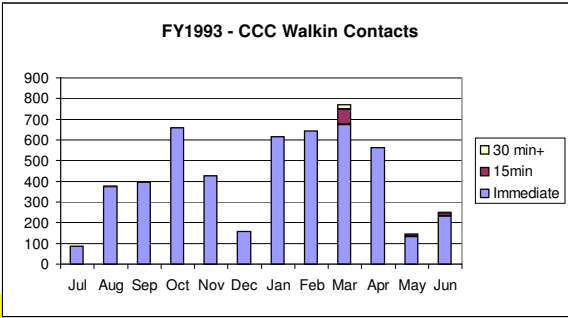
ITS - Computer Consulting Center Response Rates

FY1993

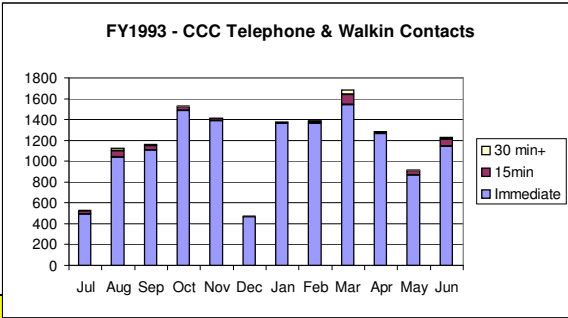
| Calls | Immediate | 15min | 30 min+ | Total | Immed % | 15 min % | 30 min+% |
|---------------|-------------|------------|------------|-------------|---------------|--------------|--------------|
| Jul | 403 | 30 | 10 | 443 | 90.97% | 6.77% | 2.26% |
| Aug | 665 | 60 | 24 | 749 | 88.79% | 8.01% | 3.20% |
| Sep | 710 | 43 | 14 | 767 | 92.57% | 5.61% | 1.83% |
| Oct | 827 | 38 | 7 | 872 | 94.84% | 4.36% | 0.80% |
| Nov | 965 | 21 | 2 | 988 | 97.67% | 2.13% | 0.20% |
| Dec | 310 | 1 | 0 | 311 | 99.68% | 0.32% | 0.00% |
| Jan | 745 | 13 | 1 | 759 | 98.16% | 1.71% | 0.13% |
| Feb | 724 | 17 | 3 | 744 | 97.31% | 2.28% | 0.40% |
| Mar | 869 | 25 | 22 | 916 | 94.87% | 2.73% | 2.40% |
| Apr | 702 | 17 | 1 | 720 | 97.50% | 2.36% | 0.14% |
| May | 734 | 29 | 7 | 770 | 95.32% | 3.77% | 0.91% |
| Jun | 909 | 54 | 16 | 979 | 92.85% | 5.52% | 1.63% |
| Totals | 8563 | 348 | 107 | 9018 | 94.95% | 3.86% | 1.19% |



| Walkins | Immediate | 15min | 30 min+ | Total | Immed % | 15 min % | 30 min+% |
|---------------|-------------|------------|-----------|-------------|---------------|--------------|--------------|
| Jul | 87 | 0 | 0 | 87 | 100.00% | 0.00% | 0.00% |
| Aug | 374 | 2 | 0 | 376 | 99.47% | 0.53% | 0.00% |
| Sep | 396 | 0 | 0 | 396 | 100.00% | 0.00% | 0.00% |
| Oct | 659 | 1 | 0 | 660 | 99.85% | 0.15% | 0.00% |
| Nov | 426 | 0 | 0 | 426 | 100.00% | 0.00% | 0.00% |
| Dec | 159 | 0 | 0 | 159 | 100.00% | 0.00% | 0.00% |
| Jan | 617 | 0 | 0 | 617 | 100.00% | 0.00% | 0.00% |
| Feb | 642 | 0 | 0 | 642 | 100.00% | 0.00% | 0.00% |
| Mar | 674 | 75 | 20 | 769 | 87.65% | 9.75% | 2.60% |
| Apr | 562 | 0 | 0 | 562 | 100.00% | 0.00% | 0.00% |
| May | 132 | 14 | 0 | 146 | 90.41% | 9.59% | 0.00% |
| Jun | 231 | 15 | 3 | 249 | 92.77% | 6.02% | 1.20% |
| Totals | 4959 | 107 | 23 | 5089 | 97.45% | 2.10% | 0.45% |



| Combined | Immediate | 15min | 30 min+ | Total | Immed % | 15 min % | 30 min+% |
|---------------|--------------|------------|------------|--------------|---------------|--------------|--------------|
| Jul | 490 | 30 | 10 | 530 | 92.45% | 5.66% | 1.89% |
| Aug | 1039 | 62 | 24 | 1125 | 92.36% | 5.51% | 2.13% |
| Sep | 1106 | 43 | 14 | 1163 | 95.10% | 3.70% | 1.20% |
| Oct | 1486 | 39 | 7 | 1532 | 97.00% | 2.55% | 0.46% |
| Nov | 1391 | 21 | 2 | 1414 | 98.37% | 1.49% | 0.14% |
| Dec | 469 | 1 | 0 | 470 | 99.79% | 0.21% | 0.00% |
| Jan | 1362 | 13 | 1 | 1376 | 98.98% | 0.94% | 0.07% |
| Feb | 1366 | 17 | 3 | 1386 | 98.56% | 1.23% | 0.22% |
| Mar | 1543 | 100 | 42 | 1685 | 91.57% | 5.93% | 2.49% |
| Apr | 1264 | 17 | 1 | 1282 | 98.60% | 1.33% | 0.08% |
| May | 866 | 43 | 7 | 916 | 94.54% | 4.69% | 0.76% |
| Jun | 1140 | 69 | 19 | 1228 | 92.83% | 5.62% | 1.55% |
| Totals | 13522 | 455 | 130 | 14107 | 95.85% | 3.23% | 0.92% |



| Totals | Immediate | 15min | 30 min+ | Total | Immed % | 15 min % | 30 min+% |
|---------------|--------------|------------|------------|--------------|---------------|--------------|--------------|
| Calls | 4959 | 107 | 23 | 5089 | 97.45% | 2.10% | 0.45% |
| Walkins | 13522 | 455 | 130 | 14107 | 95.85% | 3.23% | 0.92% |
| Totals | 18481 | 562 | 153 | 19196 | 96.28% | 2.93% | 0.80% |