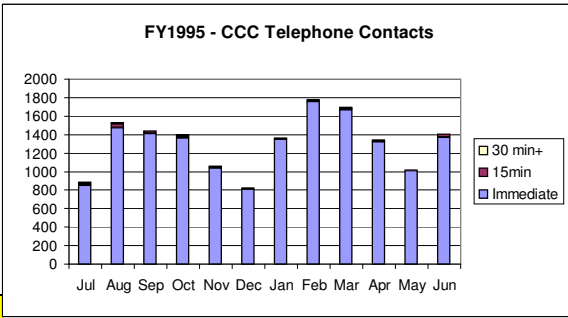


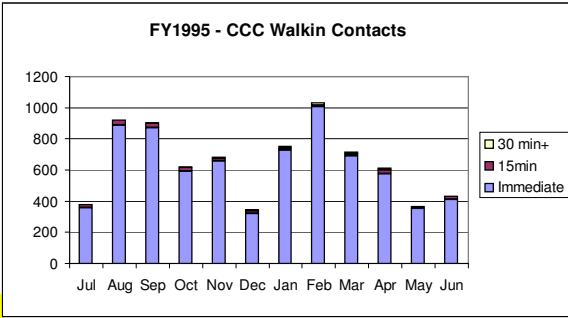
ITS - Computer Consulting Center Response Rates

FY1995

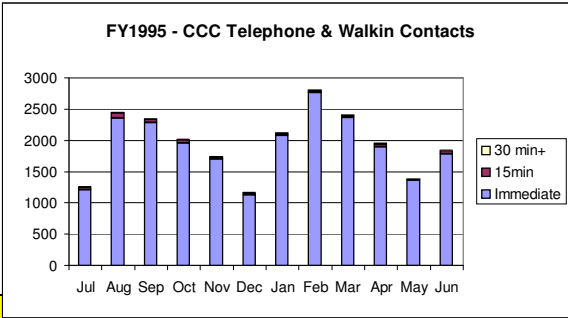
Calls	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	848	24	11	883	96.04%	2.72%	1.25%
Aug	1474	42	14	1530	96.34%	2.75%	0.92%
Sep	1412	25	3	1440	98.06%	1.74%	0.21%
Oct	1365	22	10	1397	97.71%	1.57%	0.72%
Nov	1039	20	0	1059	98.11%	1.89%	0.00%
Dec	810	7	4	821	98.66%	0.85%	0.49%
Jan	1351	12	2	1365	98.97%	0.88%	0.15%
Feb	1761	14	2	1777	99.10%	0.79%	0.11%
Mar	1670	14	9	1693	98.64%	0.83%	0.53%
Apr	1323	13	7	1343	98.51%	0.97%	0.52%
May	1009	7	2	1018	99.12%	0.69%	0.20%
Jun	1369	35	4	1408	97.23%	2.49%	0.28%
Totals	15431	235	68	15734	98.07%	1.49%	0.43%



Walkins	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	356	21	0	377	94.43%	5.57%	0.00%
Aug	886	33	0	919	96.41%	3.59%	0.00%
Sep	871	27	5	903	96.46%	2.99%	0.55%
Oct	592	23	6	621	95.33%	3.70%	0.97%
Nov	658	15	10	683	96.34%	2.20%	1.46%
Dec	319	20	5	344	92.73%	5.81%	1.45%
Jan	729	10	13	752	96.94%	1.33%	1.73%
Feb	1008	7	17	1032	97.67%	0.68%	1.65%
Mar	691	13	12	716	96.51%	1.82%	1.68%
Apr	575	23	13	611	94.11%	3.76%	2.13%
May	352	11	2	365	96.44%	3.01%	0.55%
Jun	411	19	0	430	95.58%	4.42%	0.00%
Totals	7448	222	83	7753	96.07%	2.86%	1.07%



Combined	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	1204	45	11	1260	95.56%	3.57%	0.87%
Aug	2360	75	14	2449	96.37%	3.06%	0.57%
Sep	2283	52	8	2343	97.44%	2.22%	0.34%
Oct	1957	45	16	2018	96.98%	2.23%	0.79%
Nov	1697	35	10	1742	97.42%	2.01%	0.57%
Dec	1129	27	9	1165	96.91%	2.32%	0.77%
Jan	2080	22	15	2117	98.25%	1.04%	0.71%
Feb	2769	21	19	2809	98.58%	0.75%	0.68%
Mar	2361	27	21	2409	98.01%	1.12%	0.87%
Apr	1898	36	20	1954	97.13%	1.84%	1.02%
May	1361	18	4	1383	98.41%	1.30%	0.29%
Jun	1780	54	4	1838	96.84%	2.94%	0.22%
Totals	22879	457	151	23487	97.41%	1.95%	0.64%



Totals	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Calls	7448	222	83	7753	96.07%	2.86%	1.07%
Walkins	22879	457	151	23487	97.41%	1.95%	0.64%
Totals	30327	679	234	31240	97.08%	2.17%	0.75%