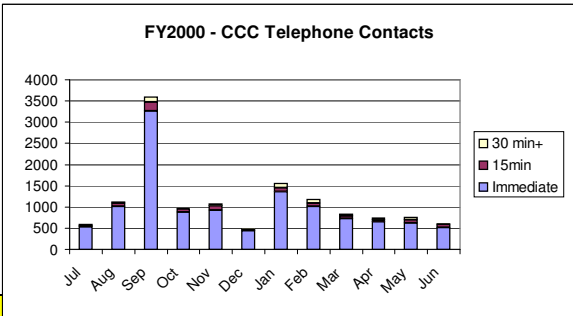


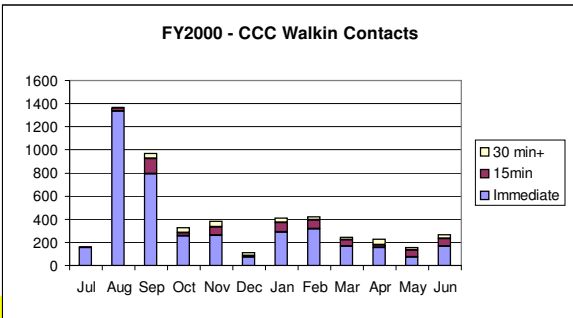
ITS - Computer Consulting Center Response Rates

FY2000

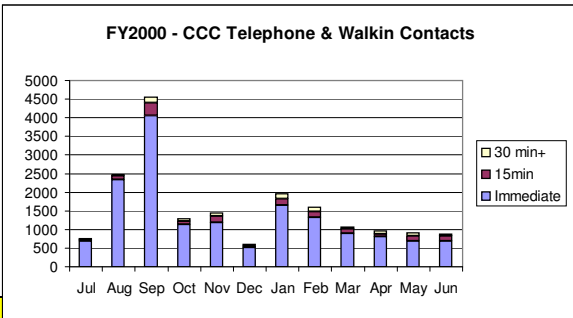
Calls	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	525	33	33	591	88.83%	5.58%	5.58%
Aug	1007	76	29	1112	90.56%	6.83%	2.61%
Sep	3262	206	118	3586	90.96%	5.74%	3.29%
Oct	883	63	26	972	90.84%	6.48%	2.67%
Nov	924	100	41	1065	86.76%	9.39%	3.85%
Dec	433	36	15	484	89.46%	7.44%	3.10%
Jan	1358	86	111	1555	87.33%	5.53%	7.14%
Feb	1011	79	87	1177	85.90%	6.71%	7.39%
Mar	731	59	38	828	88.29%	7.13%	4.59%
Apr	652	41	41	734	88.83%	5.59%	5.59%
May	619	78	52	749	82.64%	10.41%	6.94%
Jun	515	69	21	605	85.12%	11.40%	3.47%
Totals	11920	926	612	13458	88.57%	6.88%	4.55%



Walkins	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	154	4	2	160	96.25%	2.50%	1.25%
Aug	1335	27	7	1369	97.52%	1.97%	0.51%
Sep	791	132	44	967	81.80%	13.65%	4.55%
Oct	257	24	44	325	79.08%	7.38%	13.54%
Nov	262	68	53	383	68.41%	17.75%	13.84%
Dec	74	9	28	111	66.67%	8.11%	25.23%
Jan	287	84	39	410	70.00%	20.49%	9.51%
Feb	316	75	30	421	75.06%	17.81%	7.13%
Mar	168	52	23	243	69.14%	21.40%	9.47%
Apr	155	23	50	228	67.98%	10.09%	21.93%
May	74	60	22	156	47.44%	38.46%	14.10%
Jun	166	67	35	268	61.94%	25.00%	13.06%
Totals	4039	625	377	5041	80.12%	12.40%	7.48%



Combined	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	679	37	35	751	90.41%	4.93%	4.66%
Aug	2342	103	36	2481	94.40%	4.15%	1.45%
Sep	4053	338	162	4553	89.02%	7.42%	3.56%
Oct	1140	87	70	1297	87.90%	6.71%	5.40%
Nov	1186	168	94	1448	81.91%	11.60%	6.49%
Dec	507	45	43	595	85.21%	7.56%	7.23%
Jan	1645	170	150	1965	83.72%	8.65%	7.63%
Feb	1327	154	117	1598	83.04%	9.64%	7.32%
Mar	899	111	61	1071	83.94%	10.36%	5.70%
Apr	807	64	91	962	83.89%	6.65%	9.46%
May	693	138	74	905	76.57%	15.25%	8.18%
Jun	681	136	56	873	78.01%	15.58%	6.41%
Totals	15959	1551	989	18499	86.27%	8.38%	5.35%



Totals	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Calls	4039	625	377	5041	80.12%	12.40%	7.48%
Walkins	15959	1551	989	18499	86.27%	8.38%	5.35%
Totals	19998	2176	1366	23540	84.95%	9.24%	5.80%