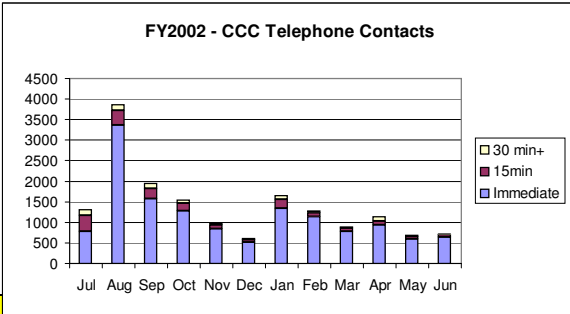


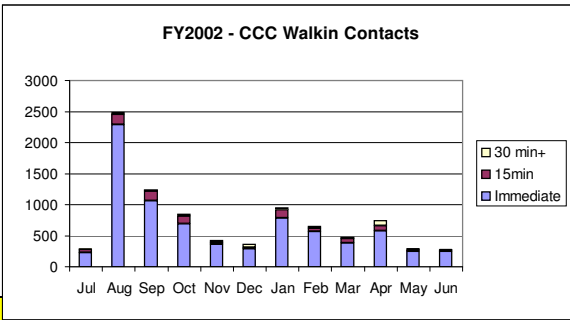
ITS - Computer Consulting Center Response Rates

FY2002

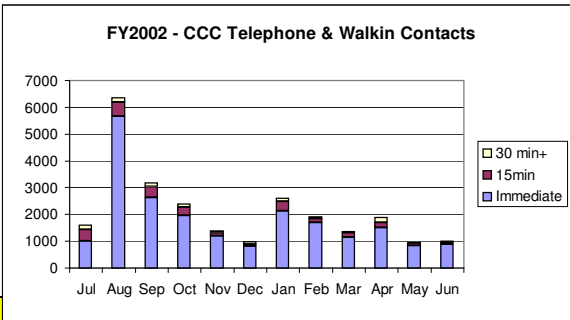
| Calls | Immediate | 15min | 30 min+ | Total | Immed % | 15 min % | 30 min+% |
|---------------|--------------|-------------|------------|--------------|---------------|---------------|--------------|
| Jul | 772 | 389 | 149 | 1310 | 58.93% | 29.69% | 11.37% |
| Aug | 3363 | 360 | 135 | 3858 | 87.17% | 9.33% | 3.50% |
| Sep | 1565 | 252 | 123 | 1940 | 80.67% | 12.99% | 6.34% |
| Oct | 1276 | 185 | 74 | 1535 | 83.13% | 12.05% | 4.82% |
| Nov | 842 | 92 | 41 | 975 | 86.36% | 9.44% | 4.21% |
| Dec | 514 | 63 | 38 | 615 | 83.58% | 10.24% | 6.18% |
| Jan | 1338 | 225 | 85 | 1648 | 81.19% | 13.65% | 5.16% |
| Feb | 1130 | 101 | 42 | 1273 | 88.77% | 7.93% | 3.30% |
| Mar | 771 | 84 | 35 | 890 | 86.63% | 9.44% | 3.93% |
| Apr | 934 | 99 | 101 | 1134 | 82.36% | 8.73% | 8.91% |
| May | 594 | 63 | 24 | 681 | 87.22% | 9.25% | 3.52% |
| Jun | 645 | 48 | 17 | 710 | 90.85% | 6.76% | 2.39% |
| Totals | 13744 | 1961 | 864 | 16569 | 82.95% | 11.84% | 5.21% |



| Walkins | Immediate | 15min | 30 min+ | Total | Immed % | 15 min % | 30 min+% |
|---------------|-------------|------------|------------|-------------|---------------|---------------|--------------|
| Jul | 229 | 49 | 7 | 285 | 80.35% | 17.19% | 2.46% |
| Aug | 2293 | 162 | 32 | 2487 | 92.20% | 6.51% | 1.29% |
| Sep | 1066 | 153 | 20 | 1239 | 86.04% | 12.35% | 1.61% |
| Oct | 689 | 122 | 35 | 846 | 81.44% | 14.42% | 4.14% |
| Nov | 358 | 29 | 34 | 421 | 85.04% | 6.89% | 8.08% |
| Dec | 292 | 21 | 47 | 360 | 81.11% | 5.83% | 13.06% |
| Jan | 788 | 132 | 31 | 951 | 82.86% | 13.88% | 3.26% |
| Feb | 569 | 50 | 31 | 650 | 87.54% | 7.69% | 4.77% |
| Mar | 378 | 79 | 17 | 474 | 79.75% | 16.67% | 3.59% |
| Apr | 576 | 82 | 87 | 745 | 77.32% | 11.01% | 11.68% |
| May | 246 | 26 | 14 | 286 | 86.01% | 9.09% | 4.90% |
| Jun | 250 | 19 | 13 | 282 | 88.65% | 6.74% | 4.61% |
| Totals | 7734 | 924 | 368 | 9026 | 85.69% | 10.24% | 4.08% |



| Combined | Immediate | 15min | 30 min+ | Total | Immed % | 15 min % | 30 min+% |
|---------------|--------------|-------------|-------------|--------------|---------------|---------------|--------------|
| Jul | 1001 | 438 | 156 | 1595 | 62.76% | 27.46% | 9.78% |
| Aug | 5656 | 522 | 167 | 6345 | 89.14% | 8.23% | 2.63% |
| Sep | 2631 | 405 | 143 | 3179 | 82.76% | 12.74% | 4.50% |
| Oct | 1965 | 307 | 109 | 2381 | 82.53% | 12.89% | 4.58% |
| Nov | 1200 | 121 | 75 | 1396 | 85.96% | 8.67% | 5.37% |
| Dec | 806 | 84 | 85 | 975 | 82.67% | 8.62% | 8.72% |
| Jan | 2126 | 357 | 116 | 2599 | 81.80% | 13.74% | 4.46% |
| Feb | 1699 | 151 | 73 | 1923 | 88.35% | 7.85% | 3.80% |
| Mar | 1149 | 163 | 52 | 1364 | 84.24% | 11.95% | 3.81% |
| Apr | 1510 | 181 | 188 | 1879 | 80.36% | 9.63% | 10.01% |
| May | 840 | 89 | 38 | 967 | 86.87% | 9.20% | 3.93% |
| Jun | 895 | 67 | 30 | 992 | 90.22% | 6.75% | 3.02% |
| Totals | 21478 | 2885 | 1232 | 25595 | 83.91% | 11.27% | 4.81% |



| Combine A | Immediate | 15min | 30 min+ | Total | Immed % | 15 min % | 30 min+% |
|---------------|--------------|-------------|-------------|--------------|---------------|---------------|--------------|
| Calls | 13744 | 1961 | 864 | 16569 | 82.95% | 11.84% | 5.21% |
| Walkins | 7734 | 924 | 368 | 9026 | 85.69% | 10.24% | 4.08% |
| Totals | 21478 | 2885 | 1232 | 25595 | 83.91% | 11.27% | 4.81% |