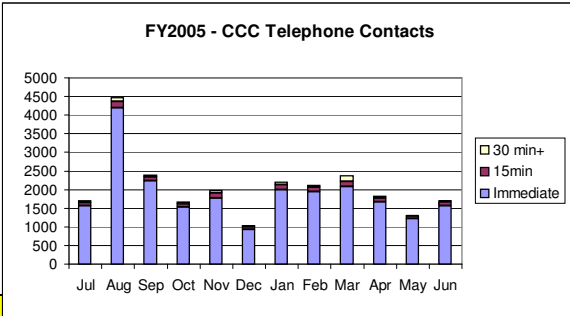


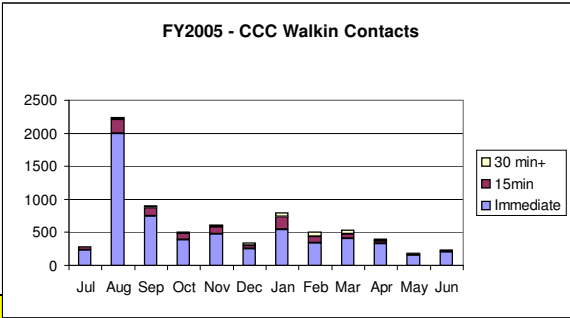
ITS - Computer Consulting Center Response Rates

FY2005

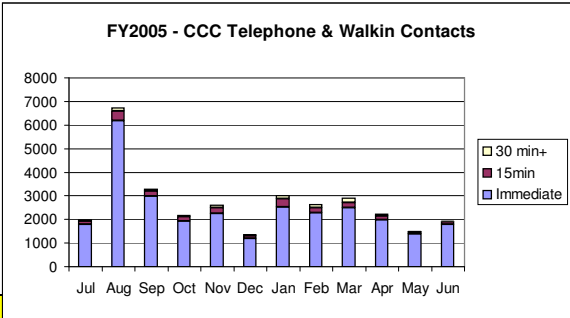
Calls	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	1556	89	48	1693	91.91%	5.26%	2.84%
Aug	4192	180	98	4470	93.78%	4.03%	2.19%
Sep	2233	98	57	2388	93.51%	4.10%	2.39%
Oct	1532	91	37	1660	92.29%	5.48%	2.23%
Nov	1762	146	73	1981	88.94%	7.37%	3.69%
Dec	936	63	26	1025	91.32%	6.15%	2.54%
Jan	1991	134	79	2204	90.34%	6.08%	3.58%
Feb	1938	116	62	2116	91.59%	5.48%	2.93%
Mar	2075	148	140	2363	87.81%	6.26%	5.92%
Apr	1660	117	36	1813	91.56%	6.45%	1.99%
May	1222	66	11	1299	94.07%	5.08%	0.85%
Jun	1570	98	40	1708	91.92%	5.74%	2.34%
Totals	22667	1346	707	24720	91.69%	5.44%	2.86%



Walkins	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	230	47	7	284	80.99%	16.55%	2.46%
Aug	1995	211	37	2243	88.94%	9.41%	1.65%
Sep	744	129	24	897	82.94%	14.38%	2.68%
Oct	392	90	18	500	78.40%	18.00%	3.60%
Nov	478	103	32	613	77.98%	16.80%	5.22%
Dec	248	55	40	343	72.30%	16.03%	11.66%
Jan	543	194	61	798	68.05%	24.31%	7.64%
Feb	341	93	71	505	67.52%	18.42%	14.06%
Mar	407	70	52	529	76.94%	13.23%	9.83%
Apr	325	45	30	400	81.25%	11.25%	7.50%
May	155	20	11	186	83.33%	10.75%	5.91%
Jun	208	22	0	230	90.43%	9.57%	0.00%
Totals	6066	1079	383	7528	80.58%	14.33%	5.09%



Combined	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	1786	136	55	1977	90.34%	6.88%	2.78%
Aug	6187	391	135	6713	92.16%	5.82%	2.01%
Sep	2977	227	81	3285	90.62%	6.91%	2.47%
Oct	1924	181	55	2160	89.07%	8.38%	2.55%
Nov	2240	249	105	2594	86.35%	9.60%	4.05%
Dec	1184	118	66	1368	86.55%	8.63%	4.82%
Jan	2534	328	140	3002	84.41%	10.93%	4.66%
Feb	2279	209	133	2621	86.95%	7.97%	5.07%
Mar	2482	218	192	2892	85.82%	7.54%	6.64%
Apr	1985	162	66	2213	89.70%	7.32%	2.98%
May	1377	86	22	1485	92.73%	5.79%	1.48%
Jun	1778	120	40	1938	91.74%	6.19%	2.06%
Totals	28733	2425	1090	32248	89.10%	7.52%	3.38%



Combine A	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Calls	22667	1346	707	24720	91.69%	5.44%	2.86%
Walkins	6066	1079	383	7528	80.58%	14.33%	5.09%
Totals	28733	2425	1090	32248	89.10%	7.52%	3.38%