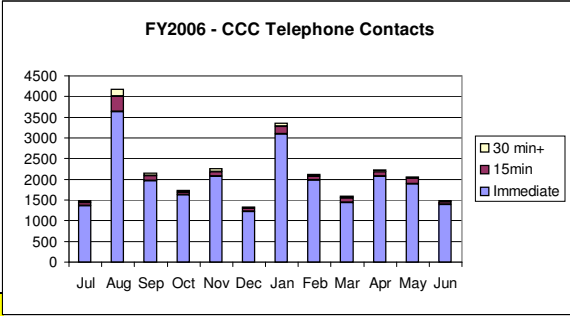


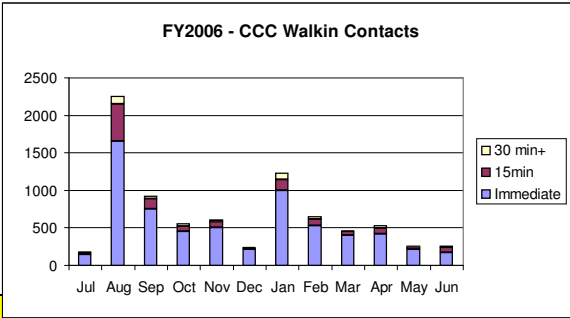
ITS - Computer Consulting Center Response Rates

FY2006

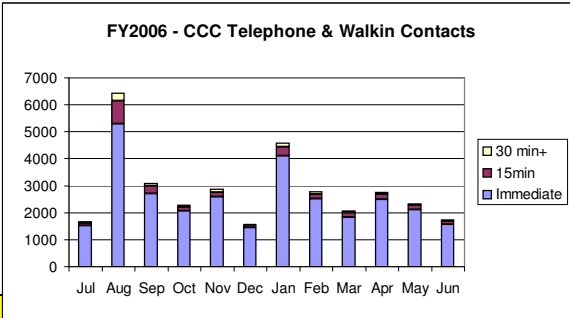
Calls	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	1365	73	53	1491	91.55%	4.90%	3.55%
Aug	3641	362	179	4182	87.06%	8.66%	4.28%
Sep	1960	129	65	2154	90.99%	5.99%	3.02%
Oct	1617	69	43	1729	93.52%	3.99%	2.49%
Nov	2076	101	79	2256	92.02%	4.48%	3.50%
Dec	1227	75	25	1327	92.46%	5.65%	1.88%
Jan	3100	186	64	3350	92.54%	5.55%	1.91%
Feb	1978	92	46	2116	93.48%	4.35%	2.17%
Mar	1434	118	48	1600	89.63%	7.38%	3.00%
Apr	2075	104	46	2225	93.26%	4.67%	2.07%
May	1892	138	33	2063	91.71%	6.69%	1.60%
Jun	1385	62	32	1479	93.64%	4.19%	2.16%
Totals	23750	1509	713	25972	91.44%	5.81%	2.75%



Walkins	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	146	26	3	175	83.43%	14.86%	1.71%
Aug	1653	499	103	2255	73.30%	22.13%	4.57%
Sep	747	143	34	924	80.84%	15.48%	3.68%
Oct	451	66	41	558	80.82%	11.83%	7.35%
Nov	504	77	29	610	82.62%	12.62%	4.75%
Dec	216	16	8	240	90.00%	6.67%	3.33%
Jan	1000	140	89	1229	81.37%	11.39%	7.24%
Feb	529	89	33	651	81.26%	13.67%	5.07%
Mar	398	50	15	463	85.96%	10.80%	3.24%
Apr	422	70	35	527	80.08%	13.28%	6.64%
May	217	31	11	259	83.78%	11.97%	4.25%
Jun	172	70	11	253	67.98%	27.67%	4.35%
Totals	6455	1277	412	8144	79.26%	15.68%	5.06%



Combined	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	1511	99	56	1666	90.70%	5.94%	3.36%
Aug	5294	861	282	6437	82.24%	13.38%	4.38%
Sep	2707	272	99	3078	87.95%	8.84%	3.22%
Oct	2068	135	84	2287	90.42%	5.90%	3.67%
Nov	2580	178	108	2866	90.02%	6.21%	3.77%
Dec	1443	91	33	1567	92.09%	5.81%	2.11%
Jan	4100	326	153	4579	89.54%	7.12%	3.34%
Feb	2507	181	79	2767	90.60%	6.54%	2.86%
Mar	1832	168	63	2063	88.80%	8.14%	3.05%
Apr	2497	174	81	2752	90.73%	6.32%	2.94%
May	2109	169	44	2322	90.83%	7.28%	1.89%
Jun	1557	132	43	1732	89.90%	7.62%	2.48%
Totals	30205	2786	1125	34116	88.54%	8.17%	3.30%



Combine A	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Calls	23750	1509	713	25972	91.44%	5.81%	2.75%
Walkins	6455	1277	412	8144	79.26%	15.68%	5.06%
Totals	30205	2786	1125	34116	88.54%	8.17%	3.30%