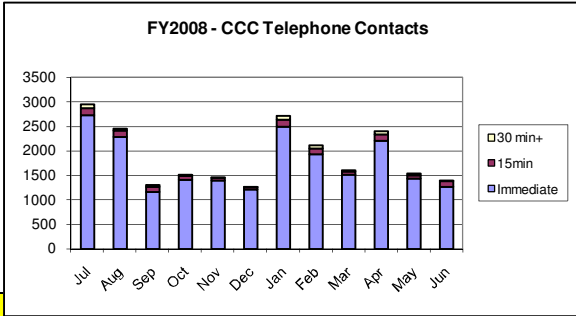


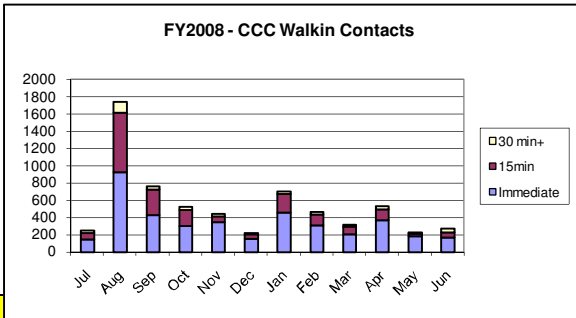
ITS - Computer Consulting Center Response Rates

FY2008

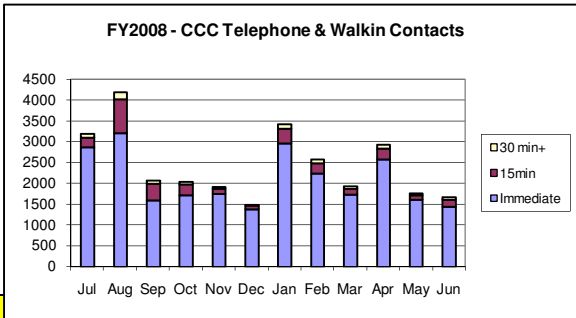
Calls	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	2730	144	79	2953	92.45%	4.88%	2.68%
Aug	2282	134	39	2455	92.95%	5.46%	1.59%
Sep	1162	110	42	1314	88.43%	8.37%	3.20%
Oct	1412	76	31	1519	92.96%	5.00%	2.04%
Nov	1400	53	17	1470	95.24%	3.61%	1.16%
Dec	1221	43	8	1272	95.99%	3.38%	0.63%
Jan	2502	143	76	2721	91.95%	5.26%	2.79%
Feb	1939	116	64	2119	91.51%	5.47%	3.02%
Mar	1521	61	33	1615	94.18%	3.78%	2.04%
Apr	2215	124	68	2407	92.02%	5.15%	2.83%
May	1433	73	35	1541	92.99%	4.74%	2.27%
Jun	1274	107	23	1404	90.74%	7.62%	1.64%
Totals	21091	1184	515	22790	92.54%	5.20%	2.26%



Walkins	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	147	77	26	250	58.80%	30.80%	10.40%
Aug	926	689	129	1744	53.10%	39.51%	7.40%
Sep	430	299	34	763	56.36%	39.19%	4.46%
Oct	307	185	37	529	58.03%	34.97%	6.99%
Nov	347	72	28	447	77.63%	16.11%	6.26%
Dec	158	53	10	221	71.49%	23.98%	4.52%
Jan	458	215	30	703	65.15%	30.58%	4.27%
Feb	310	124	34	468	66.24%	26.50%	7.26%
Mar	209	85	25	319	65.52%	26.65%	7.84%
Apr	370	126	39	535	69.16%	23.55%	7.29%
May	183	31	14	228	80.26%	13.60%	6.14%
Jun	173	58	42	273	63.37%	21.25%	15.38%
Totals	4018	2014	448	6480	62.01%	31.08%	6.91%



Combined	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	2877	221	105	3203	89.82%	6.90%	3.28%
Aug	3208	823	168	4199	76.40%	19.60%	4.00%
Sep	1592	409	76	2077	76.65%	19.69%	3.66%
Oct	1719	261	68	2048	83.94%	12.74%	3.32%
Nov	1747	125	45	1917	91.13%	6.52%	2.35%
Dec	1379	96	18	1493	92.36%	6.43%	1.21%
Jan	2960	358	106	3424	86.45%	10.46%	3.10%
Feb	2249	240	98	2587	86.93%	9.28%	3.79%
Mar	1730	146	58	1934	89.45%	7.55%	3.00%
Apr	2585	250	107	2942	87.87%	8.50%	3.64%
May	1616	104	49	1769	91.35%	5.88%	2.77%
Jun	1447	165	65	1677	86.29%	9.84%	3.88%
Totals	25109	3198	963	29270	85.78%	10.93%	3.29%



Combine A	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Calls	21091	1184	515	22790	92.54%	5.20%	2.26%
Walkins	4018	2014	448	6480	62.01%	31.08%	6.91%
Totals	25109	3198	963	29270	85.78%	10.93%	3.29%