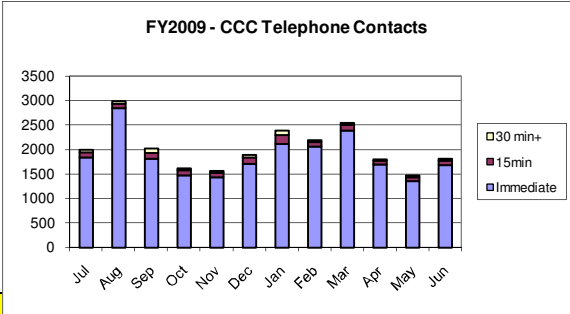


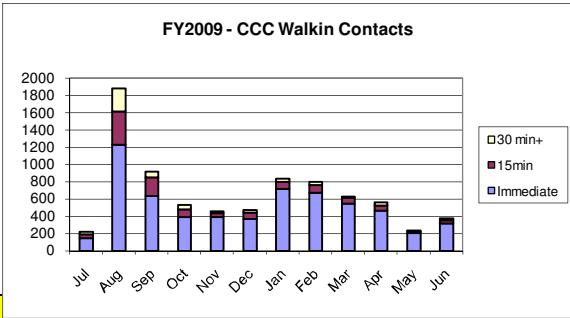
# ITS - Computer Consulting Center Response Rates

FY2009

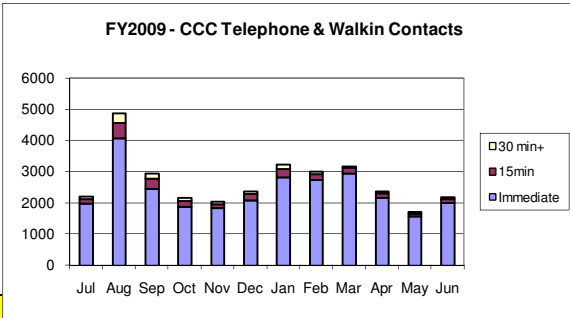
Calls	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	1843	99	53	1995	92.38%	4.96%	2.66%
Aug	2852	94	54	3000	95.07%	3.13%	1.80%
Sep	1814	125	93	2032	89.27%	6.15%	4.58%
Oct	1481	98	47	1626	91.08%	6.03%	2.89%
Nov	1445	79	51	1575	91.75%	5.02%	3.24%
Dec	1717	128	50	1895	90.61%	6.75%	2.64%
Jan	2115	183	97	2395	88.31%	7.64%	4.05%
Feb	2063	97	42	2202	93.69%	4.41%	1.91%
Mar	2394	117	36	2547	93.99%	4.59%	1.41%
Apr	1704	75	30	1809	94.20%	4.15%	1.66%
May	1365	73	38	1476	92.48%	4.95%	2.57%
Jun	1691	86	35	1812	93.32%	4.75%	1.93%
<b>Totals</b>	<b>22484</b>	<b>1254</b>	<b>626</b>	<b>24364</b>	<b>92.28%</b>	<b>5.15%</b>	<b>2.57%</b>



Walkins	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	146	48	26	220	66.36%	21.82%	11.82%
Aug	1231	386	267	1884	65.34%	20.49%	14.17%
Sep	635	216	68	919	69.10%	23.50%	7.40%
Oct	396	84	57	537	73.74%	15.64%	10.61%
Nov	393	47	22	462	85.06%	10.17%	4.76%
Dec	371	72	33	476	77.94%	15.13%	6.93%
Jan	716	87	37	840	85.24%	10.36%	4.40%
Feb	678	84	37	799	84.86%	10.51%	4.63%
Mar	552	63	18	633	87.20%	9.95%	2.84%
Apr	471	54	36	561	83.96%	9.63%	6.42%
May	205	21	11	237	86.50%	8.86%	4.64%
Jun	320	38	20	378	84.66%	10.05%	5.29%
<b>Totals</b>	<b>6114</b>	<b>1200</b>	<b>632</b>	<b>7946</b>	<b>76.94%</b>	<b>15.10%</b>	<b>7.95%</b>



Combined	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	1989	147	79	2215	89.80%	6.64%	3.57%
Aug	4083	480	321	4884	83.60%	9.83%	6.57%
Sep	2449	341	161	2951	82.99%	11.56%	5.46%
Oct	1877	182	104	2163	86.78%	8.41%	4.81%
Nov	1838	126	73	2037	90.23%	6.19%	3.58%
Dec	2088	200	83	2371	88.06%	8.44%	3.50%
Jan	2831	270	134	3235	87.51%	8.35%	4.14%
Feb	2741	181	79	3001	91.34%	6.03%	2.63%
Mar	2946	180	54	3180	92.64%	5.66%	1.70%
Apr	2175	129	66	2370	91.77%	5.44%	2.78%
May	1570	94	49	1713	91.65%	5.49%	2.86%
Jun	2011	124	55	2190	91.83%	5.66%	2.51%
<b>Totals</b>	<b>28598</b>	<b>2454</b>	<b>1258</b>	<b>32310</b>	<b>88.51%</b>	<b>7.60%</b>	<b>3.89%</b>



Combine A	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Calls	22484	1254	626	24364	92.28%	5.15%	2.57%
Walkins	6114	1200	632	7946	76.94%	15.10%	7.95%
<b>Totals</b>	<b>28598</b>	<b>2454</b>	<b>1258</b>	<b>32310</b>	<b>88.51%</b>	<b>7.60%</b>	<b>3.89%</b>