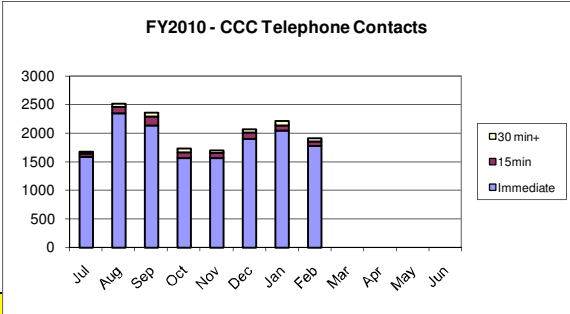


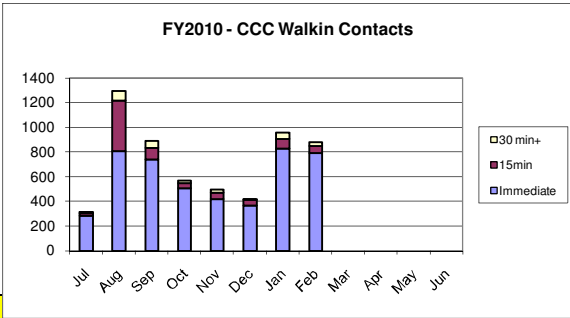
ITS - Computer Consulting Center Response Rates

FY2010

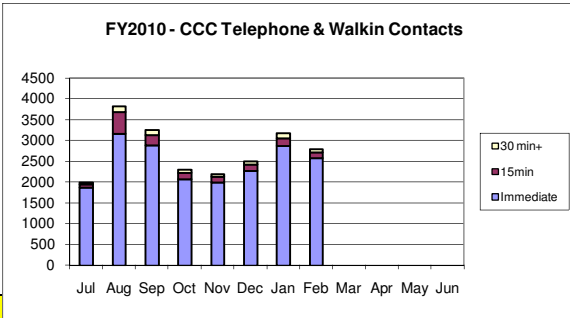
Calls	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	1592	57	31	1680	94.76%	3.39%	1.85%
Aug	2351	115	59	2525	93.11%	4.55%	2.34%
Sep	2143	158	67	2368	90.50%	6.67%	2.83%
Oct	1568	107	58	1733	90.48%	6.17%	3.35%
Nov	1569	92	41	1702	92.19%	5.41%	2.41%
Dec	1901	116	59	2076	91.57%	5.59%	2.84%
Jan	2049	96	73	2218	92.38%	4.33%	3.29%
Feb	1786	79	51	1916	93.22%	4.12%	2.66%
Mar	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Apr	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
May	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Jun	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Totals	14959	820	439	16218	92.24%	5.06%	2.71%



Walkins	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	285	22	10	317	89.91%	6.94%	3.15%
Aug	810	410	78	1298	62.40%	31.59%	6.01%
Sep	743	93	55	891	83.39%	10.44%	6.17%
Oct	508	41	24	573	88.66%	7.16%	4.19%
Nov	421	50	29	500	84.20%	10.00%	5.80%
Dec	369	44	10	423	87.23%	10.40%	2.36%
Jan	829	80	52	961	86.26%	8.32%	5.41%
Feb	793	58	32	883	89.81%	6.57%	3.62%
Mar	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Apr	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
May	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Jun	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Totals	4758	798	290	5846	81.39%	13.65%	4.96%



Combined	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	1877	79	41	1997	93.99%	3.96%	2.05%
Aug	3161	525	137	3823	82.68%	13.73%	3.58%
Sep	2886	251	122	3259	88.55%	7.70%	3.74%
Oct	2076	148	82	2306	90.03%	6.42%	3.56%
Nov	1990	142	70	2202	90.37%	6.45%	3.18%
Dec	2270	160	69	2499	90.84%	6.40%	2.76%
Jan	2878	176	125	3179	90.53%	5.54%	3.93%
Feb	2579	137	83	2799	92.14%	4.89%	2.97%
Mar	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
Apr	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
May	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
Jun	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!
Totals	19717	1618	729	22064	89.36%	7.33%	3.30%



Combine A	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Calls	14959	820	439	16218	92.24%	5.06%	2.71%
Walkins	4758	798	290	5846	81.39%	13.65%	4.96%
Totals	19717	1618	729	22064	89.36%	7.33%	3.30%