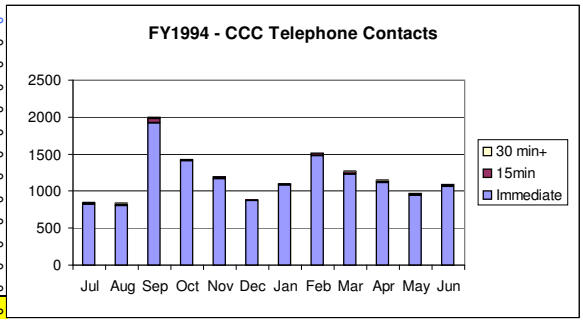
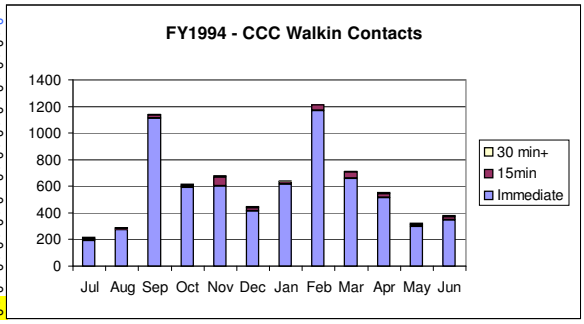
ITS - Computer Consulting Center Response Rates

FY1994

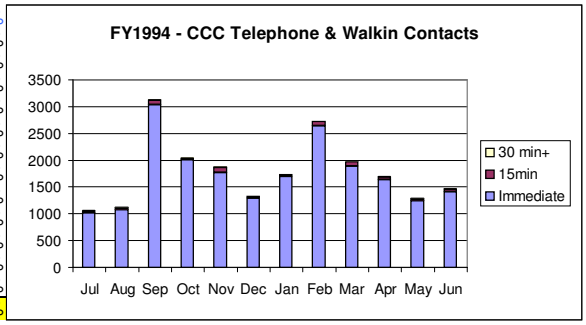
Calls	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	820	17	8	845	97.04%	2.01%	0.95%
Aug	808	23	8	839	96.31%	2.74%	0.95%
Sep	1923	61	11	1995	96.39%	3.06%	0.55%
Oct	1414	10	2	1426	99.16%	0.70%	0.14%
Nov	1168	23	0	1191	98.07%	1.93%	0.00%
Dec	874	11	0	885	98.76%	1.24%	0.00%
Jan	1078	17	0	1095	98.45%	1.55%	0.00%
Feb	1477	34	0	1511	97.75%	2.25%	0.00%
Mar	1229	33	7	1269	96.85%	2.60%	0.55%
Apr	1118	24	5	1147	97.47%	2.09%	0.44%
May	947	19	2	968	97.83%	1.96%	0.21%
Jun	1066	23	2	1091	97.71%	2.11%	0.18%
Totals	13922	295	45	14262	97.62%	2.07%	0.32%



Walkins	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Jul	193	16	7	216	89.35%	7.41%	3.24%
Aug	273	7	7	287	95.12%	2.44%	2.44%
Sep	1112	25	2	1139	97.63%	2.19%	0.18%
Oct	592	12	14	618	95.79%	1.94%	2.27%
Nov	599	71	10	680	88.09%	10.44%	1.47%
Dec	416	24	6	446	93.27%	5.38%	1.35%
Jan	617	18	4	639	96.56%	2.82%	0.63%
Feb	1168	43	2	1213	96.29%	3.54%	0.16%
Mar	658	48	6	712	92.42%	6.74%	0.84%
Apr	513	29	12	554	92.60%	5.23%	2.17%
May	299	16	7	322	92.86%	4.97%	2.17%
Jun	348	23	7	378	92.06%	6.08%	1.85%
Totals	6788	332	84	7204	94.23%	4.61%	1.17%



Combined	Immediate	15min	30 min+	Total	mediate %	15 min %	30 min+%
Jul	1013	33	15	1061	95.48%	3.11%	1.41%
Aug	1081	30	15	1126	96.00%	2.66%	1.33%
Sep	3035	86	13	3134	96.84%	2.74%	0.41%
Oct	2006	22	16	2044	98.14%	1.08%	0.78%
Nov	1767	94	10	1871	94.44%	5.02%	0.53%
Dec	1290	35	6	1331	96.92%	2.63%	0.45%
Jan	1695	35	4	1734	97.75%	2.02%	0.23%
Feb	2645	77	2	2724	97.10%	2.83%	0.07%
Mar	1887	81	13	1981	95.25%	4.09%	0.66%
Apr	1631	53	17	1701	95.88%	3.12%	1.00%
May	1246	35	9	1290	96.59%	2.71%	0.70%
Jun	1414	46	9	1469	96.26%	3.13%	0.61%
Totals	20710	627	129	21466	96.48%	2.92%	0.60%



Totals	Immediate	15min	30 min+	Total	Immed %	15 min %	30 min+%
Calls	6788	332	84	7204	94.23%	4.61%	1.17%
Walkins	20710	627	129	21466	96.48%	2.92%	0.60%
Totals	27498	959	213	28670	95.91%	3.34%	0.74%