Appendix A

2017/18

TARGET	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH	ANNUAL
Total Calls	13759	16317	12332	13172	12448	13194	13004	12705	9110	13805	11042	13682	154570
Handled number	11909	14052	11366	11572	11304	11560	11421	11834	8423	12346	10015	11511	137313
Handled percentage TARGET 85%	87%	86%	92%	88%	91%	88%	88%	93%	92%	89%	91%	84%	89%
Abandoned number	1850	2265	966	1600	1144	1634	1583	871	687	1459	1027	2171	17257
Abandoned percentage	13%	14%	8%	12%	9%	12%	12%	7%	8%	11%	9%	16%	66%
Average call answer time TARGET 00:02:00	02:00	01:59	01:24	01:49	02:20	03:17	03:03	01:57	01:20	03:59	05:45	04:32	02:50
	02:00	01:59	01:12	02:03	01:26	02:05	02:04	01:03	01:10	00:00	01:32	02:27	01:35

2018/19

TARGET	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH	ANNUAL
Total Calls	14048	12328	12436	13538	13073	13125	14492	12811	9351	14566	11774	14435	155977
Handled number	11663	11151	11373	11992	11259	10697	12129	11337	8533	11548	8255	10929	130866
Handled percentage TARGET 85%	83%	90%	91%	89%	86%	82%	84%	88%	91%	79%	70%	76%	84%
Abandoned number	2385	1177	1063	1546	1814	2428	2363	1474	818	3018	3519	3506	25111
Abandoned percentage	17%	10%	9%	11%	14%	18%	16%	12%	9%	21%	30%	30%	16%
Average call answer time TARGET 00:02:00	03:00	01:32	01:24	01:49	02:20	03:17	03:03	01:57	01:20	03:59	05:45	04:32	02:50

Handled

2019/2020

TARGET	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MARCH	ANNUAL
Total Calls	17792	15993											33785
Handled number	12621	11206											23827
Handled percentage TARGET 85%	72%	70%											71%
Abandoned number	5171	4783											9958
Abandoned percentage	28%	30%											29%
Average call answer time TARGET 00:02:00	06:11	05:15											