

% Telephone Response Rate Aug 2015 - Apr 2016 RESPONSE RATE	GRAND TOTALS	
	Total No Of Calls	% Of Total Calls
0-10 seconds	9306	81.48%
10-20 seconds	1373	12.02%
20-30 seconds	439	3.84%
30-40 seconds	207	1.81%
over 40 seconds	96	0.84%
<b>GRAND TOTAL</b>	<b>11421</b>	<b>100%</b>

