

% Telephone Response Rate Jan 2019 - Jan 2021 RESPONSE RATE	GRAND TOTALS	
	Total No Of Calls	% Of Total Calls
0-10 seconds	54403	74.81%
10-20 seconds	12166	16.73%
20-30 seconds	3672	5.05%
30-40 seconds	1412	1.94%
over 40 seconds	1069	1.47%
GRAND TOTAL	72722	100%

