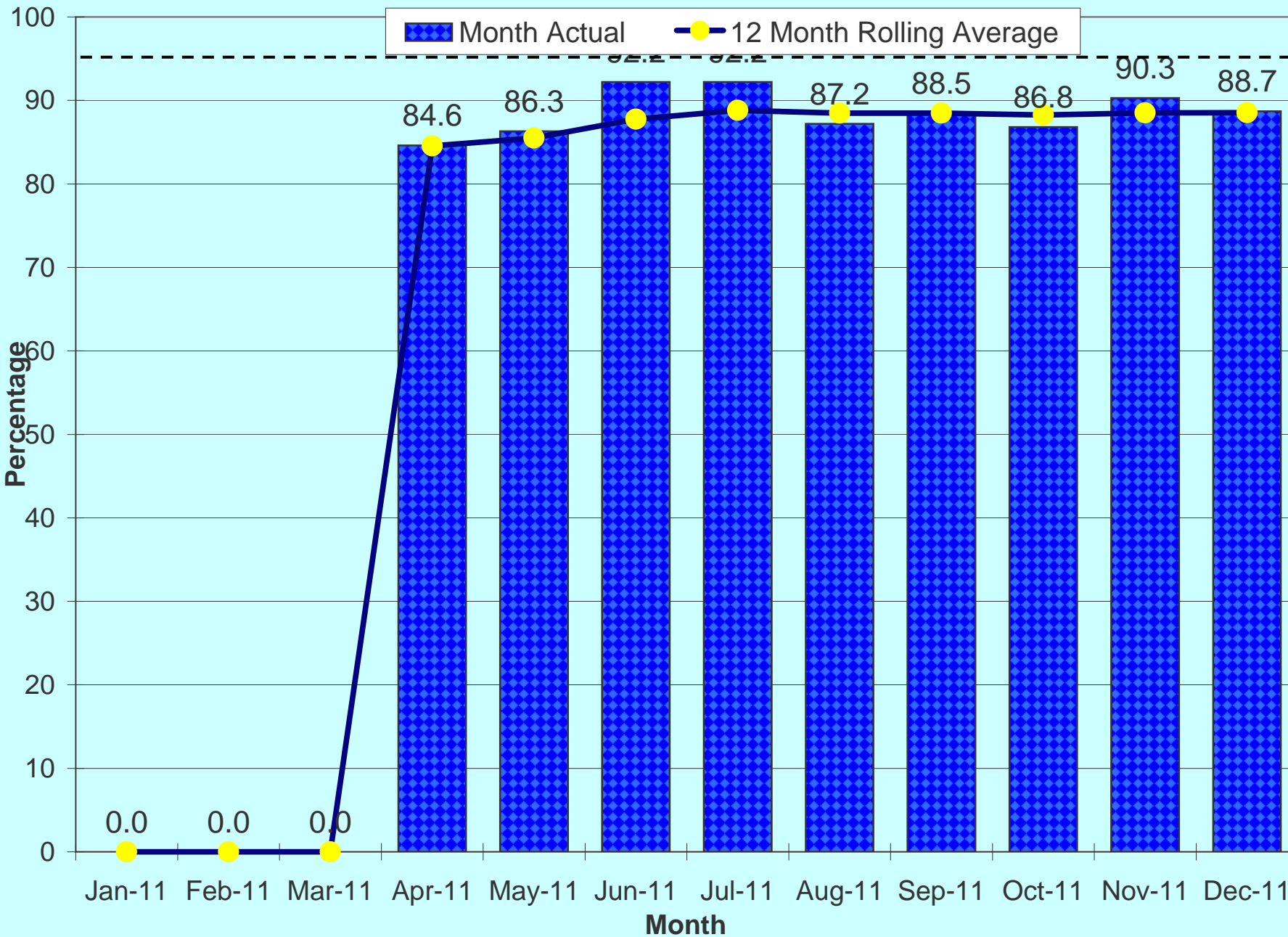


Percentage of Telephone Calls (8.00am- 8.00pm) answered within 20 seconds



Info Bar

Performance this Year



3 Month Trend



Target 90%