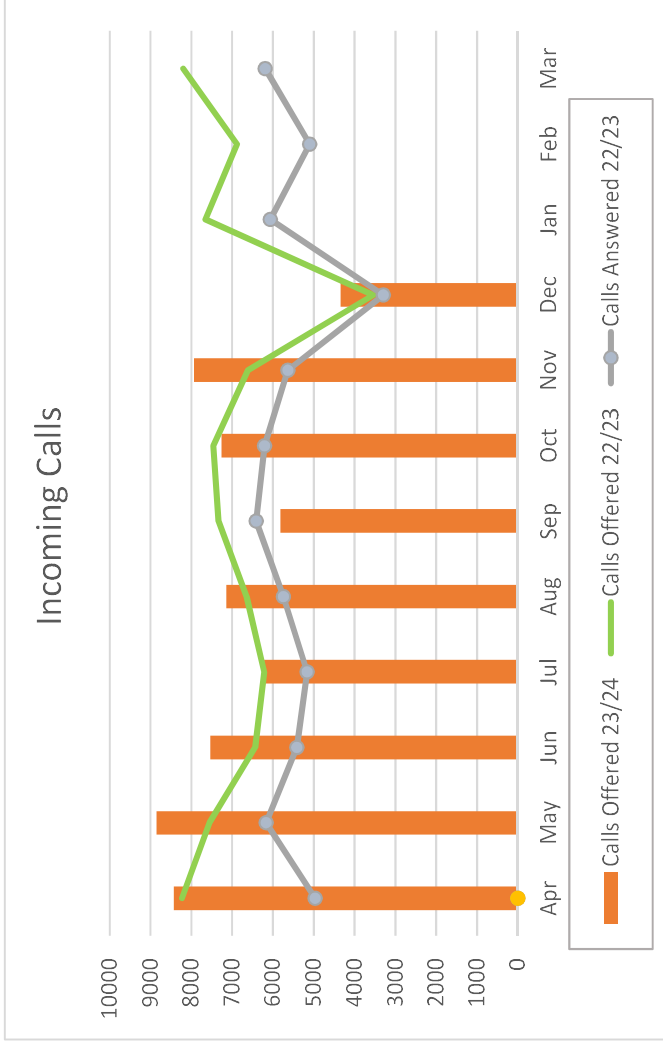
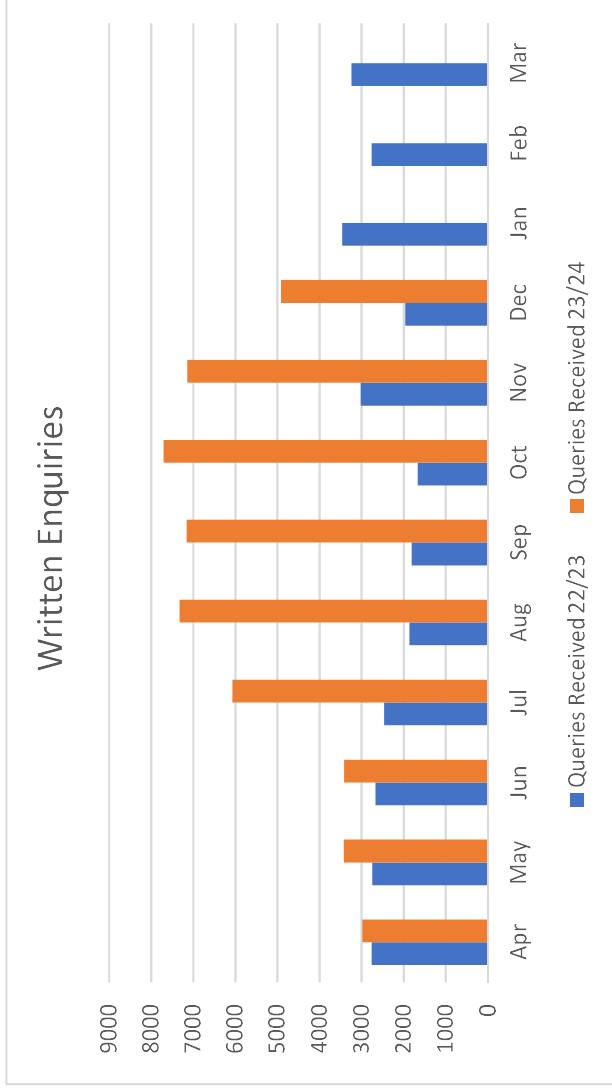


## Appendix B: Customer Services Statistics



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Calls Offered 23/24</b>	8854	6130	7537	5012	4319	3346	3216	3842	4,338
<b>Calls Offered 22/23</b>	8427	5234	8231	4968	6231	5234	4968	6231	2,733
<b>Calls Answered 22/23</b>	5000	5500	5500	5500	5500	5500	5500	5500	5500
<b>Answer Rate</b>	<b>62.11%</b>	<b>69.23%</b>	<b>75.28%</b>	<b>80.64%</b>	<b>60.46%</b>	<b>57.50%</b>	<b>44.29%</b>	<b>48.44%</b>	<b>63.00%</b>

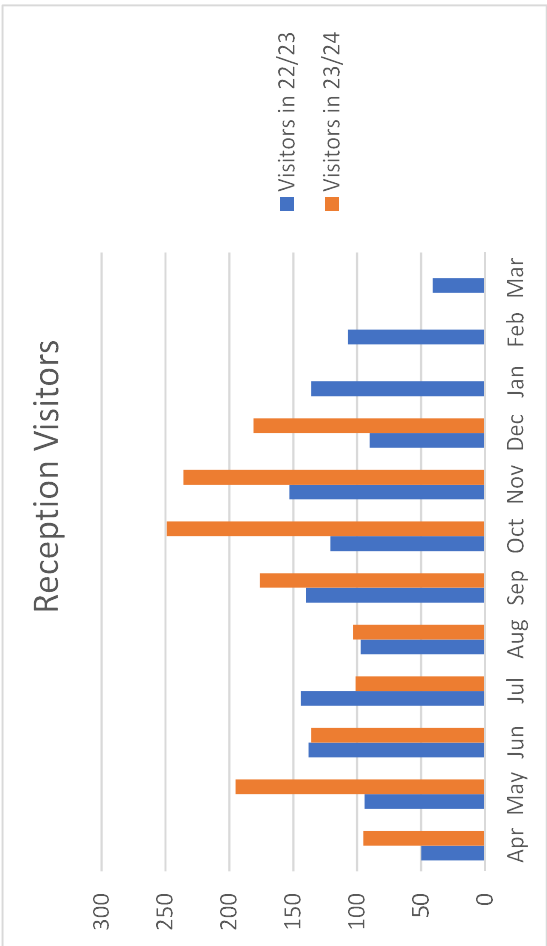
Calls Offered 23/24  
 Calls Answered 23/24  
 Calls Offered 22/23  
 Calls Answered 22/23  
 Answer Rate



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Queries Received 23/24	2980	3420	3412	6067	7327	7154	7707	7144	4910
Queries Received 22/23	2761	2741	2665	2460	1860	1807	1662	3023	1967

Queries Received 23/24

Queries Received 22/23



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Visitors in 23/24	95	195	136	101	103	176	249	236	181
Visitors in 22/23	50	94	138	144	97	140	121	153	90

Visitors in 23/24  
Visitors in 22/23