

CONTACT CENTRE STATISTICS

	October, November and December 2009	October, November and December 2010	Percentage change
Total calls	24,192	17,271	-29%
Unique page views (individuals only counted on the first visit)	22,252	31,533	42%
Number of online eform reports submitted	551	743	35%
Total contact (calls, web hits and online forms)	46,995	49,547	5%
Call abandonment rate	31%	1%	-97%
Average speed of answer	12:02:25 AM	12:00:16 AM	-89%
Written and email correspondance time (in days)	8.8	2.2	-75%

