

Requests for Information

Q. In reference to the evidence of Earl Ludlow, page 55, Table 23, please provide the actual number of calls for the Table presented as opposed to the percentage.

A. Table 1 below provides both the number and percentage of calls by response method.

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Table 1 Call Response Methods (Number and Percentage)										
	<u>1998</u>		<u>1999</u>		<u>2000</u>		<u>2001</u>		<u>2002</u>	
	CALLS	%	CALLS	%	CALLS	%	CALLS	%	CALLS	%
Contact Centre	349,361	98.6%	307,684	79.6%	316,135	72.2%	307,294	66.7%	304,517	66.1%
Regional Staff	0	0.0%	0	0.0%	5,873	1.3%	17,291	3.8%	15,793	3.4%
Automated Response	4,810	1.4%	78,900	20.4%	115,819	26.5%	136,037	29.5%	140,531	30.5%
Total	354,171	100.0%	386,584	100.0%	437,827	100.0%	460,622	100%	460,841	100.0%

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