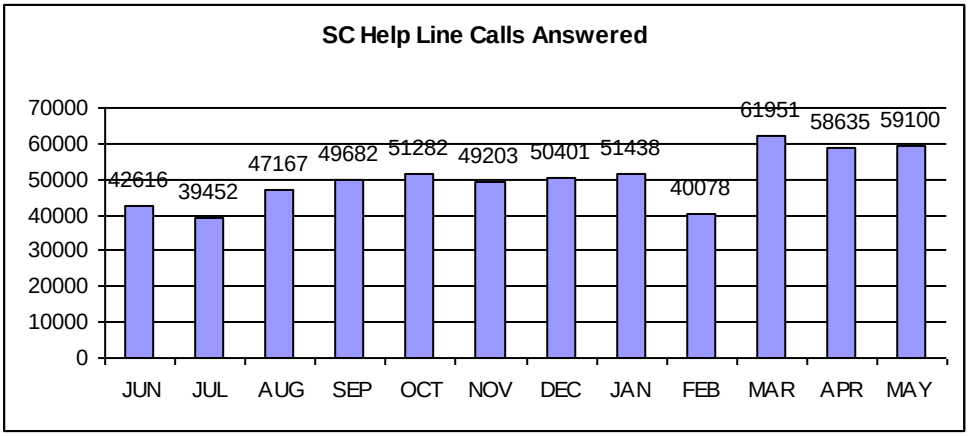
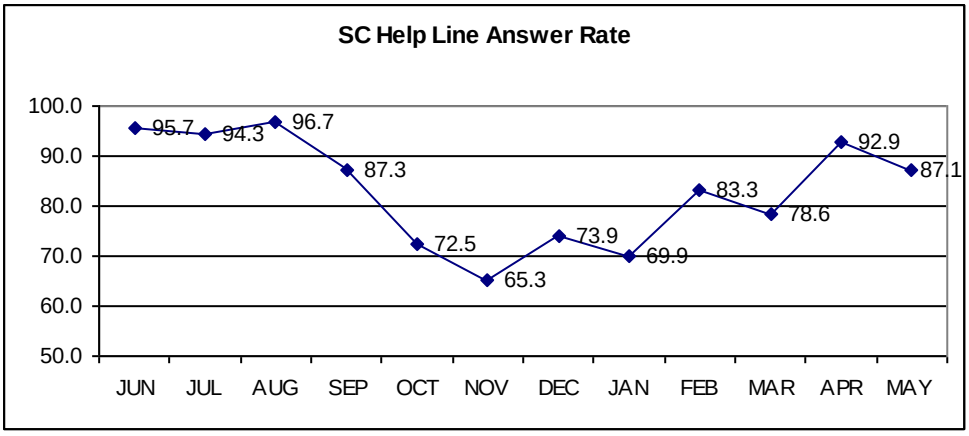
SC Help Line Performance Dashboard (June 2010 through May 2011)

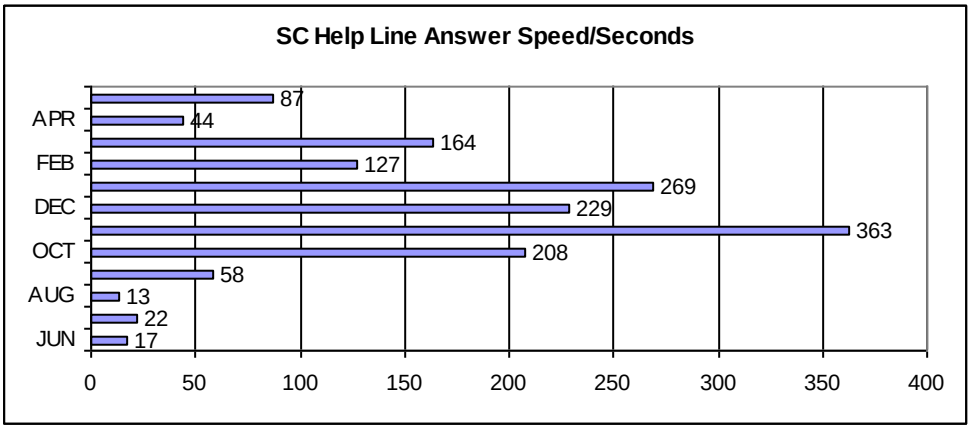
- **June 2010: Call unit impacted by OHCA move.**
- **July 2010: Call units impacted by continuing OHCA move**
- **Sept 2010: OE goes live.**
- **Feb 2 & 3 2011: Call units were down due to inclement weather.**
- **April 2011: Due to Cap outage, Lifecare was unable to take calls.**
- **May 24: All call units closed at 3:30pm due to inclement weather.**



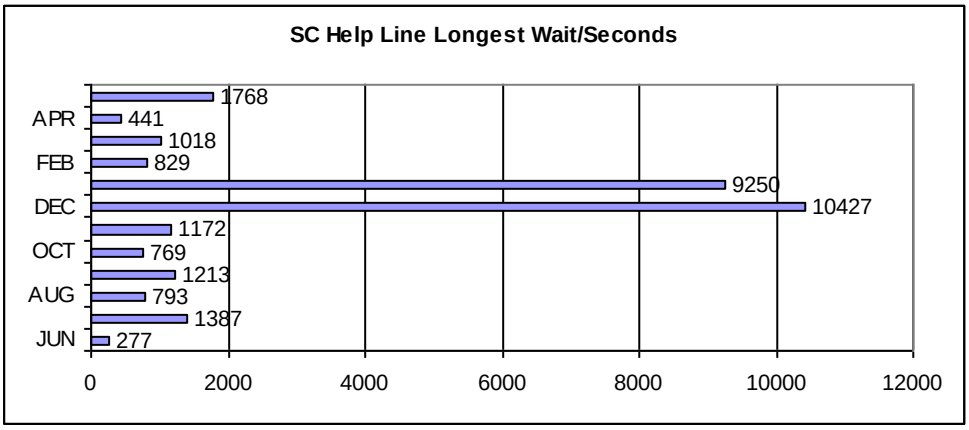
Answer rate average – Compilation of answered calls/offered calls for the month



Answer speed average – Answer speed average for month



Identified calls each month with longest wait or abandon time…



June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
4:37m	23:07m	13:13m	20:13	13:16	19:32	173.47	154:10	22:39	16:58	7:21	29:28