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| **TELEPHONE CALL LOG ASSESSMENT – SEPTEMBER-DECEMBER 2018** |
| Date Of Assessment | Time Message Left | Time Message Returned | Time Taken To Return Call | Reason For Delay |
| 07/09/2018 | 10:54 | 11:05 | 11 mins |  |
|  | 11:10 | 11:45 | 35 mins | Short Staffed - Very Busy |
|  | 11:30 | 12:05 | 35 mins | Short Staffed - Very Busy |
|  | 11:44 | 11:54 | 10 mins |  |
|  | 12:03 | 12:15 | 12 mins |  |
|  | 12:30 | 12:39 | 9 mins |  |
|  | 13:33 | 13:37 | 4 mins |  |
|  | 15:30 | 15:43 | 13 mins |  |
| 22/09/2018 | 11:34 | 11:36 | 2 mins |  |
|  | 12:46 | 12:58 | 12 mins |  |
|  | 13:48 | 14:00 | 12 mins |  |
|  | 14:34 | 14:47 | 13 mins |  |
| 04/10/2018 | 09:46 | 09:58 | 12 mins |  |
|  | 11:24 | 11:47 | 23 mins |  |
|  | 12:35 | 12:45 | 10 mins |  |
|  | 14:46 | 15:00 | 14 mins |  |
|  | 15:25 | 15:45 | 20 mins |  |
|  | 16:01 | 16:04 | 3 mins |  |
| 17/10/2018 | 09:33 | 09:37 | 4 mins |  |
|  | 10:25 | 11:02 | 27 mins |  |
|  | 10:33 | 11:05 | 32 mins |  |
|  | 11:38 | 12:08 | 30 mins |  |
|  | 12:44 | 12:49 | 5 mins |  |
|  | 14:22 | 14:44 | 22 mins |  |
| 03/11/2018 | 11:33 | 11:44 | 11 mins |  |
|  | 11:57 | 12:13 | 16 mins |  |
|  | 12:35 | 12:48 | 13 mins |  |
|  | 14:42 | 14:48 | 6 mins |  |
|  | 15:02 | 15:10 | 8 mins |  |
|  | 15:38 | 15:49 | 11 mins |  |
|  | 16:05 | 16:16 | 11 mins |  |
| 16/11/2018 | 09:33 | 09:55 | 22 mins |  |
|  | 10:45 | 11:00 | 15 mins |  |
|  | 10:55 | 11:05 | 10 mins |  |
|  | 12:27 | 12:35 | 8 mins |  |
|  | 13:58 | 14:10 | 12 mins |  |
|  | 14:08 | 14:25 | 17 mins |  |
|  | 15:57 | 16:05 | 8 mins |  |
| 30/11/2018 | 11:55 | 12:15 | 20 mins |  |
|  | 14:02 | 14:38 | 36 mins |  |
|  | 15:03 | 15:26 | 23 mins |  |
|  | 15:46 | 16:00 | 14 mins |  |
| 14/12/2018 | 09:23 | 09:50 | 27 mins |  |
|  | 10:27 | 11:58 | 1 hour 31 mins | Internet disruption - Ticketsolve down |
|  | 10:36 | 12:08 | 1 hour 32 mins | Internet disruption - Ticketsolve down |
|  | 10:46 | 12:16 | 1 hour 30 mins | Internet disruption - Ticketsolve down |
|  | 13:38 | 13:49 | 11 mins |  |
| 28/12/2018 | 09:47 | 09:58 | 11 mins |  |
|  | 10:37 | 11:00 | 23 mins |  |
|  | 11:25 | 11:35 | 10 mins |  |
|  | 12:15 | 12:20 | 5 mins |  |
|  | 13:35 | 13:47 | 12 mins |  |
|  | 15:57 | 16:08 | 11 mins |  |
| **Average Time to Return Call (excluding major incidents) - 15 Minutes** |
| **Monitored on a fortnightly basis** |
| **Relating on to messages left on the Box Office telephone system** |