

Helpline Statistics For FY01 to present

Date/Time Frame	*Total calls	~Grand Total
2002/2003(Oct-Jan) ^	1120	1523
2003(Jun-Aug) ^	453	616
2003(Sep-Dec) ^	492	669
2004(Jan-Mar) ^	607	826
2004(Apr-Jun) ^	506	688
2004(Jul-Oct) ^	629	855
2004/2005(Nov-Jan) ^	477	649
2005(Jan-Jun)**	952	1352
2005(Jul-Dec)**	882	1428
2006(Jan-Jun)**	760	1314
2006(Jul-Dec)**	772	1330
2007(Jan-Jun)**	496	1097
2007(Jul-Dec)**	536	1264
2008(Jan-Jun)**	748	1485

^ Statistics taken from past newsletters

**Statistics taken from Remedy

*Total minus As work allows and Project calls

~Total plus As work allows and Project calls