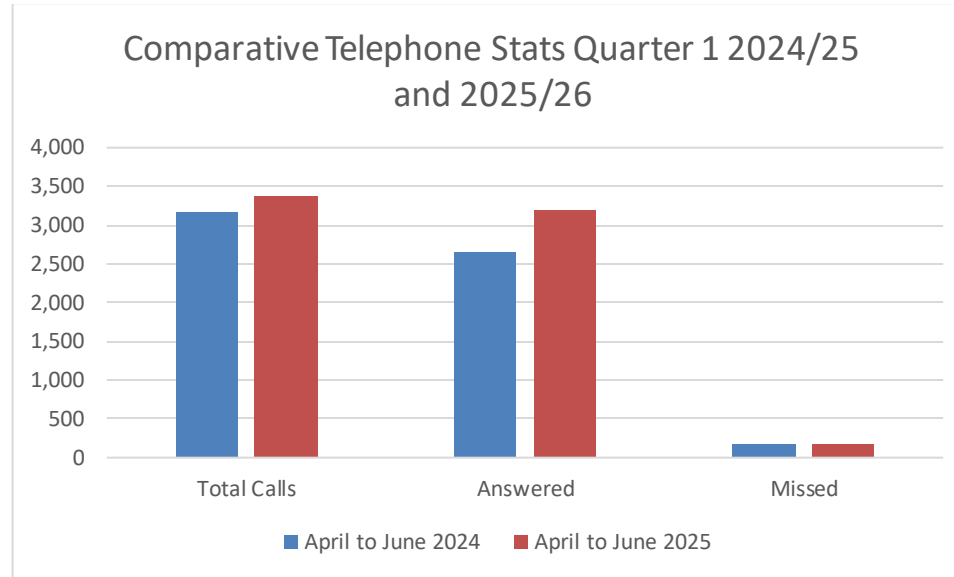


Appendix 5 – Telephone Statistics



Period	Total Calls	Answered	Missed	% Answered
April to June 2024	3,158	2,649	171	84%
April to June 2025	3,369	3,193	176	95%