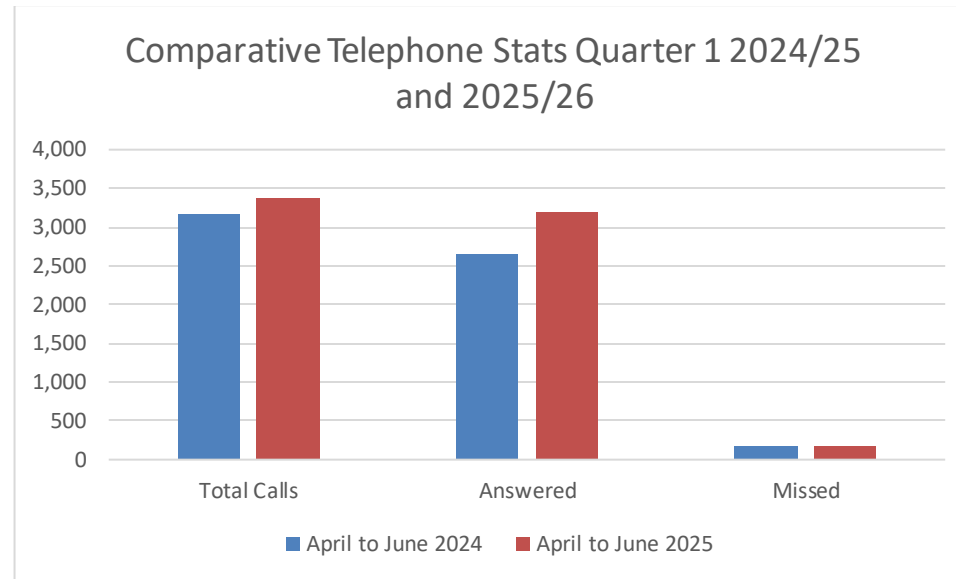


## Appendix 5 – Telephone Statistics



| 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%        |