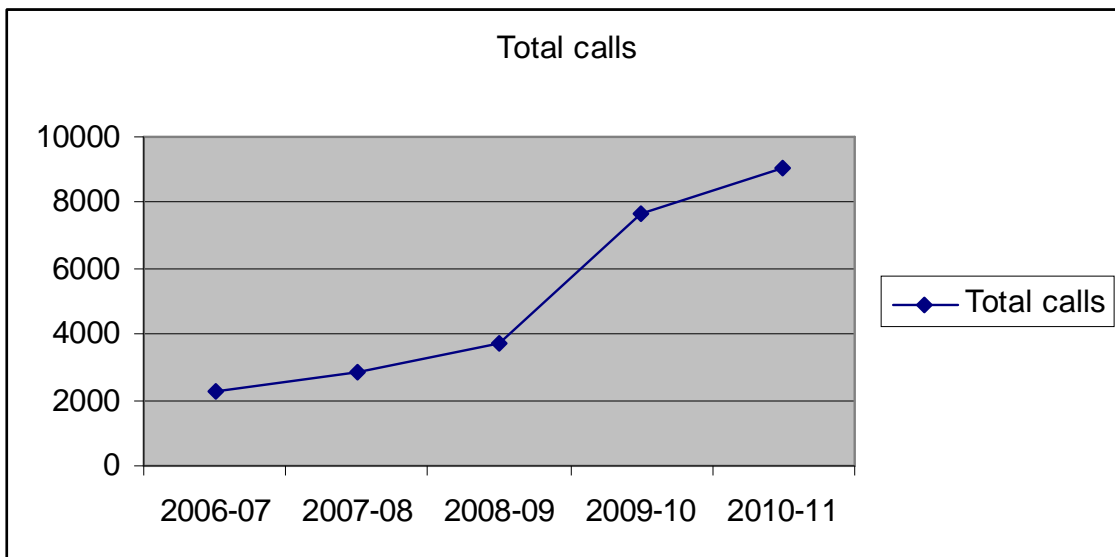


## Appendix A - 5 year performance

### Total call numbers since 2006

Year	Total calls
2006-07	2262
2007-08	2865
2008-09	3732
2009-10	7635
2010-11	9078
2011 (April-July)	3192



**Performance increase % (non unique)**

<b>Year</b>	<b>% to SCAS</b>
2006-07	
2007-08	
2008-09	3.5
2009-10	6.9
2010-11	10.9
2011 (April-July)	10.6

