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# Bath & North East Somerset Council

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Bath Record Office

## Telephone response statistics

We aim to answer 90% of calls within 20 seconds.

Year	Total calls	Calls answered	Calls answered within 20 seconds
2013/14	3003	94%	92%
2012/13	3468	95%	93%
2011/12	3396	95%	93%
2010/11	2941	98%	97%

Bath and North East Somerset –  
*The place to live, work and visit*