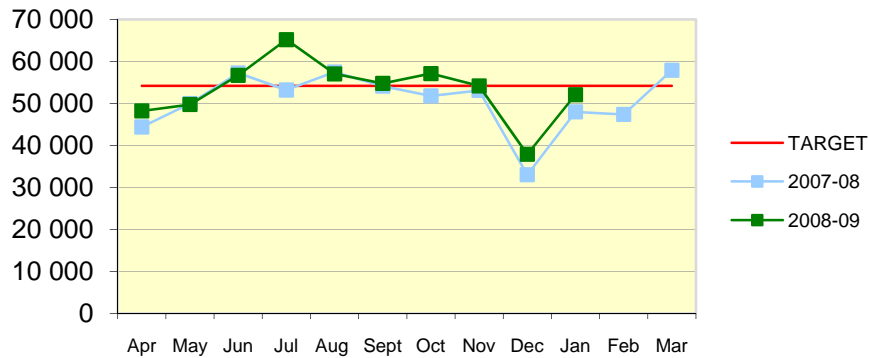


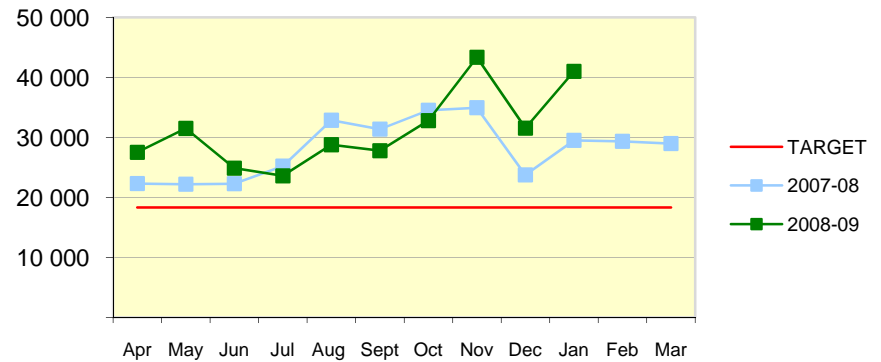


## Key performance figures to January 2009

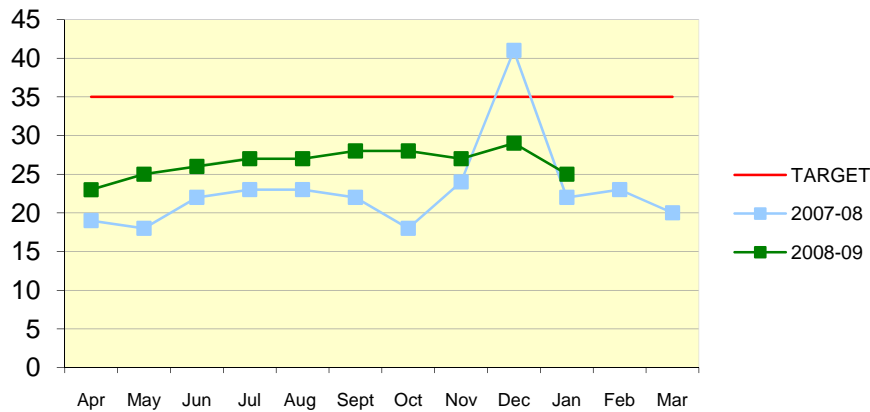
**Number of documents delivered onsite  
(annual target: 655,000)**



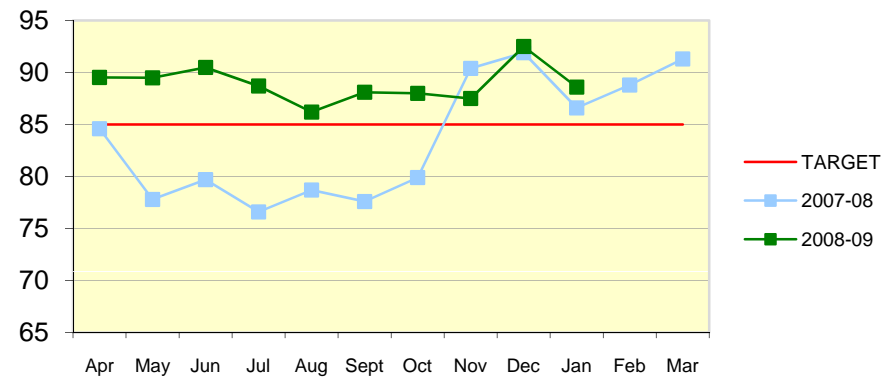
**Number of documents supplied online  
(annual target: 220,000)**



**Average document delivery (minutes)**



**Percentage of telephone calls answered within  
20 seconds**





## Documents held outside of TNA repositories February 2009

