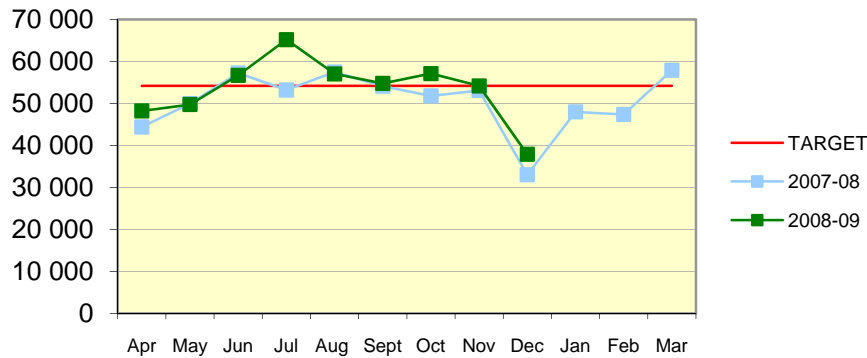


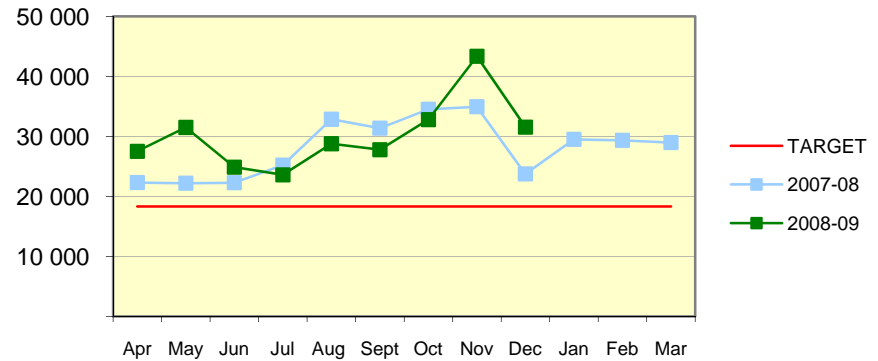


## Key performance figures to December 2008

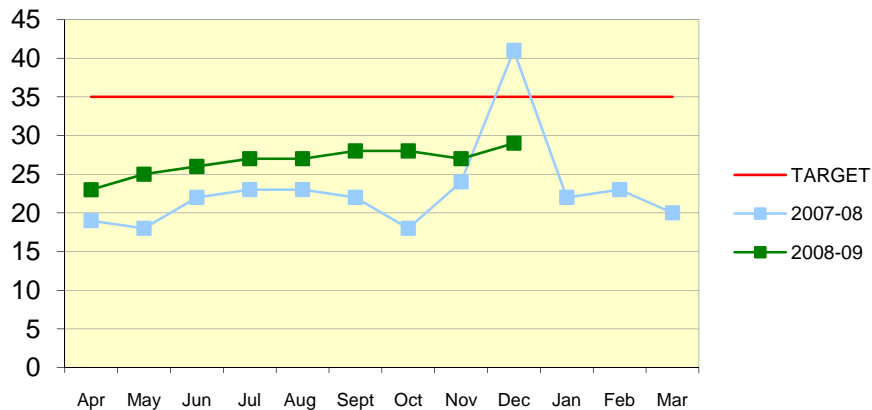
### Number of documents delivered onsite (annual target: 655,000)



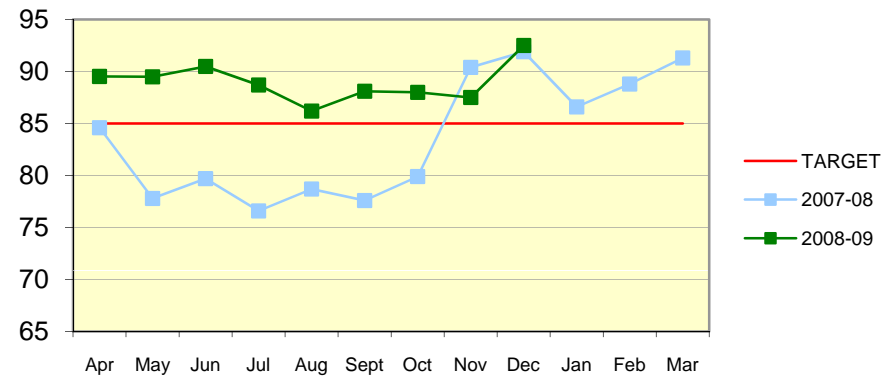
### Number of documents supplied online (annual target: 220,000)



### Average document delivery (minutes)



### Percentage of telephone calls answered within 20 seconds





## Documents held outside of TNA repositories January 2008

