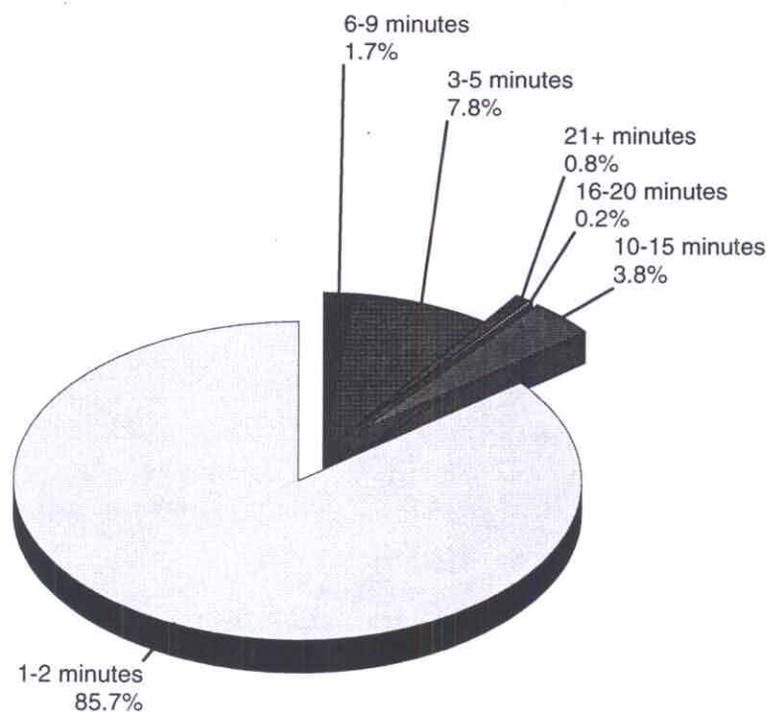


**National Institute of Arthritis and Musculoskeletal and Skin Diseases
Information Clearinghouse**

**APPENDIX 4
Requests by Response Time**

February 2002

Call Length	Number of Requests for February 2002	% of Total Requests for February 2002
1-2 minutes	1,637	85.7%
3-5 minutes	149	7.8%
6-9 minutes	33	1.7%
10-15 minutes	72	3.8%
16-20 minutes	4	0.2%
21+ minutes	15	0.8%
Total	1,910	100.0%



NOTE: Not all percentage totals equal 100 percent due to rounding.