

## PSPCA Animal Care and Control Team 2010 Monthly Statistics - Customer Service

Calls	2010											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of Calls	7,223	6,385	8,423	7,923								
Phone Grade of Service	91%	91%	90%	91%								

Answered	2010												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
	Calls Answered	6,701	5,914	7,770	7,370								
	Calls Answered in 30 Sec.	97%	97%	96%	97%								
	Calls Waiting After 1 Min.	2%	3%	4%	3%								
	Calls Waiting After 2 Min.	1%	0%	0%	0%								
Calls Waiting After 3 Min.	0%	0%	0%	0%									

Abandoned	2010												
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
	Calls Abandoned	522	462	653	553								
	Abandoned in 30 Sec.	74%	73%	76%	76%								
	Abandoned in 1 Min.	15%	15%	13%	12%								
Abandoned in 2 Min.	8%	9%	8%	8%									
Abandoned in 3 Min.	4%	4%	1%	4%									

Calls	2010		2009	
	Avg. YTD	Tot. YTD	Mo. Avg.	Total
	Number of Calls	7,489	29,954	9,190
Phone Grade of Service	91%		91%	

Answered	2010		2009		
	Avg. YTD	Tot. YTD	Mo. Avg.	Total	
	Calls Answered	6,939	27,755	8,530	102,360
	Calls Answered in 30 Sec.	97%		96%	
	Calls Waiting After 1 Min.	3%		3%	
Calls Waiting After 2 Min.	0%		1%		
Calls Waiting After 3 Min.	0%		0%		

Abandoned	2010		2009		
	Avg. YTD	Tot. YTD	Mo. Avg.	Total	
	Calls Abandoned	548	2,190	624	7,482
	Abandoned in 30 Sec.	75%		65%	
	Abandoned in 1 Min.	14%		16%	
Abandoned in 2 Min.	8%		13%		
Abandoned in 3 Min.	3%		6%		