

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

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

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

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

Calls	2010		2009	
	Avg. YTD	Tot. YTD	Mo. Avg.	Total
	Number of Calls	6,804	13,608	9,190
Phone Grade of Service	91%		91%	

Answered	2010		2009		
	Avg. YTD	Tot. YTD	Mo. Avg.	Total	
	Calls Answered	6,308	12,615	8,530	102,360
	Calls Answered in 30 Sec.	97%		96%	
	Calls Waiting After 1 Min.	3%		3%	
Calls Waiting After 2 Min.	1%		1%		
Calls Waiting After 3 Min.	0%		0%		

Abandoned	2010		2009		
	Avg. YTD	Tot. YTD	Mo. Avg.	Total	
	Calls Abandoned	492	984	624	7,482
	Abandoned in 30 Sec.	74%		65%	
	Abandoned in 1 Min.	15%		16%	
Abandoned in 2 Min.	9%		13%		
Abandoned in 3 Min.	4%		6%		