

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	8,423	7,923	9,279	10,396	11,972				
Phone Grade of Service	91%	91%	90%	91%	90%	90%	89%					

Answered	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
	Calls Answered	6,701	5,914	7,770	7,370	8,559	9,613	10,906					
	Calls Answered in 30 Sec.	97%	97%	96%	97%	96%	95%	95%					
	Calls Waiting After 1 Min.	2%	3%	4%	3%	2%	3%	3%					
	Calls Waiting After 2 Min.	1%	0%	0%	0%	2%	1%	1%					
	Calls Waiting After 3 Min.	0%	0%	0%	0%	0%	0%	0%					

Abandoned	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
	Calls Abandoned	522	462	653	553	720	783	1,066					
	Abandoned in 30 Sec.	74%	73%	76%	76%	70%	70%	65%					
	Abandoned in 1 Min.	15%	15%	13%	12%	17%	16%	17%					
	Abandoned in 2 Min.	8%	9%	8%	8%	9%	9%	11%					
Abandoned in 3 Min.	4%	4%	1%	4%	3%	5%	6%						

Calls	2010		2009	
	Avg. YTD	Tot. YTD	Mo. Avg.	Total
	Number of Calls	8,800	61,601	9,190
Phone Grade of Service	90%		91%	

Answered	Avg. YTD	Tot. YTD	Mo. Avg.	Total	
	Calls Answered	8,119	56,833	8,530	102,360
	Calls Answered in 30 Sec.	96%		96%	
	Calls Waiting After 1 Min.	3%		3%	
	Calls Waiting After 2 Min.	1%		1%	
Calls Waiting After 3 Min.	0%		0%		

Abandoned	Avg. YTD	Tot. YTD	Mo. Avg.	Total	
	Calls Abandoned	680	4,759	624	7,482
	Abandoned in 30 Sec.	72%		65%	
	Abandoned in 1 Min.	15%		16%	
	Abandoned in 2 Min.	9%		13%	
Abandoned in 3 Min.	4%		6%		