

## 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					
Phone Grade of Service	91%	91%	90%	91%	90%	90%						

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						
	Calls Answered in 30 Sec.	97%	97%	96%	97%	96%	95%						
	Calls Waiting After 1 Min.	2%	3%	4%	3%	2%	3%						
	Calls Waiting After 2 Min.	1%	0%	0%	0%	2%	1%						
	Calls Waiting After 3 Min.	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						
	Abandoned in 30 Sec.	74%	73%	76%	76%	70%	70%						
	Abandoned in 1 Min.	15%	15%	13%	12%	17%	16%						
	Abandoned in 2 Min.	8%	9%	8%	8%	9%	9%						
Abandoned in 3 Min.	4%	4%	1%	4%	3%	5%							

Calls	2010	
	Avg. YTD	Tot. YTD
	Number of Calls	8,272
Phone Grade of Service	91%	

2009	
Mo. Avg.	Total
9,190	110,276
91%	

Answered	Avg. YTD	Tot. YTD
	7,655	45,927
	96%	
	3%	
	1%	
0%		

Mo. Avg.	Total
8,530	102,360
96%	
3%	
1%	
0%	

Abandoned	Avg. YTD	Tot. YTD
	616	3,693
	73%	
	15%	
	9%	
4%		

Mo. Avg.	Total
624	7,482
65%	
16%	
13%	
6%	