

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									
Phone Grade of Service	91%	91%	90%									

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

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

Calls	2010		2009	
	Avg. YTD	Tot. YTD	Mo. Avg.	Total
	Number of Calls	7,344	22,031	9,190
Phone Grade of Service	91%		91%	

Answered	2010		2009		
	Avg. YTD	Tot. YTD	Mo. Avg.	Total	
	Calls Answered	6,795	20,385	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	546	1,637	624	7,482
	Abandoned in 30 Sec.	74%		65%	
	Abandoned in 1 Min.	14%		16%	
Abandoned in 2 Min.	8%		13%		
Abandoned in 3 Min.	3%		6%		