

- 1 Q. Please provide a copy of the call centre staffing levels (CSRs, Supervisors, Managers
2 and Support Staff) by hour, during December 2013, January and February 2014 YTD.
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- 5 A. The call centre staffing level is not available by hour, however it is provided by day
6 for the dates requested. Please refer to PUB-NLH-144 Attachment 1.

	CSRs	Lead CSR	Supervisor	Manager
1-Dec				
2-Dec	4.0	1.0	1.0	1.0
3-Dec	4.0	1.0	1.0	1.0
4-Dec	5.0	1.0	1.0	1.0
5-Dec	4.0	1.0	1.0	1.0
6-Dec	4.0	1.0	1.0	1.0
7-Dec				
8-Dec				
9-Dec	4.0	1.0	1.0	1.0
10-Dec	4.0	1.0	1.0	1.0
11-Dec	4.0	1.0	1.0	1.0
12-Dec	4.0	1.0	1.0	1.0
13-Dec	2.6	1.0	0.0	1.0
14-Dec				
15-Dec				
16-Dec	4.0	1.0	1.0	1.0
17-Dec	4.0	1.0	1.0	1.0
18-Dec	4.0	1.0	1.0	1.0
19-Dec	4.0	1.0	1.0	1.0
20-Dec	5.0	1.0	1.0	1.0
21-Dec				
22-Dec				
23-Dec	4.0	1.0	1.0	1.0
24-Dec	3.0	1.0	1.0	1.0
25-Dec	Holiday			
26-Dec	Holiday			
27-Dec	3.0	0.0	0.0	1.0
28-Dec				
29-Dec				
30-Dec	3.0	1.0	1.0	0.0
31-Dec	4.0	1.0	1.0	0.0
Monthly	3.9	1.0	0.9	0.9

	CSRs	Lead CSR	Supervisor	Manager
1-Jan	Holiday			
2-Jan	3.0	1.0	1.0	1.0
3-Jan	4.0	1.0	1.0	1.0
4-Jan				
5-Jan				
6-Jan	4.0	1.0	1.0	1.0
7-Jan	3.0	0.8	1.0	1.0
8-Jan	3.0	1.0	1.0	1.0
9-Jan	3.0	1.0	1.0	1.0
10-Jan	4.0	1.0	1.0	1.0
11-Jan				
12-Jan				
13-Jan	4.0	1.0	1.0	1.0
14-Jan	3.9	1.0	1.0	1.0
15-Jan	4.0	1.0	1.0	1.0
16-Jan	4.0	0.0	1.0	1.0
17-Jan	4.5	1.0	0.0	1.0
18-Jan				
19-Jan				
20-Jan	3.7	1.0	0.0	1.0
21-Jan	4.6	1.0	1.0	1.0
22-Jan	4.0	1.0	1.0	1.0
23-Jan	3.9	1.0	1.0	1.0
24-Jan	4.0	1.0	1.0	1.0
25-Jan				
26-Jan				
27-Jan	4.0	1.0	1.0	1.0
28-Jan	2.6	1.0	0.0	1.0
29-Jan	3.0	0.9	0.0	1.0
30-Jan	5.0	1.0	0.0	1.0
31-Jan	4.0	1.0	0.0	1.0
Monthly	3.8	0.9	0.7	1.0

	CSRs	Lead CSR	Supervisor	Manager
1-Feb				
2-Feb				
3-Feb	3.8	1.0	0.0	1.0
4-Feb	4.0	1.0	1.0	1.0
5-Feb	4.0	1.0	1.0	1.0
6-Feb	2.0	1.0	1.0	1.0
7-Feb	3.0	0.0	1.0	1.0
8-Feb				
9-Feb				
10-Feb	2.0	0.0	0.9	1.0
11-Feb	4.0	1.0	1.0	1.0
12-Feb	4.8	1.0	1.0	1.0
13-Feb	3.8	1.0	1.0	1.0
14-Feb	5.0	1.0	1.0	1.0
15-Feb				
16-Feb				
17-Feb	4.0	1.0	1.0	1.0
18-Feb	5.0	1.0	1.0	1.0
19-Feb	5.0	1.0	1.0	1.0
20-Feb	5.0	1.0	1.0	1.0
21-Feb	5.0	1.0	1.0	0.5
22-Feb				
23-Feb				
24-Feb	4.0	0.0	1.0	1.0
25-Feb	4.0	1.0	1.0	1.0
26-Feb	4.0	1.0	1.0	1.0
27-Feb	3.0	1.0	1.0	1.0
28-Feb	4.0	1.0	1.0	1.0
Monthly	4.0	0.9	0.9	1.0