

1 **Q. Please provide daily Contact Centre reporting, by interval (15 or 30 minutes) to**  
2 **specific calls offered, handled, abandoned, answered within service level goal, ASA,**  
3 **as provided by the Aspect Call Management System for the days January 1 through**  
4 **January 10, 2014.**

5  
6 **A.** Daily Customer Contact Centre reporting for the days January 1-10, 2014 are provided in  
7 Attachments A-E.

8  
9 Attachment A - Calls Offered: January 1 – 10, 2014

10 Attachment B - Calls Handled: January 1 – 10, 2014

11 Attachment C - Calls Abandoned: January 1 – 10, 2014

12 Attachment D - Calls Answered within Service Level Goal of 60 Seconds: January 1 – 10, 2014

13 Attachment E - Average Speed of Answer (In Seconds): January 1 – 10, 2014

**Calls Offered: January 1-10, 2014**

| <b>Table 1 - Calls Offered: January 1 – 10, 2014</b> |              |              |              |              |              |              |              |              |              |               |
|------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| <b>Half Hour</b>                                     | <b>Jan 1</b> | <b>Jan 2</b> | <b>Jan 3</b> | <b>Jan 4</b> | <b>Jan 5</b> | <b>Jan 6</b> | <b>Jan 7</b> | <b>Jan 8</b> | <b>Jan 9</b> | <b>Jan 10</b> |
| <b>0:00</b>                                          | 5            | 0            | 21           | 4            | 61           | 67           | 1            | 12           | 0            | 3             |
| <b>0:30</b>                                          | 2            | 0            | 19           | 1            | 60           | 34           | 2            | 21           | 0            | 1             |
| <b>1:00</b>                                          | 2            | 2            | 20           | 0            | 44           | 25           | 1            | 10           | 0            | 1             |
| <b>1:30</b>                                          | 2            | 1            | 10           | 3            | 21           | 23           | 0            | 6            | 0            | 0             |
| <b>2:00</b>                                          | 1            | 0            | 12           | 5            | 20           | 31           | 1            | 0            | 0            | 0             |
| <b>2:30</b>                                          | 0            | 0            | 6            | 7            | 19           | 19           | 2            | 1            | 1            | 0             |
| <b>3:00</b>                                          | 0            | 0            | 8            | 5            | 19           | 29           | 1            | 2            | 0            | 0             |
| <b>3:30</b>                                          | 0            | 0            | 4            | 2            | 17           | 20           | 4            | 1            | 0            | 0             |
| <b>4:00</b>                                          | 0            | 0            | 3            | 4            | 16           | 20           | 4            | 2            | 0            | 0             |
| <b>4:30</b>                                          | 0            | 0            | 1            | 2            | 19           | 26           | 4            | 0            | 0            | 1             |
| <b>5:00</b>                                          | 0            | 0            | 1            | 2            | 13           | 35           | 3            | 3            | 0            | 2             |
| <b>5:30</b>                                          | 0            | 0            | 3            | 2            | 20           | 40           | 5            | 1            | 0            | 0             |
| <b>6:00</b>                                          | 0            | 0            | 4            | 5            | 26           | 51           | 15           | 1            | 1            | 1             |
| <b>6:30</b>                                          | 0            | 0            | 6            | 7            | 34           | 72           | 21           | 2            | 0            | 1             |
| <b>7:00</b>                                          | 0            | 1            | 19           | 6            | 75           | 100          | 33           | 4            | 4            | 0             |
| <b>7:30</b>                                          | 0            | 1            | 26           | 5            | 145          | 149          | 26           | 5            | 3            | 2             |
| <b>8:00</b>                                          | 0            | 25           | 60           | 27           | 187          | 155          | 71           | 40           | 31           | 18            |
| <b>8:30</b>                                          | 1            | 44           | 72           | 34           | 228          | 176          | 79           | 48           | 60           | 54            |
| <b>9:00</b>                                          | 2            | 66           | 64           | 350          | 221          | 132          | 87           | 70           | 76           | 76            |
| <b>9:30</b>                                          | 6            | 46           | 70           | 452          | 248          | 111          | 76           | 77           | 75           | 62            |
| <b>10:00</b>                                         | 15           | 69           | 54           | 289          | 319          | 120          | 89           | 99           | 79           | 76            |
| <b>10:30</b>                                         | 34           | 75           | 55           | 284          | 290          | 105          | 101          | 110          | 76           | 77            |
| <b>11:00</b>                                         | 19           | 80           | 77           | 247          | 327          | 108          | 101          | 102          | 76           | 66            |
| <b>11:30</b>                                         | 7            | 72           | 99           | 336          | 320          | 86           | 93           | 77           | 75           | 80            |
| <b>12:00</b>                                         | 3            | 60           | 71           | 422          | 203          | 95           | 87           | 84           | 97           | 70            |
| <b>12:30</b>                                         | 8            | 66           | 71           | 351          | 183          | 70           | 78           | 82           | 63           | 78            |
| <b>13:00</b>                                         | 7            | 59           | 82           | 391          | 175          | 87           | 66           | 86           | 71           | 77            |
| <b>13:30</b>                                         | 2            | 72           | 75           | 380          | 189          | 72           | 67           | 81           | 64           | 70            |
| <b>14:00</b>                                         | 0            | 63           | 125          | 311          | 170          | 57           | 104          | 82           | 71           | 84            |

| <b>Table 1 - Calls Offered: January 1 – 10, 2014<br/>(Cont'd)</b> |              |              |              |              |              |              |              |              |              |               |
|-------------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| <b>Half Hour</b>                                                  | <b>Jan 1</b> | <b>Jan 2</b> | <b>Jan 3</b> | <b>Jan 4</b> | <b>Jan 5</b> | <b>Jan 6</b> | <b>Jan 7</b> | <b>Jan 8</b> | <b>Jan 9</b> | <b>Jan 10</b> |
| <b>14:30</b>                                                      | 1            | 61           | 58           | 418          | 197          | 63           | 60           | 82           | 70           | 76            |
| <b>15:00</b>                                                      | 0            | 65           | 96           | 364          | 214          | 71           | 83           | 69           | 62           | 76            |
| <b>15:30</b>                                                      | 0            | 64           | 121          | 310          | 208          | 43           | 67           | 107          | 76           | 71            |
| <b>16:00</b>                                                      | 0            | 123          | 98           | 400          | 208          | 39           | 56           | 108          | 64           | 47            |
| <b>16:30</b>                                                      | 0            | 300          | 123          | 354          | 149          | 28           | 39           | 82           | 46           | 34            |
| <b>17:00</b>                                                      | 1            | 265          | 76           | 269          | 149          | 28           | 7            | 26           | 9            | 2             |
| <b>17:30</b>                                                      | 9            | 186          | 82           | 219          | 130          | 31           | 6            | 100          | 7            | 2             |
| <b>18:00</b>                                                      | 8            | 223          | 61           | 264          | 139          | 37           | 4            | 122          | 2            | 1             |
| <b>18:30</b>                                                      | 8            | 233          | 53           | 290          | 95           | 18           | 2            | 27           | 2            | 37            |
| <b>19:00</b>                                                      | 5            | 315          | 36           | 235          | 111          | 20           | 4            | 13           | 1            | 157           |
| <b>19:30</b>                                                      | 3            | 240          | 28           | 248          | 86           | 13           | 0            | 3            | 1            | 18            |
| <b>20:00</b>                                                      | 9            | 208          | 7            | 217          | 74           | 5            | 1            | 5            | 1            | 5             |
| <b>20:30</b>                                                      | 3            | 242          | 2            | 213          | 69           | 9            | 1            | 3            | 1            | 3             |
| <b>21:00</b>                                                      | 2            | 176          | 8            | 221          | 118          | 7            | 1            | 3            | 0            | 6             |
| <b>21:30</b>                                                      | 1            | 199          | 6            | 194          | 332          | 6            | 2            | 1            | 1            | 5             |
| <b>22:00</b>                                                      | 0            | 206          | 10           | 192          | 216          | 9            | 1            | 1            | 1            | 4             |
| <b>22:30</b>                                                      | 1            | 93           | 7            | 154          | 143          | 6            | 0            | 1            | 2            | 5             |
| <b>23:00</b>                                                      | 0            | 50           | 3            | 119          | 121          | 5            | 2            | 0            | 0            | 4             |
| <b>23:30</b>                                                      | 1            | 39           | 4            | 90           | 79           | 12           | 3            | 0            | 1            | 0             |
| <b>Grand Total</b>                                                | <b>168</b>   | <b>4090</b>  | <b>2017</b>  | <b>8705</b>  | <b>6507</b>  | <b>2565</b>  | <b>1561</b>  | <b>1862</b>  | <b>1270</b>  | <b>1453</b>   |

**Calls Handled: January 1-10, 2014**

| <b>Table 2 - Calls Handled: January 1 – 10, 2014</b> |              |              |              |              |              |              |              |              |              |               |
|------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| <b>Half Hour</b>                                     | <b>Jan 1</b> | <b>Jan 2</b> | <b>Jan 3</b> | <b>Jan 4</b> | <b>Jan 5</b> | <b>Jan 6</b> | <b>Jan 7</b> | <b>Jan 8</b> | <b>Jan 9</b> | <b>Jan 10</b> |
| <b>0:00</b>                                          | 5            | 0            | 21           | 4            | 61           | 67           | 1            | 12           | 0            | 3             |
| <b>0:30</b>                                          | 2            | 0            | 19           | 1            | 60           | 34           | 2            | 19           | 0            | 1             |
| <b>1:00</b>                                          | 2            | 2            | 20           | 0            | 44           | 25           | 1            | 10           | 0            | 1             |
| <b>1:30</b>                                          | 2            | 1            | 10           | 3            | 21           | 23           | 0            | 6            | 0            | 0             |
| <b>2:00</b>                                          | 1            | 0            | 12           | 5            | 20           | 31           | 1            | 0            | 0            | 0             |
| <b>2:30</b>                                          | 0            | 0            | 6            | 7            | 19           | 19           | 2            | 1            | 1            | 0             |
| <b>3:00</b>                                          | 0            | 0            | 8            | 5            | 19           | 29           | 1            | 2            | 0            | 0             |
| <b>3:30</b>                                          | 0            | 0            | 4            | 2            | 17           | 20           | 4            | 1            | 0            | 0             |
| <b>4:00</b>                                          | 0            | 0            | 3            | 4            | 16           | 20           | 4            | 2            | 0            | 0             |
| <b>4:30</b>                                          | 0            | 0            | 1            | 2            | 19           | 26           | 4            | 0            | 0            | 1             |
| <b>5:00</b>                                          | 0            | 0            | 1            | 2            | 13           | 35           | 3            | 3            | 0            | 2             |
| <b>5:30</b>                                          | 0            | 0            | 3            | 2            | 20           | 40           | 5            | 1            | 0            | 0             |
| <b>6:00</b>                                          | 0            | 0            | 4            | 5            | 26           | 51           | 15           | 1            | 1            | 1             |
| <b>6:30</b>                                          | 0            | 0            | 6            | 7            | 34           | 72           | 21           | 2            | 0            | 1             |
| <b>7:00</b>                                          | 0            | 1            | 19           | 6            | 74           | 99           | 33           | 4            | 4            | 0             |
| <b>7:30</b>                                          | 0            | 1            | 26           | 5            | 145          | 146          | 26           | 5            | 3            | 2             |
| <b>8:00</b>                                          | 0            | 25           | 57           | 27           | 187          | 154          | 71           | 40           | 31           | 18            |
| <b>8:30</b>                                          | 1            | 44           | 72           | 34           | 227          | 175          | 79           | 48           | 58           | 54            |
| <b>9:00</b>                                          | 2            | 66           | 64           | 294          | 219          | 132          | 87           | 70           | 76           | 76            |
| <b>9:30</b>                                          | 6            | 46           | 70           | 384          | 242          | 111          | 76           | 77           | 75           | 62            |
| <b>10:00</b>                                         | 15           | 69           | 54           | 234          | 303          | 120          | 89           | 96           | 78           | 76            |
| <b>10:30</b>                                         | 34           | 75           | 54           | 233          | 282          | 105          | 97           | 100          | 76           | 75            |
| <b>11:00</b>                                         | 19           | 78           | 76           | 198          | 316          | 108          | 101          | 87           | 72           | 65            |
| <b>11:30</b>                                         | 7            | 72           | 99           | 290          | 316          | 86           | 89           | 74           | 75           | 78            |
| <b>12:00</b>                                         | 3            | 59           | 71           | 404          | 201          | 95           | 87           | 75           | 92           | 70            |
| <b>12:30</b>                                         | 8            | 66           | 71           | 329          | 177          | 70           | 73           | 75           | 59           | 70            |
| <b>13:00</b>                                         | 7            | 58           | 82           | 381          | 175          | 87           | 64           | 73           | 68           | 71            |
| <b>13:30</b>                                         | 2            | 72           | 74           | 368          | 189          | 72           | 66           | 81           | 63           | 58            |
| <b>14:00</b>                                         | 0            | 63           | 125          | 265          | 167          | 57           | 94           | 82           | 71           | 81            |

| <b>Table 2 - Calls Handled: January 1 – 10, 2014<br/>(Cont'd)</b> |              |              |              |              |              |              |              |              |              |               |
|-------------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| <b>Half Hour</b>                                                  | <b>Jan 1</b> | <b>Jan 2</b> | <b>Jan 3</b> | <b>Jan 4</b> | <b>Jan 5</b> | <b>Jan 6</b> | <b>Jan 7</b> | <b>Jan 8</b> | <b>Jan 9</b> | <b>Jan 10</b> |
| <b>14:30</b>                                                      | 1            | 61           | 58           | 389          | 195          | 63           | 60           | 80           | 68           | 74            |
| <b>15:00</b>                                                      | 0            | 63           | 96           | 330          | 209          | 71           | 78           | 69           | 44           | 76            |
| <b>15:30</b>                                                      | 0            | 64           | 121          | 283          | 207          | 43           | 65           | 107          | 62           | 70            |
| <b>16:00</b>                                                      | 0            | 113          | 98           | 367          | 202          | 39           | 48           | 100          | 55           | 41            |
| <b>16:30</b>                                                      | 0            | 216          | 122          | 317          | 148          | 28           | 35           | 82           | 44           | 34            |
| <b>17:00</b>                                                      | 1            | 191          | 76           | 232          | 148          | 28           | 7            | 26           | 9            | 2             |
| <b>17:30</b>                                                      | 8            | 141          | 82           | 194          | 130          | 31           | 6            | 100          | 7            | 2             |
| <b>18:00</b>                                                      | 8            | 166          | 61           | 245          | 137          | 37           | 4            | 121          | 2            | 1             |
| <b>18:30</b>                                                      | 8            | 182          | 53           | 277          | 95           | 18           | 2            | 27           | 2            | 26            |
| <b>19:00</b>                                                      | 5            | 260          | 36           | 218          | 111          | 20           | 4            | 13           | 1            | 82            |
| <b>19:30</b>                                                      | 3            | 183          | 28           | 246          | 86           | 13           | 0            | 3            | 1            | 17            |
| <b>20:00</b>                                                      | 9            | 168          | 7            | 216          | 74           | 5            | 1            | 5            | 1            | 5             |
| <b>20:30</b>                                                      | 3            | 217          | 2            | 210          | 69           | 9            | 1            | 3            | 1            | 3             |
| <b>21:00</b>                                                      | 2            | 152          | 8            | 218          | 117          | 7            | 1            | 3            | 0            | 6             |
| <b>21:30</b>                                                      | 1            | 185          | 6            | 193          | 301          | 6            | 2            | 1            | 1            | 5             |
| <b>22:00</b>                                                      | 0            | 202          | 9            | 188          | 208          | 9            | 1            | 1            | 1            | 4             |
| <b>22:30</b>                                                      | 1            | 93           | 7            | 154          | 143          | 6            | 0            | 1            | 2            | 5             |
| <b>23:00</b>                                                      | 0            | 50           | 3            | 119          | 121          | 5            | 2            | 0            | 0            | 4             |
| <b>23:30</b>                                                      | 1            | 39           | 3            | 90           | 79           | 12           | 3            | 0            | 1            | 0             |
| <b>Grand Total</b>                                                | <b>167</b>   | <b>3544</b>  | <b>2008</b>  | <b>7987</b>  | <b>6389</b>  | <b>2559</b>  | <b>1516</b>  | <b>1789</b>  | <b>1205</b>  | <b>1323</b>   |

**Calls Abandoned: January 1-10, 2014**

| <b>Table 3 - Calls Abandoned: January 1 – 10, 2014</b> |              |              |              |              |              |              |              |              |              |               |
|--------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| <b>Half Hour</b>                                       | <b>Jan 1</b> | <b>Jan 2</b> | <b>Jan 3</b> | <b>Jan 4</b> | <b>Jan 5</b> | <b>Jan 6</b> | <b>Jan 7</b> | <b>Jan 8</b> | <b>Jan 9</b> | <b>Jan 10</b> |
| 0:00                                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0             |
| 0:30                                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 2            | 0            | 0             |
| 1:00                                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0             |
| 1:30                                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0             |
| 2:00                                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0             |
| 2:30                                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0             |
| 3:00                                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0             |
| 3:30                                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0             |
| 4:00                                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0             |
| 4:30                                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0             |
| 5:00                                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0             |
| 5:30                                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0             |
| 6:00                                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0             |
| 6:30                                                   | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0            | 0             |
| 7:00                                                   | 0            | 0            | 0            | 0            | 1            | 1            | 0            | 0            | 0            | 0             |
| 7:30                                                   | 0            | 0            | 0            | 0            | 0            | 3            | 0            | 0            | 0            | 0             |
| 8:00                                                   | 0            | 0            | 3            | 0            | 0            | 1            | 0            | 0            | 0            | 0             |
| 8:30                                                   | 0            | 0            | 0            | 0            | 1            | 1            | 0            | 0            | 2            | 0             |
| 9:00                                                   | 0            | 0            | 0            | 56           | 2            | 0            | 0            | 0            | 0            | 0             |
| 9:30                                                   | 0            | 0            | 0            | 68           | 6            | 0            | 0            | 0            | 0            | 0             |
| 10:00                                                  | 0            | 0            | 0            | 55           | 16           | 0            | 0            | 3            | 1            | 0             |
| 10:30                                                  | 0            | 0            | 1            | 51           | 8            | 0            | 4            | 10           | 0            | 2             |
| 11:00                                                  | 0            | 2            | 1            | 49           | 11           | 0            | 0            | 15           | 4            | 1             |
| 11:30                                                  | 0            | 0            | 0            | 46           | 4            | 0            | 4            | 3            | 0            | 2             |
| 12:00                                                  | 0            | 1            | 0            | 18           | 2            | 0            | 0            | 9            | 5            | 0             |
| 12:30                                                  | 0            | 0            | 0            | 22           | 6            | 0            | 5            | 7            | 4            | 8             |
| 13:00                                                  | 0            | 1            | 0            | 10           | 0            | 0            | 2            | 13           | 3            | 6             |
| 13:30                                                  | 0            | 0            | 1            | 12           | 0            | 0            | 1            | 0            | 1            | 12            |
| 14:00                                                  | 0            | 0            | 0            | 46           | 3            | 0            | 10           | 0            | 0            | 3             |

| <b>Table 3 - Calls Abandoned: January 1 – 10, 2014<br/>(Cont'd)</b> |              |              |              |              |              |              |              |              |              |               |
|---------------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| <b>Half Hour</b>                                                    | <b>Jan 1</b> | <b>Jan 2</b> | <b>Jan 3</b> | <b>Jan 4</b> | <b>Jan 5</b> | <b>Jan 6</b> | <b>Jan 7</b> | <b>Jan 8</b> | <b>Jan 9</b> | <b>Jan 10</b> |
| <b>14:30</b>                                                        | 0            | 0            | 0            | 29           | 2            | 0            | 0            | 2            | 2            | 2             |
| <b>15:00</b>                                                        | 0            | 2            | 0            | 34           | 5            | 0            | 5            | 0            | 18           | 0             |
| <b>15:30</b>                                                        | 0            | 0            | 0            | 27           | 1            | 0            | 2            | 0            | 14           | 1             |
| <b>16:00</b>                                                        | 0            | 10           | 0            | 33           | 6            | 0            | 8            | 8            | 9            | 6             |
| <b>16:30</b>                                                        | 0            | 84           | 1            | 37           | 1            | 0            | 4            | 0            | 2            | 0             |
| <b>17:00</b>                                                        | 0            | 74           | 0            | 37           | 1            | 0            | 0            | 0            | 0            | 0             |
| <b>17:30</b>                                                        | 1            | 45           | 0            | 25           | 0            | 0            | 0            | 0            | 0            | 0             |
| <b>18:00</b>                                                        | 0            | 57           | 0            | 19           | 2            | 0            | 0            | 1            | 0            | 0             |
| <b>18:30</b>                                                        | 0            | 51           | 0            | 13           | 0            | 0            | 0            | 0            | 0            | 11            |
| <b>19:00</b>                                                        | 0            | 55           | 0            | 17           | 0            | 0            | 0            | 0            | 0            | 75            |
| <b>19:30</b>                                                        | 0            | 57           | 0            | 2            | 0            | 0            | 0            | 0            | 0            | 1             |
| <b>20:00</b>                                                        | 0            | 40           | 0            | 1            | 0            | 0            | 0            | 0            | 0            | 0             |
| <b>20:30</b>                                                        | 0            | 25           | 0            | 3            | 0            | 0            | 0            | 0            | 0            | 0             |
| <b>21:00</b>                                                        | 0            | 24           | 0            | 3            | 1            | 0            | 0            | 0            | 0            | 0             |
| <b>21:30</b>                                                        | 0            | 14           | 0            | 1            | 31           | 0            | 0            | 0            | 0            | 0             |
| <b>22:00</b>                                                        | 0            | 4            | 1            | 4            | 8            | 0            | 0            | 0            | 0            | 0             |
| <b>23:30</b>                                                        | 0            | 0            | 1            | 0            | 0            | 0            | 0            | 0            | 0            | 0             |
| <b>Grand Total</b>                                                  | <b>1</b>     | <b>546</b>   | <b>9</b>     | <b>718</b>   | <b>118</b>   | <b>6</b>     | <b>45</b>    | <b>73</b>    | <b>65</b>    | <b>130</b>    |

**Calls Answered Within Service Level Goal of 60 Seconds:  
January 1-10, 2014**

| <b>Table 4 - Calls Answered within Service Level Goal of 60 Seconds:<br/>January 1 – 10, 2014</b> |              |              |              |              |              |              |              |              |              |               |
|---------------------------------------------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| <b>Half Hour</b>                                                                                  | <b>Jan 1</b> | <b>Jan 2</b> | <b>Jan 3</b> | <b>Jan 4</b> | <b>Jan 5</b> | <b>Jan 6</b> | <b>Jan 7</b> | <b>Jan 8</b> | <b>Jan 9</b> | <b>Jan 10</b> |
| <b>0:00</b>                                                                                       | 5            | 0            | 21           | 4            | 56           | 67           | 1            | 12           | 0            | 3             |
| <b>0:30</b>                                                                                       | 2            | 0            | 19           | 1            | 60           | 34           | 2            | 7            | 0            | 1             |
| <b>1:00</b>                                                                                       | 2            | 2            | 17           | 0            | 42           | 25           | 1            | 10           | 0            | 1             |
| <b>1:30</b>                                                                                       | 2            | 1            | 9            | 3            | 21           | 23           | 0            | 6            | 0            | 0             |
| <b>2:00</b>                                                                                       | 1            | 0            | 12           | 5            | 20           | 31           | 1            | 0            | 0            | 0             |
| <b>2:30</b>                                                                                       | 0            | 0            | 6            | 7            | 19           | 19           | 2            | 1            | 1            | 0             |
| <b>3:00</b>                                                                                       | 0            | 0            | 8            | 5            | 19           | 29           | 1            | 2            | 0            | 0             |
| <b>3:30</b>                                                                                       | 0            | 0            | 4            | 2            | 17           | 20           | 4            | 1            | 0            | 0             |
| <b>4:00</b>                                                                                       | 0            | 0            | 3            | 4            | 16           | 20           | 4            | 2            | 0            | 0             |
| <b>4:30</b>                                                                                       | 0            | 0            | 1            | 2            | 19           | 26           | 4            | 0            | 0            | 1             |
| <b>5:00</b>                                                                                       | 0            | 0            | 1            | 2            | 13           | 35           | 3            | 3            | 0            | 2             |
| <b>5:30</b>                                                                                       | 0            | 0            | 3            | 2            | 20           | 34           | 5            | 1            | 0            | 0             |
| <b>6:00</b>                                                                                       | 0            | 0            | 4            | 5            | 26           | 51           | 15           | 1            | 1            | 1             |
| <b>6:30</b>                                                                                       | 0            | 0            | 6            | 7            | 34           | 72           | 21           | 2            | 0            | 1             |
| <b>7:00</b>                                                                                       | 0            | 1            | 19           | 6            | 74           | 97           | 33           | 4            | 4            | 0             |
| <b>7:30</b>                                                                                       | 0            | 1            | 26           | 5            | 145          | 101          | 26           | 5            | 3            | 2             |
| <b>8:00</b>                                                                                       | 0            | 25           | 57           | 27           | 184          | 57           | 71           | 40           | 26           | 18            |
| <b>8:30</b>                                                                                       | 1            | 26           | 72           | 34           | 184          | 120          | 79           | 47           | 45           | 44            |
| <b>9:00</b>                                                                                       | 2            | 63           | 64           | 59           | 20           | 105          | 85           | 70           | 76           | 75            |
| <b>9:30</b>                                                                                       | 6            | 46           | 70           | 54           | 71           | 104          | 76           | 71           | 72           | 61            |
| <b>10:00</b>                                                                                      | 15           | 68           | 54           | 29           | 37           | 113          | 42           | 74           | 73           | 49            |
| <b>10:30</b>                                                                                      | 30           | 62           | 54           | 25           | 56           | 105          | 31           | 18           | 69           | 48            |
| <b>11:00</b>                                                                                      | 19           | 71           | 76           | 15           | 70           | 103          | 92           | 14           | 38           | 42            |
| <b>11:30</b>                                                                                      | 7            | 63           | 99           | 13           | 131          | 86           | 59           | 36           | 67           | 47            |
| <b>12:00</b>                                                                                      | 3            | 33           | 71           | 349          | 55           | 95           | 72           | 14           | 19           | 53            |
| <b>12:30</b>                                                                                      | 8            | 64           | 71           | 226          | 32           | 70           | 14           | 11           | 23           | 33            |
| <b>13:00</b>                                                                                      | 7            | 57           | 82           | 379          | 152          | 86           | 54           | 7            | 44           | 10            |
| <b>13:30</b>                                                                                      | 2            | 71           | 74           | 347          | 174          | 72           | 48           | 26           | 52           | 3             |
| <b>14:00</b>                                                                                      | 0            | 63           | 125          | 17           | 136          | 57           | 51           | 77           | 65           | 60            |

| <b>Table 4 - Calls Answered within Service Level Goal of 60 Seconds:</b><br><b>January 1 – 10, 2014</b><br><b>(Cont'd)</b> |              |              |              |              |              |              |              |              |              |               |
|----------------------------------------------------------------------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| <b>Half Hour</b>                                                                                                           | <b>Jan 1</b> | <b>Jan 2</b> | <b>Jan 3</b> | <b>Jan 4</b> | <b>Jan 5</b> | <b>Jan 6</b> | <b>Jan 7</b> | <b>Jan 8</b> | <b>Jan 9</b> | <b>Jan 10</b> |
| <b>14:30</b>                                                                                                               | 1            | 61           | 58           | 26           | 143          | 63           | 59           | 63           | 29           | 69            |
| <b>15:00</b>                                                                                                               | 0            | 63           | 96           | 9            | 78           | 71           | 50           | 67           | 6            | 62            |
| <b>15:30</b>                                                                                                               | 0            | 64           | 121          | 24           | 82           | 42           | 55           | 97           | 6            | 26            |
| <b>16:00</b>                                                                                                               | 0            | 83           | 98           | 13           | 24           | 38           | 13           | 55           | 14           | 9             |
| <b>16:30</b>                                                                                                               | 0            | 42           | 122          | 17           | 128          | 28           | 9            | 81           | 34           | 34            |
| <b>17:00</b>                                                                                                               | 1            | 16           | 76           | 15           | 103          | 28           | 7            | 26           | 9            | 2             |
| <b>17:30</b>                                                                                                               | 8            | 6            | 82           | 8            | 129          | 31           | 6            | 100          | 7            | 2             |
| <b>18:00</b>                                                                                                               | 8            | 11           | 61           | 15           | 78           | 37           | 4            | 94           | 2            | 1             |
| <b>18:30</b>                                                                                                               | 8            | 0            | 53           | 23           | 95           | 18           | 2            | 27           | 2            | 5             |
| <b>19:00</b>                                                                                                               | 5            | 24           | 36           | 31           | 110          | 20           | 4            | 13           | 1            | 7             |
| <b>19:30</b>                                                                                                               | 3            | 11           | 28           | 174          | 86           | 13           | 0            | 3            | 1            | 17            |
| <b>20:00</b>                                                                                                               | 9            | 6            | 7            | 94           | 74           | 5            | 1            | 5            | 1            | 5             |
| <b>20:30</b>                                                                                                               | 3            | 17           | 2            | 157          | 50           | 9            | 1            | 3            | 1            | 3             |
| <b>21:00</b>                                                                                                               | 2            | 6            | 8            | 86           | 43           | 7            | 1            | 3            | 0            | 6             |
| <b>21:30</b>                                                                                                               | 1            | 30           | 6            | 123          | 26           | 6            | 2            | 1            | 1            | 5             |
| <b>22:00</b>                                                                                                               | 0            | 59           | 7            | 147          | 80           | 9            | 1            | 1            | 1            | 4             |
| <b>22:30</b>                                                                                                               | 1            | 93           | 6            | 148          | 136          | 6            | 0            | 1            | 2            | 5             |
| <b>23:00</b>                                                                                                               | 0            | 50           | 3            | 119          | 120          | 5            | 2            | 0            | 0            | 4             |
| <b>23:30</b>                                                                                                               | 1            | 39           | 3            | 90           | 79           | 12           | 3            | 0            | 1            | 0             |
| <b>Grand Total</b>                                                                                                         | <b>163</b>   | <b>1398</b>  | <b>2001</b>  | <b>2953</b>  | <b>3567</b>  | <b>2305</b>  | <b>1117</b>  | <b>1202</b>  | <b>796</b>   | <b>821</b>    |

**Average Speed of Answer (In Seconds): January 1-10, 2014**

| <b>Table 5 - Average Speed of Answer (In Seconds): January 1 – 10, 2014</b> |              |              |              |              |              |              |              |              |              |               |
|-----------------------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| <b>Half Hour</b>                                                            | <b>Jan 1</b> | <b>Jan 2</b> | <b>Jan 3</b> | <b>Jan 4</b> | <b>Jan 5</b> | <b>Jan 6</b> | <b>Jan 7</b> | <b>Jan 8</b> | <b>Jan 9</b> | <b>Jan 10</b> |
| <b>0:00</b>                                                                 | 1.0          | 0.0          | 5.4          | 1.0          | 14.9         | 6.3          | 0.0          | 4.3          | 0.0          | 1.0           |
| <b>0:30</b>                                                                 | 1.0          | 0.0          | 7.0          | 1.0          | 4.4          | 0.0          | 0.0          | 70.2         | 0.0          | 1.0           |
| <b>1:00</b>                                                                 | 1.0          | 1.0          | 29.6         | 0.0          | 4.8          | 0.0          | 0.0          | 0.9          | 0.0          | 1.0           |
| <b>1:30</b>                                                                 | 1.0          | 1.0          | 8.3          | 1.0          | 0.0          | 0.0          | 0.0          | 1.0          | 0.0          | 0.0           |
| <b>2:00</b>                                                                 | 1.0          | 0.0          | 3.2          | 1.0          | 0.0          | 0.0          | 0.0          | 0.0          | 0.0          | 0.0           |
| <b>2:30</b>                                                                 | 0.0          | 0.0          | 1.0          | 1.0          | 0.0          | 0.0          | 0.0          | 1.0          | 0.0          | 0.0           |
| <b>3:00</b>                                                                 | 0.0          | 0.0          | 0.9          | 0.8          | 0.0          | 0.0          | 0.0          | 1.0          | 0.0          | 0.0           |
| <b>3:30</b>                                                                 | 0.0          | 0.0          | 1.0          | 1.0          | 0.0          | 0.0          | 0.0          | 1.0          | 0.0          | 0.0           |
| <b>4:00</b>                                                                 | 0.0          | 0.0          | 1.0          | 1.0          | 0.0          | 0.0          | 0.0          | 1.0          | 0.0          | 0.0           |
| <b>4:30</b>                                                                 | 0.0          | 0.0          | 1.0          | 1.0          | 0.0          | 0.0          | 0.0          | 0.0          | 0.0          | 1.0           |
| <b>5:00</b>                                                                 | 0.0          | 0.0          | 1.0          | 1.0          | 0.0          | 1.5          | 0.0          | 1.0          | 0.0          | 1.0           |
| <b>5:30</b>                                                                 | 0.0          | 0.0          | 0.7          | 1.0          | 0.0          | 17.6         | 0.0          | 1.0          | 0.0          | 0.0           |
| <b>6:00</b>                                                                 | 0.0          | 0.0          | 0.3          | 1.0          | 0.0          | 0.0          | 0.0          | 1.0          | 1.0          | 1.0           |
| <b>6:30</b>                                                                 | 0.0          | 0.0          | 0.0          | 1.0          | 0.0          | 0.3          | 0.0          | 1.0          | 0.0          | 1.0           |
| <b>7:00</b>                                                                 | 0.0          | 1.0          | 0.0          | 0.8          | 0.0          | 4.4          | 1.3          | 1.0          | 1.0          | 0.0           |
| <b>7:30</b>                                                                 | 0.0          | 1.0          | 0.0          | 0.0          | 4.8          | 38.0         | 0.0          | 1.0          | 1.0          | 0.0           |
| <b>8:00</b>                                                                 | 0.0          | 11.3         | 0.1          | 0.0          | 10.4         | 77.6         | 8.2          | 10.6         | 28.0         | 12.9          |
| <b>8:30</b>                                                                 | 1.0          | 60.7         | 0.3          | 0.0          | 24.0         | 37.4         | 8.9          | 16.8         | 33.3         | 26.2          |
| <b>9:00</b>                                                                 | 1.0          | 13.4         | 0.3          | 188.2        | 87.9         | 24.8         | 10.1         | 8.1          | 8.1          | 10.3          |
| <b>9:30</b>                                                                 | 0.8          | 9.2          | 0.2          | 192.0        | 94.2         | 14.6         | 8.0          | 19.4         | 13.9         | 11.3          |
| <b>10:00</b>                                                                | 5.7          | 10.5         | 0.1          | 311.7        | 185.6        | 7.7          | 83.1         | 43.5         | 15.3         | 41.6          |
| <b>10:30</b>                                                                | 18.9         | 28.9         | 0.4          | 302.1        | 171.7        | 0.1          | 104.6        | 156.6        | 19.3         | 45.1          |
| <b>11:00</b>                                                                | 6.5          | 17.9         | 0.8          | 269.6        | 166.9        | 7.4          | 17.8         | 157.6        | 63.2         | 62.1          |
| <b>11:30</b>                                                                | 4.0          | 26.7         | 0.1          | 147.8        | 86.0         | 0.0          | 44.6         | 92.4         | 24.5         | 66.2          |
| <b>12:00</b>                                                                | 1.0          | 70.3         | 0.0          | 39.1         | 93.0         | 0.0          | 35.7         | 177.1        | 152.4        | 42.2          |
| <b>12:30</b>                                                                | 4.8          | 16.1         | 0.1          | 47.7         | 131.5        | 0.1          | 118.5        | 142.2        | 93.9         | 78.0          |
| <b>13:00</b>                                                                | 1.0          | 12.8         | 0.0          | 24.4         | 23.6         | 9.2          | 38.5         | 216.3        | 59.8         | 144.9         |
| <b>13:30</b>                                                                | 0.5          | 11.1         | 0.2          | 30.7         | 23.7         | 0.0          | 46.3         | 101.2        | 28.8         | 229.0         |
| <b>14:00</b>                                                                | 0.0          | 7.7          | 0.4          | 222.8        | 28.8         | 0.4          | 73.9         | 18.7         | 22.1         | 41.5          |

| <b>Table 5 - Average Speed of Answer (In Seconds): January 1 – 10, 2014<br/>(Cont'd)</b> |              |              |              |              |              |              |              |              |              |               |
|------------------------------------------------------------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| <b>Half Hour</b>                                                                         | <b>Jan 1</b> | <b>Jan 2</b> | <b>Jan 3</b> | <b>Jan 4</b> | <b>Jan 5</b> | <b>Jan 6</b> | <b>Jan 7</b> | <b>Jan 8</b> | <b>Jan 9</b> | <b>Jan 10</b> |
| <b>14:30</b>                                                                             | 1.0          | 8.3          | 0.0          | 150.6        | 38.3         | 0.1          | 15.5         | 35.3         | 106.6        | 18.7          |
| <b>15:00</b>                                                                             | 0.0          | 9.9          | 0.0          | 175.8        | 78.9         | 0.2          | 45.6         | 13.5         | 247.9        | 33.7          |
| <b>15:30</b>                                                                             | 0.0          | 8.0          | 0.0          | 229.8        | 76.8         | 1.9          | 31.4         | 23.9         | 237.1        | 110.1         |
| <b>16:00</b>                                                                             | 0.0          | 57.7         | 0.1          | 155.2        | 174.3        | 1.7          | 154.9        | 108.6        | 151.3        | 149.6         |
| <b>16:30</b>                                                                             | 0.0          | 203.5        | 0.1          | 186.2        | 23.1         | 0.0          | 115.0        | 8.7          | 37.9         | 13.4          |
| <b>17:00</b>                                                                             | 1.0          | 335.7        | 0.3          | 254.5        | 40.6         | 0.0          | 2.4          | 0.0          | 0.8          | 1.0           |
| <b>17:30</b>                                                                             | 11.6         | 436.0        | 0.0          | 334.1        | 8.7          | 0.0          | 1.0          | 11.3         | 0.9          | 1.0           |
| <b>18:00</b>                                                                             | 1.0          | 364.9        | 0.0          | 181.3        | 45.4         | 0.0          | 1.0          | 28.3         | 1.0          | 1.0           |
| <b>18:30</b>                                                                             | 4.0          | 321.8        | 0.0          | 109.5        | 1.2          | 0.3          | 1.0          | 0.0          | 1.0          | 402.3         |
| <b>19:00</b>                                                                             | 1.0          | 281.6        | 0.2          | 123.3        | 8.1          | 0.0          | 1.0          | 2.8          | 1.0          | 267.1         |
| <b>19:30</b>                                                                             | 1.0          | 377.5        | 0.0          | 39.4         | 0.1          | 0.0          | 0.0          | 1.0          | 1.0          | 4.6           |
| <b>20:00</b>                                                                             | 1.0          | 435.9        | 0.0          | 69.0         | 1.3          | 0.0          | 1.0          | 1.0          | 1.0          | 1.0           |
| <b>20:30</b>                                                                             | 1.0          | 390.7        | 0.0          | 38.9         | 25.0         | 0.0          | 1.0          | 1.0          | 1.0          | 1.0           |
| <b>21:00</b>                                                                             | 1.0          | 439.0        | 0.0          | 66.7         | 61.4         | 0.0          | 1.0          | 1.0          | 0.0          | 1.0           |
| <b>21:30</b>                                                                             | 1.0          | 208.6        | 0.0          | 46.3         | 279.9        | 0.0          | 1.0          | 1.0          | 1.0          | 1.2           |
| <b>22:00</b>                                                                             | 0.0          | 107.5        | 27.9         | 36.2         | 127.4        | 0.0          | 1.0          | 1.0          | 1.0          | 1.0           |
| <b>22:30</b>                                                                             | 1.0          | 19.5         | 17.1         | 6.8          | 14.0         | 0.0          | 0.0          | 1.0          | 1.0          | 0.8           |
| <b>23:00</b>                                                                             | 0.0          | 10.2         | 0.0          | 2.7          | 4.3          | 0.0          | 1.0          | 0.0          | 0.0          | 1.0           |
| <b>23:30</b>                                                                             | 1.0          | 4.1          | 0.0          | 0.1          | 0.0          | 0.0          | 1.0          | 0.0          | 1.0          | 0.0           |
| <b>Grand Total</b>                                                                       | <b>6.6</b>   | <b>210.0</b> | <b>0.8</b>   | <b>133.6</b> | <b>79.3</b>  | <b>13.0</b>  | <b>45.1</b>  | <b>65.4</b>  | <b>69.2</b>  | <b>79.3</b>   |