RESERVATION AND RESERVATION SPANISH QUEUE

2010	Calls Offered	Average Speed of Answer	AvgerageTalk Time	Abandoned Calls	Average Abandon Time	Abandoned %
January	29658	1:50	3:01	1915	2:28	6.46%
February	29435	2:17	3:02	2547	3:17	8.65%
March	31048	1:34	3:07	1505	2:22	4.85%
April	29290	1:00	3:14	889	1:54	3.04%
May	27507	0:42	3:06	596	1:40	2.17%
June	30086	1:20	3:11	1410	2:38	4.69%
July	31143	2:01	3:20	2158	2:43	6.93%
August	32597	1:06	3:13	1106	1:48	3.39%
September	32392	1:26	3:16	1394	1:45	4.30%
October	31496	1:45	3:17	1638	2:01	5.20%
November	30907	2:05	3:18	2073	2:31	6.71%
December	28636	1:25	3:21	1067	1:47	3.73%
Totals	**364195**	**1:32**	**3:12**	**18298**	**2:14**	**5.02%**

WMR AND WMR SPANISH

2010	Calls Offered	Average Speed of Answer	AvgerageTalk Time	Abandoned Calls	Average Abandon Time	Abandoned %
January	3879	0:47	2:04	156	2:01	4.02%
February	3897	0:47	2:01	158	0:59	4.05%
March	4365	0:42	1:55	138	1:25	3.16%
April	4417	0:45	1:58	134	1:59	3.03%
May	4162	0:49	2:01	143	1:44	3.44%
June	4178	0:47	1:59	165	1:57	3.95%
July	4416	0:53	1:58	155	1:32	3.51%
August	4605	0:59	2:05	201	1:43	4.36%
September	4700	1:08	2:07	228	1:59	4.85%
October	4578	1:04	2:08	224	2:15	4.89%
November	4562	0:45	1:55	145	1:37	3.18%
December	4627	0:39	1:58	100	1:32	2.16%
Totals	**52386**	**0:50**	**2:00**	**1947**	**1:43**	**3.72%**

FACILITY

2010	Calls Offered	Average Speed of Answer	AvgerageTalk Time	Abandoned Calls	Average Abandon Time	Abandoned %
January	1207	0:43	1:47	68	2:25	5.63%
February	1106	0:40	2:54	64	2:24	5.79%
March	1298	0:41	2:52	86	2:38	6.63%
April	1214	0:37	2:47	55	2:19	4.53%
May	1172	0:32	2:37	53	4:07	4.52%
June	1124	0:35	2:45	57	2:28	5.07%
July	1129	0:34	2:58	60	3:59	5.31%
August	1401	0:35	2:57	87	3:17	6.21%
September	1484	0:49	3:11	90	3:55	6.06%
October	1398	0:47	2:46	78	3:16	5.58%
November	1537	0:53	2:51	106	3:18	6.90%
December	1597	0:39	2:44	106	5:29	6.64%
Totals	**15667**	**0:40**	**2:45**	**910**	**3:17**	**5.81%**

PROVIDER QUEUE

2010	Calls Offered	Average Speed of Answer	AvgerageTalk Time	Abandoned Calls	Average Abandon Time	Abandoned %
January	2702	0:49	1:32	136	1:47	5.03%
February	2802	0:44	1:32	150	1:57	5.35%
March	3053	0:40	1:22	132	1:58	4.32%
April	3241	0:47	1:28	148	1:47	4.57%
May	2899	0:48	1:32	129	1:29	4.45%
June	2974	0:44	1:29	131	1:45	4.40%
July	2652	0:52	1:28	158	1:36	5.96%
August	2866	0:59	1:35	170	1:51	5.93%
September	3107	1:08	1:34	233	2:06	7.50%
October	2735	1:01	1:35	187	2:10	6.84%
November	2653	0:43	1:35	126	1:34	4.75%
December	2425	0:37	1:35	87	1:15	3.59%
Totals	**34109**	**0:49**	**1:31**	**1787**	**1:46**	**5.24%**

RESERVATION AND RESERVATION SPANISH QUEUE

2011	Calls Offered	Average Speed of Answer	AvgerageTalk Time	Abandoned Calls	Average Abandon Time	Abandoned %
January	34409	3:09	3:23	3089	2:51	8.98%
February	25940	2:13	3:29	1920	3:02	7.40%
March	32739	1:08	3:27	1040	1:55	3.18%
April	31306	1:07	3:21	1056	1:45	3.37%
May	31311	0:56	3:22	861	1:37	2.75%
June	32562	1:17	3:25	1280	2:01	3.93%
July	32118	1:06	3:25	1274	1:54	3.97%
August	37280	1:57	3:38	2356	2:26	6.32%
September	35953	3:17	3:27	3844	3:26	10.69%
October	34735	2:19	3:28	3060	2:36	8.81%
November	32705	3:06	3:25	3111	3:28	9.51%
December	29921	1:59	3:24	1763	3:02	5.89%
Totals	**390979**	**1:57**	**3:26**	**24654**	**2:30**	**6.31%**

WMR AND WMR SPANISH

2011	Calls Offered	Average Speed of Answer	AvgerageTalk Time	Abandoned Calls	Average Abandon Time	Abandoned %
January	5838	0:53	1:45	169	2:11	2.89%
February	5041	0:58	1:52	265	1:50	5.26%
March	7375	1:08	1:48	414	1:27	5.61%
April	5781	1:12	2:11	369	1:33	6.38%
May	5722	1:26	2:11	404	2:13	7.06%
June	5972	1:36	2:14	487	1:56	8.15%
July	6156	1:25	2:12	490	2:10	7.96%
August	7304	2:15	2:10	712	2:34	9.75%
September	6463	3:19	2:16	1017	3:32	15.74%
October	6352	3:23	2:20	988	2:14	15.55%
November	6262	3:19	2:29	910	3:42	14.53%
December	5760	2:31	2:19	564	3:24	9.79%
Totals	**74026**	**1:57**	**2:08**	**6789**	**2:23**	**9.17%**

FACILITY

2011	Calls Offered	Average Speed of Answer	AvgerageTalk Time	Abandoned Calls	Average Abandon Time	Abandoned %
January	1575	0:42	2:24	102	3:34	6.48%
February	1757	0:50	2:37	166	3:19	9.45%
March	1652	0:44	2:46	104	2:31	6.30%
April	1531	0:50	2:40	116	2:26	7.58%
May	1656	1:02	3:00	148	3:05	8.94%
June	1631	1:02	3:08	112	2:55	6.87%
July	1555	1:31	3:41	164	2:35	10.55%
August	1757	2:13	4:23	223	3:38	12.69%
September	1589	2:11	4:04	223	3:08	14.03%
October	1574	1:39	3:47	169	2:40	10.74%
November	1803	1:55	3:50	183	3:11	10.15%
December	1471	1:11	3:26	138	3:43	9.38%
Totals	**19551**	**1:19**	**3:18**	**1848**	**3:03**	**9.45%**

PROVIDER QUEUE

2011	Calls Offered	Average Speed of Answer	AvgerageTalk Time	Abandoned Calls	Average Abandon Time	Abandoned %
January	2482	0:48	1:34	144	2:27	5.80%
February	2156	0:54	1:43	184	1:56	8.53%
March	2678	1:04	1:45	230	1:50	8.59%
April	2593	1:02	1:51	210	1:52	8.10%
May	2645	1:08	1:46	222	2:04	8.39%
June	2913	1:29	1:56	345	2:03	11.84%
July	2510	1:14	1:56	276	1:41	11.00%
August	2952	2:21	1:49	460	2:27	15.58%
September	2499	2:57	1:59	506	3:20	20.25%
October	2293	3:09	1:51	493	3:14	21.50%
November	2431	3:13	1:59	487	2:36	20.03%
December	2087	2:37	1:57	349	3:08	16.72%
Totals	**30239**	**1:49**	**1:50**	**3906**	**2:23**	**12.92%**