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| **Paratransit Call Center Performance Report 12/13/2017**  **October & November** | | | | |
|  | **October** | **Prior Year** | **November** | **Prior Year** |
| **Total Incoming Calls** | 14,194  (-0.7%) | 14,298 | 13,988  (-0.0%) | 13,995 |
| **Calls Handled** | 13,599  (+1.4%) | 13,414 | 13,470  (+3.3%) | 13,039 |
| **Calls Abandoned (after 15 seconds)** | 155  (-41.1%) | 263 | 108  (-64.5%) | 305 |
| **% of Incoming Calls Successful** | 98.9% | 98.1% | 99.2% | 97.7% |
| **Average Speed to Answer Reservations (Goal 90 seconds)** | 38.5 seconds | 57.6 | 26.3 seconds | 62.2 |
| **Total Notification Calls** | 29,519 | 28,189 | 27,713 | 26,879 |
| **Calls Completed** | 14,798 | 13,332 | 14,021 | 12,859 |
| **% of Notification Calls Successful** | 50.1% | 47.3% | 50.6% | 47.8% |
| **Max # of Daily Customers Using Online Scheduling** | 70  4,048 – 10.5% of total trips | 73 | 79  3,848 – 10.2% of total trips | 64 |