

Reservation Report
FY09/10 Phone Report

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
Calls Received	8,595	9,567	10,215	8,297	9,471	9,525	10,348	10,998	10,180	9,026	9,911	9,688
Calls Handled	8,515	9,492	10,098	8,233	9,351	9,494	10,327	10,976	10,155	8,922	9,904	9,671
Calls overflowed	0	0	0	0	0	0	0	0	0	0	0	0
Calls Abandoned	80	75	110	64	120	36	21	22	25	14	7	17
Call answered within service level	8,515	9,492	10,098	8,233	9,351	9,494	10,327	10,976	10,155	8,922	9,904	9,671
Average # of Minutes before they abandoned	2.01	2.10	2.50	2.25	1.29	2.16	1.25	1.23	2.00	1.53	1.49	1.30
Ave. Call Handling Time	2.49	2.04	2.45	2.26	2.17	2.12	2.25	1.59	2.17	2.21	2.11	2.04
Average Hold Time	00.27	00.30	00.35	00.26	.23	.21	.20	0	0	.07	.07	.05
% of Calls Answered	99%	99%	99%	99%	99%	100%	100%	100%	100%	98.85%	99.93%	99.82%
% of Calls overflowed or redirected	0.93%	0.78%	1.15%	0.77%	1.27%	0.33%	0.20%	0.20%	0.25%	1.15%	0.07%	0.18%
% of Abandoned Calls	0.93%	0.78%	1.08%	0.77%	1.27%	0.38%	0.20%	0.20%	0.25%	0.16%	0.07%	0.18%

ETA Report
FY09/10 Phone Report

	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
Calls Received	6,521	7,980	8,105	7,728	6,639	6,937	6,813	4,895	5,343	7,094	6,596	7,859
Calls Handled	3,897	4,157	4,408	4,449	4,054	4,063	4,111	3,364	3,403	4,728	3,826	5,602
Calls overflowed	1,937	2,895	2,828	2,579	2,092	2,874	2,217	1,531	1,428	1,687	2,162	1,600
Calls Abandoned	597	928	869	700	493	657	466	445	512	679	608	657
Call answered within service level	3,471	3,339	3,545	3,739	3,441	3,526	3,698	2,426	2,963	4,087	3,310	4,891
Average # of Minutes before they abandoned	2.32	2.56	2.21	2.03	2.03	1.54	1.35	2.14	2.36	2.01	1.56	1.29
Ave. Call Handling Time	1.10	1.13	1.10	1.08	1.02	1.03	1.0	1.02	1.10	1.00	1.02	1.04
Average Hold Time	.51	1.12	1.09	.57	.52	.49	.39	.11	.08	.49	.50	
% of Calls Answered	59.76%	52.09%	54.39%	57.57%	61.06%	58.57%	60.34%	68.72%	63.69%	66.65%	58.00%	71.28%
% of Calls overflowed or redirected	40.24%	47.91%	45.61%	42.43%	38.94%	41.43%	39.66%	31.28%	36.31%	33.35%	42.00%	28.72%
% of Abandoned Calls	9.16%	11.63%	10.72%	9.06%	7.43%	9.47%	6.84%	9.09%	9.58%	9.57%	9.22%	8.36%