

Business Hours, 7 AM - 5:30 PM, Monday - Friday, excluding holidays

Month 2023	Response Time	Total Calls Offered	Calls answered within 20 seconds	Average Speed of Answer (Answer Time)	Average Talk Time (Call Duration)	Average Handle Time
Jan	78%	9,303	7,252	0:00:31	0:04:24	0:06:09
Feb	88%	7,888	6,909	0:00:19	0:04:13	0:05:59
Mar	79%	9,251	7,282	0:00:30	0:04:26	0:06:14
Apr	70%	9,421	6,639	0:00:40	0:04:16	0:05:58
May*	66%	<i>12,011</i>	<i>7,942</i>	0:00:48	0:04:26	<i>0:06:10</i>
Jun	79%	11,163	8,834	0:00:25	0:04:18	0:06:08
Jul						
Aug						
Sep						
Oct						
Nov						
Dec						

*May numbers were adjusted to remove the Memorial Day holiday. This was inadvertently included with the original submittal of this information. Impacted stats are *italicized* and were nominally changed.

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May	66%	12,051	7,966	0:00:48	0:04:26	0:06:09
Jun*	82%	8,317	6,831	0:00:22	0:04:14	0:06:05
Jul						
Aug						
Sep						
Oct						
Nov						
Dec						

* through June 23, 2023