

Appendix F:

Answer Performance Data



Wyoming TRS Performance Summary

Data Month	Average Answer Seconds	%Answered in 10 Seconds with Abandoned	% Answered in 10 Seconds without Abandoned	*Blocked Calls
Jan 2007	1.1	97	97	1
Feb 2007	1.0	97	98	3
Mar 2007	0.9	97	98	2
Apr 2007	0.8	98	98	3
May 2007	1.0	97	98	4
Jun 2007	0.9	97	98	2
Jul 2007	0.4	99	Not reported	1
Aug 2007	0.7	97	Not reported	0
Sep 2007	1.0	96	97	0
Oct 2007	0.8	98	98	1
Nov 2007	1.1	97	97	1
Dec 2007	0.9	98	98	2
Average for 2007	0.9	97	98	1.67

Data Month	Average Answer Seconds	%Answered in 10 Seconds with Abandoned	% Answered in 10 Seconds without Abandoned	*Blocked Calls
Jan 2008	0.8	98	98	2
Feb 2008	1.0	97	98	0
Mar 2008	1.0	97	97	0
Apr 2008	0.9	97	98	1
May 2008	0.7	98	98	0
Jun 2008	1.0	97	97	0
Jul 2008	1.4	96	97	0
Aug 2008	1.4	96	97	4
Sep 2008	1.1	97	97	0
Oct 2008	0.9	97	98	0
Nov 2008	0.9	98	98	2
Dec 2008	0.7	98	99	0
Average for 2008	.98	97	98	.75

Data Month	Average Answer Seconds	%Answered in 10 Seconds with Abandoned	% Answered in 10 Seconds without Abandoned	*Blocked Calls
Jan 2009	0.7	98	98	2
Feb 2009	0.6	98	99	2
Mar 2009	0.8	98	98	1
Apr 2009	0.6	98	99	1
May 2009	0.8	98	98	1
Jun 2009	0.6	98	98	0
Jul 2009	0.7	98	98	0
Aug 2009	0.8	98	98	0
Sep 2009	1.0	97	97	1
Oct 2009	0.8	98	98	1
Nov 2009	0.5	98	99	0
Dec 2009	2.2	95	97	6
Average for 2009	0.84	98	98	1.25

*Blocked indicates the number of calls that received a busy signal and/or ring or are in queue/hold in excess of 90 seconds.

Wyoming TRS Performance Summary

Data Month	Average Answer Seconds	%Answered in 10 Seconds with Abandoned	% Answered in 10 Seconds without Abandoned	*Blocked Calls
Jan 2010	1.4	96	97	2
Feb 2010	1.2	96	97	1
Mar 2010	0.7	98	98	0
Apr 2010	0.8	98	98	2
May 2010	0.8	98	98	2
Jun 2010	1.6	96	97	2
Jul 2010	0.7	98	98	2
Aug 2010	1.0	97	98	1
Sep 2010	1.1	96	97	0
Oct 2010	0.9	97	98	1
Nov 2010	0.6	98	98	0
Dec 2010	0.8	97	98	1
Average for 2010	0.97	97	98	1.17

Data Month	Average Answer Seconds	%Answered in 10 Seconds with Abandoned	% Answered in 10 Seconds without Abandoned	*Blocked Calls
Jan 2011	0.9	98	98	1
Feb 2011	0.5	99	99	0
Mar 2011	0.6	99	99	3
Apr 2011	0.4	99	99	0
May 2011	0.6	98	98	0
Jun 2011	0.6	98	99	0
Jul 2011	1.1	97	98	1
Aug 2011	0.6	97	Not reported	0
Sep 2011	0.8	96	Not reported	0
Oct 2011	0.5	97	Not reported	1
Nov 2011	0.7	96	Not reported	0
Dec 2011	0.9	97	Not reported	0
Average for 2011	0.68	98		0.5

Data Month	Average Answer Seconds	%Answered in 10 Seconds with Abandoned	% Answered in 10 Seconds without Abandoned	*Blocked Calls
Jan 2012	0.7	96	Not reported	0
Feb 2012	1.0	96	Not reported	1
Mar 2012	0.6	96	Not reported	0
Apr 2012	0.7	96	Not reported	0
May 2012	1.0	96	Not reported	1
Jun 2012	0.7	98	Not reported	0
Jul 2012	0.5	97	Not reported	0
Aug 2012	0.7	98	Not reported	0
Sep 2012				
Oct 2012				
Nov 2012				
Dec 2012				
Average for 2012	0.74	97		0.25

*Blocked indicates the number of calls that received a busy signal and/or ring or are in queue/hold in excess of 90 second

Wyoming CTS Performance Summary

Data Month	Average Answer Seconds	%Answered in 10 Seconds with Abandoned	% Answered in 10 Seconds without Abandoned
Jan 2007	0.5	99	100
Feb 2007	0.5	99	99
Mar 2007	0.4	99	100
Apr 2007	0.5	99	100
May 2007	0.4	99	100
Jun 2007	0.4	99	100
Jul 2007	0.4	99	100
Aug 2007	0.4	99	100
Sep 2007	0.4	99	100
Oct 2007	0.4	99	100
Nov 2007	0.4	99	100
Dec 2007	0.4	99	100
Average for 2007	.4	99	100

Data Month	Average Answer Seconds	%Answered in 10 Seconds with Abandoned	% Answered in 10 Seconds without Abandoned
Jan 2008	0.4	99	100
Feb 2008	0.6	98	99
Mar 2008	0.4	99	100
Apr 2008	0.4	99	100
May 2008	0.4	99	100
Jun 2008	0.4	99	100
Jul 2008	0.4	99	100
Aug 2008	0.4	99	100
Sep 2008	0.4	99	100
Oct 2008	0.4	99	100
Nov 2008	0.4	99	100
Dec 2008	0.6	98	99
Average for 2008	0.4	99	100

Data Month	Average Answer Seconds	%Answered in 10 Seconds with Abandoned	% Answered in 10 Seconds without Abandoned
Jan 2009	0.42	99.06%	99.73%
Feb 2009	0.46	97.28%	98.03%
Mar 2009	0.54	98.40%	99.36%
Apr 2009	0.41	99.25%	99.88%
May 2009	0.49	99.10%	99.62%
Jun 2009	0.43	99.39%	99.80%
Jul 2009	0.41	99.45%	99.86%
Aug 2009	0.52	98.77%	99.39%
Sep 2009	0.47	99.16%	99.61%
Oct 2009	0.49	99.05%	99.53%
Nov 2009	0.45	99.24%	99.69%
Dec 2009	0.83	97.13%	98.09%
Average for 2009	0.49	98.77%	99.38%

Wyoming CTS Performance Summary

Data Month	Average Answer Seconds	%Answered in 10 Seconds with Abandoned	% Answered in 10 Seconds without Abandoned
Jan 2010	0.56	98.80%	99.29%
Feb 2010	0.54	98.95%	99.37%
Mar 2010	0.58	98.62%	99.14%
Apr 2010	0.45	99.37%	99.68%
May 2010	0.40	99.69%	99.91%
Jun 2010	0.41	99.65%	99.87%
Jul 2010	0.45	99.42%	99.72%
Aug 2010	0.49	99.31%	99.64%
Sep 2010	0.68	98.47%	99.05%
Oct 2010	0.55	98.95%	99.60%
Nov 2010	0.4	100%	100%
Dec 2010	0.8	94%	95%
Average for 2010	0.53	98.77%	99.19%

Data Month	Average Answer Seconds	%Answered in 10 Seconds with Abandoned	% Answered in 10 Seconds without Abandoned
Jan 2011	0.6	99%	99%
Feb 2011	1.2	92%	93%
Mar 2011	0.7	99%	100%
Apr 2011	0.7	100%	100%
May 2011	0.7	100%	100%
Jun 2011	0.7	99%	99%
Jul 2011	0.7	100%	100%
Aug 2011	0.89	99%	99%
Sep 2011	0.89	99%	99%
Oct 2011	0.86	98.62%	98.61%
Nov 2011	0.89	97.72%	98.40%
Dec 2011	0.69	99.51%	99.64%
Average for 2011	0.79	98.57%	98.80%

Data Month	Average Answer Seconds	%Answered in 10 Seconds with Abandoned	% Answered in 10 Seconds without Abandoned
Jan 2012	0.76	99.07%	99.27%
Feb 2012	0.69	99.26%	99.51%
Mar 2012	0.74	99.03%	99.24%
Apr 2012	0.69	99.09%	99.39%
May 2012	0.66	99.60%	99.68%
Jun 2012	0.63	99.94%	99.97%
Jul 2012	0.67	99.63%	99.77%
Aug 2012	0.90	98.05%	98.60%
Sep 2012			
Oct 2012			
Nov 2012			
Dec 2011			
Average for 2012	0.72	99.21%	99.43%