Annual Call Volume during Peak Hours (7:00 am - 6:00 pm) and Non-Peak Hours (6:01 pm - 6:59 am) Years 2018 and 2019

Annual Call Volume by Month Peak Hours 7:00 AM - 6:00 PM (2018)

	Reservation Line Call Volume	Reservation Call Average Handle Time	Ride Call Volume	Ride Call Average Handle Time
January	35,293	5:37	11,060	4:07
February	30,854	5:41	9,090	3:58
March	33,734	5:51	9,901	4:03
April	32,541	5:42	9,791	4:03
May	32,864	5:36	9,952	4:07
June	31,296	5:36	9,264	4:15
July	32,422	6:03	9,228	4:34
August	33,525	6:04	10,356	4:44
September	30,110	6:02	9,023	4:52
October	36,821	5:52	11,159	4:44
November	32,585	5:51	9,833	4:50
December	29,922	5:36	8,464	4:37
Totals and Avg handle time	391,967	5:47	117,121	4:24

Annual Call Volume by Month Peak Hours 7:00 AM - 6:00 PM (2019)

	Reservation Line Call Volume	Reservation Line Call Average Handle Time	Ride Call Volume	Ride Call Average Handle Time
January	36,451	5:24	9,516	4:16
February	33,213	5:26	8,959	4:15
March	34,954	5:34	9,901	4:29
April	35,319	5:39	10,331	4:30
May	35,085	5:57	10,590	4:42
June	30,994	5:49	8,838	4:37
Totals and Avg handle time	206,016	5:38	58,135	4:28

Annual Call Volume by Month Non-Peak Hours 6:01 PM - 6:59 AM (2018)

	Call Volume	Average Call Handle Time
January	4,965	4:21
February	3,677	4:18
March	4,214	4:17
April	3,682	4:03
May	3,788	4:03
June	3,785	4:17
July	3,617	4:22
August	3,637	4:25
September	3,887	4:26
October	3,790	4:37
November	3,699	4:23
December	3,798	4:34
Totals and Avg handle time	46,539	4:20

Annual Call Volume by Month Non-Peak Hours 6:01 PM - 6:59 AM (2019)

	Call Volume	Average Call Handle Time
January	3,758	4:28
February	3,672	4:20
March	4,409	4:35
April	4,125	4:33
May	4,624	5:15
June	4,624	5:34
Totals and Avg handle time	25,212	4:47