

**ATTACHMENT O - Western New York Call Volume Data**

<b>Month</b>	<b>Peak Weekday</b>	<b>Non-Peak Weekday</b>	<b>Weekends</b>	<b>Holiday</b>	<b>Total Calls</b>	<b>AVG Handle Time (sec.)</b>
Jan-18	75,245	19,954	5,278	3,342	103,819	233
Feb-18	66,808	16,651	4,647	1,569	89,675	234
Mar-18	68,850	17,210	6,356	0	92,416	246
Apr-18	60,168	16,618	3,977	0	80,763	255
May-18	76,606	6,679	4,802	971	89,058	267
Jun-18	77,834	6,483	2,123	0	86,440	234
Jul-18	73,882	4,511	2,827	806	82,026	247
Aug-18	66,678	4,151	4,643	0	75,472	258
Sep-18	53,547	3,631	7,148	1,687	66,013	291
Oct-18	73,314	4,561	5,054	0	82,929	293
Nov-18	65,674	4,162	4,879	959	75,674	292
Dec-18	57,067	3,769	6,850	835	68,521	300
Jan-19	68,857	4,229	4,685	3,554	81,325	294
Feb-19	63,108	4,008	4,885	873	72,874	294
Mar-19	64,769	4,217	6,312	0	75,298	297
Apr-19	61,648	4,184	5,212	0	71,044	293
May-19	61,455	3,751	4,597	870	70,673	294
Jun-19	59,864	3,768	6,140	0	69,772	291





Western New York - March 2018

Peak Weekday - 7:00am - 6:00pm - 22 days			Non-Peak Weekday - 6:01pm - 6:59am - 22 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
7:00am - 8:00am	2,655	235	12:00am - 1:00am	802	189
8:00am - 9:00am	3,102	222	1:00am - 2:00am	661	196
9:00am - 10:00am	6,991	245	2:00am - 3:00am	412	212
10:00am - 11:00am	7,156	274	3:00am - 4:00am	559	201
11:00am - 12:00pm	7,488	280	4:00am - 5:00am	618	223
12:00pm - 1:00pm	7,352	262	5:00am - 6:00am	728	240
1:00pm - 2:00pm	8,106	255	6:00am - 7:00am	1,188	265
2:00pm - 3:00pm	8,199	276	6:00pm - 7:00pm	3,084	318
3:00pm - 4:00pm	8,352	289	7:00pm - 8:00pm	2,820	299
4:00pm - 5:00pm	6,115	264	8:00pm - 9:00pm	1,946	250
5:00pm - 6:00pm	3,334	248	9:00pm - 10:00pm	1,874	274
			10:00pm - 11:00pm	1,762	218
			11:00pm - 12:00am	756	211
	68,850	259		17,210	238
Weekend - 9 days			Holiday - 0 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
12:00am - 1:00am	215	211	12:00am - 1:00am	0	N/A
1:00am - 2:00am	188	265	1:00am - 2:00am	0	N/A
2:00am - 3:00am	163	219	2:00am - 3:00am	0	N/A
3:00am - 4:00am	129	252	3:00am - 4:00am	0	N/A
4:00am - 5:00am	72	231	4:00am - 5:00am	0	N/A
5:00am - 6:00am	61	230	5:00am - 6:00am	0	N/A
6:00am - 7:00am	152	240	6:00am - 7:00am	0	N/A
7:00am - 8:00am	201	218	7:00am - 8:00am	0	N/A
8:00am - 9:00am	228	245	8:00am - 9:00am	0	N/A
9:00am - 10:00am	345	218	9:00am - 10:00am	0	N/A
10:00am - 11:00am	298	286	10:00am - 11:00am	0	N/A
11:00am - 12:00pm	426	315	11:00am - 12:00pm	0	N/A
12:00pm - 1:00pm	492	299	12:00pm - 1:00pm	0	N/A
1:00pm - 2:00pm	376	281	1:00pm - 2:00pm	0	N/A
2:00pm - 3:00pm	384	241	2:00pm - 3:00pm	0	N/A
3:00pm - 4:00pm	599	296	3:00pm - 4:00pm	0	N/A
4:00pm - 5:00pm	525	258	4:00pm - 5:00pm	0	N/A
5:00pm - 6:00pm	418	261	5:00pm - 6:00pm	0	N/A
6:00pm - 7:00pm	320	235	6:00pm - 7:00pm	0	N/A
7:00pm - 8:00pm	301	218	7:00pm - 8:00pm	0	N/A
8:00pm - 9:00pm	218	211	8:00pm - 9:00pm	0	N/A
9:00pm - 10:00pm	96	186	9:00pm - 10:00pm	0	N/A
10:00pm - 11:00pm	87	192	10:00pm - 11:00pm	0	N/A
11:00pm - 12:00am	62	199	11:00pm - 12:00am	0	N/A
	6,356	242		0	N/A

Western New York - April 2018

Peak Weekday - 7:00am - 6:00pm - 21 days			Non-Peak Weekday - 6:01pm - 6:59am - 21 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
7:00am - 8:00am	1,886	201	12:00am - 1:00am	761	186
8:00am - 9:00am	2,712	226	1:00am - 2:00am	535	201
9:00am - 10:00am	5,802	266	2:00am - 3:00am	338	215
10:00am - 11:00am	6,136	281	3:00am - 4:00am	558	181
11:00am - 12:00pm	6,715	298	4:00am - 5:00am	299	199
12:00pm - 1:00pm	6,789	308	5:00am - 6:00am	642	203
1:00pm - 2:00pm	7,027	315	6:00am - 7:00am	1,245	184
2:00pm - 3:00pm	7,204	287	6:00pm - 7:00pm	3,087	336
3:00pm - 4:00pm	7,568	302	7:00pm - 8:00pm	2,455	314
4:00pm - 5:00pm	5,413	313	8:00pm - 9:00pm	2,117	298
5:00pm - 6:00pm	2,916	307	9:00pm - 10:00pm	1,965	274
			10:00pm - 11:00pm	1,833	255
			11:00pm - 12:00am	783	206
	60,168	282		16,618	235
Weekend - 9 days			Holiday - 0 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
12:00am - 1:00am	125	199	12:00am - 1:00am	0	N/A
1:00am - 2:00am	98	207	1:00am - 2:00am	0	N/A
2:00am - 3:00am	86	221	2:00am - 3:00am	0	N/A
3:00am - 4:00am	72	184	3:00am - 4:00am	0	N/A
4:00am - 5:00am	29	177	4:00am - 5:00am	0	N/A
5:00am - 6:00am	22	186	5:00am - 6:00am	0	N/A
6:00am - 7:00am	74	215	6:00am - 7:00am	0	N/A
7:00am - 8:00am	156	223	7:00am - 8:00am	0	N/A
8:00am - 9:00am	112	241	8:00am - 9:00am	0	N/A
9:00am - 10:00am	256	216	9:00am - 10:00am	0	N/A
10:00am - 11:00am	218	274	10:00am - 11:00am	0	N/A
11:00am - 12:00pm	309	280	11:00am - 12:00pm	0	N/A
12:00pm - 1:00pm	266	289	12:00pm - 1:00pm	0	N/A
1:00pm - 2:00pm	232	333	1:00pm - 2:00pm	0	N/A
2:00pm - 3:00pm	318	308	2:00pm - 3:00pm	0	N/A
3:00pm - 4:00pm	452	314	3:00pm - 4:00pm	0	N/A
4:00pm - 5:00pm	360	281	4:00pm - 5:00pm	0	N/A
5:00pm - 6:00pm	234	274	5:00pm - 6:00pm	0	N/A
6:00pm - 7:00pm	156	286	6:00pm - 7:00pm	0	N/A
7:00pm - 8:00pm	127	290	7:00pm - 8:00pm	0	N/A
8:00pm - 9:00pm	109	254	8:00pm - 9:00pm	0	N/A
9:00pm - 10:00pm	93	263	9:00pm - 10:00pm	0	N/A
10:00pm - 11:00pm	46	215	10:00pm - 11:00pm	0	N/A
11:00pm - 12:00am	27	189	11:00pm - 12:00am	0	N/A
	3,977	247		0	N/A

Western New York - May 2018

Peak Weekday - 7:00am - 6:00pm - 23 days			Non-Peak Weekday - 6:01pm - 6:59am - 23 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
7:00am - 8:00am	4,119	284	12:00am - 1:00am	392	217
8:00am - 9:00am	5,218	332	1:00am - 2:00am	284	266
9:00am - 10:00am	7,108	340	2:00am - 3:00am	162	230
10:00am - 11:00am	8,260	318	3:00am - 4:00am	158	221
11:00am - 12:00pm	9,252	322	4:00am - 5:00am	115	239
12:00pm - 1:00pm	7,011	306	5:00am - 6:00am	718	246
1:00pm - 2:00pm	7,421	309	6:00am - 7:00am	744	260
2:00pm - 3:00pm	7,555	314	6:00pm - 7:00pm	1,386	299
3:00pm - 4:00pm	8,307	331	7:00pm - 8:00pm	890	301
4:00pm - 5:00pm	6,982	289	8:00pm - 9:00pm	827	274
5:00pm - 6:00pm	5,373	274	9:00pm - 10:00pm	416	283
			10:00pm - 11:00pm	378	260
			11:00pm - 12:00am	209	215
	76,606	311		6,679	255
Weekend - 8 days			Holiday - 1 day		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
12:00am - 1:00am	127	218	12:00am - 1:00am	21	264
1:00am - 2:00am	158	209	1:00am - 2:00am	14	212
2:00am - 3:00am	101	222	2:00am - 3:00am	18	209
3:00am - 4:00am	111	240	3:00am - 4:00am	25	231
4:00am - 5:00am	32	201	4:00am - 5:00am	17	224
5:00am - 6:00am	21	186	5:00am - 6:00am	11	217
6:00am - 7:00am	91	229	6:00am - 7:00am	36	196
7:00am - 8:00am	188	245	7:00am - 8:00am	42	211
8:00am - 9:00am	161	263	8:00am - 9:00am	58	209
9:00am - 10:00am	301	242	9:00am - 10:00am	48	236
10:00am - 11:00am	285	283	10:00am - 11:00am	71	249
11:00am - 12:00pm	299	301	11:00am - 12:00pm	76	267
12:00pm - 1:00pm	301	315	12:00pm - 1:00pm	59	288
1:00pm - 2:00pm	279	321	1:00pm - 2:00pm	86	301
2:00pm - 3:00pm	351	309	2:00pm - 3:00pm	68	315
3:00pm - 4:00pm	502	332	3:00pm - 4:00pm	84	307
4:00pm - 5:00pm	465	286	4:00pm - 5:00pm	71	288
5:00pm - 6:00pm	291	291	5:00pm - 6:00pm	68	276
6:00pm - 7:00pm	184	255	6:00pm - 7:00pm	21	233
7:00pm - 8:00pm	181	286	7:00pm - 8:00pm	15	265
8:00pm - 9:00pm	147	231	8:00pm - 9:00pm	19	240
9:00pm - 10:00pm	98	215	9:00pm - 10:00pm	21	247
10:00pm - 11:00pm	72	206	10:00pm - 11:00pm	13	233
11:00pm - 12:00am	56	209	11:00pm - 12:00am	9	212
	4,802	254		971	247

Western New York - June 2018

Peak Weekday - 7:00am - 6:00pm - 21 days			Non-Peak Weekday - 6:01pm - 6:59am - 21 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
7:00am - 8:00am	4,221	187	12:00am - 1:00am	318	212
8:00am - 9:00am	5,621	192	1:00am - 2:00am	226	188
9:00am - 10:00am	7,254	266	2:00am - 3:00am	154	201
10:00am - 11:00am	8,875	241	3:00am - 4:00am	141	207
11:00am - 12:00pm	9,102	223	4:00am - 5:00am	107	216
12:00pm - 1:00pm	7,144	256	5:00am - 6:00am	691	288
1:00pm - 2:00pm	7,366	221	6:00am - 7:00am	755	241
2:00pm - 3:00pm	7,618	215	6:00pm - 7:00pm	1,252	301
3:00pm - 4:00pm	8,245	245	7:00pm - 8:00pm	965	262
4:00pm - 5:00pm	7,046	257	8:00pm - 9:00pm	928	246
5:00pm - 6:00pm	5,342	214	9:00pm - 10:00pm	389	223
			10:00pm - 11:00pm	342	210
			11:00pm - 12:00am	215	215
	77,834	229		6,483	232
Weekend - 9 days			Holiday - 0 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
12:00am - 1:00am	52	240	12:00am - 1:00am	0	N/A
1:00am - 2:00am	34	156	1:00am - 2:00am	0	N/A
2:00am - 3:00am	28	154	2:00am - 3:00am	0	N/A
3:00am - 4:00am	22	89	3:00am - 4:00am	0	N/A
4:00am - 5:00am	18	250	4:00am - 5:00am	0	N/A
5:00am - 6:00am	16	244	5:00am - 6:00am	0	N/A
6:00am - 7:00am	18	237	6:00am - 7:00am	0	N/A
7:00am - 8:00am	26	240	7:00am - 8:00am	0	N/A
8:00am - 9:00am	84	237	8:00am - 9:00am	0	N/A
9:00am - 10:00am	96	235	9:00am - 10:00am	0	N/A
10:00am - 11:00am	105	255	10:00am - 11:00am	0	N/A
11:00am - 12:00pm	115	275	11:00am - 12:00pm	0	N/A
12:00pm - 1:00pm	122	226	12:00pm - 1:00pm	0	N/A
1:00pm - 2:00pm	156	267	1:00pm - 2:00pm	0	N/A
2:00pm - 3:00pm	164	288	2:00pm - 3:00pm	0	N/A
3:00pm - 4:00pm	207	315	3:00pm - 4:00pm	0	N/A
4:00pm - 5:00pm	225	342	4:00pm - 5:00pm	0	N/A
5:00pm - 6:00pm	184	305	5:00pm - 6:00pm	0	N/A
6:00pm - 7:00pm	162	242	6:00pm - 7:00pm	0	N/A
7:00pm - 8:00pm	88	241	7:00pm - 8:00pm	0	N/A
8:00pm - 9:00pm	64	196	8:00pm - 9:00pm	0	N/A
9:00pm - 10:00pm	54	235	9:00pm - 10:00pm	0	N/A
10:00pm - 11:00pm	52	288	10:00pm - 11:00pm	0	N/A
11:00pm - 12:00am	31	274	11:00pm - 12:00am	0	N/A
	2,123	243		0	N/A

Western New York - July 2018

Peak Weekday - 7:00am - 6:00pm - 21 days			Non-Peak Weekday - 6:01pm - 6:59am - 21 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
7:00am - 8:00am	4,128	174	12:00am - 1:00am	252	210
8:00am - 9:00am	5,395	201	1:00am - 2:00am	228	213
9:00am - 10:00am	6,682	238	2:00am - 3:00am	98	280
10:00am - 11:00am	8,289	210	3:00am - 4:00am	96	296
11:00am - 12:00pm	8,374	240	4:00am - 5:00am	89	182
12:00pm - 1:00pm	6,542	225	5:00am - 6:00am	540	165
1:00pm - 2:00pm	6,716	244	6:00am - 7:00am	627	173
2:00pm - 3:00pm	7,515	252	6:00pm - 7:00pm	715	306
3:00pm - 4:00pm	7,882	252	7:00pm - 8:00pm	680	195
4:00pm - 5:00pm	7,351	282	8:00pm - 9:00pm	655	235
5:00pm - 6:00pm	5,008	251	9:00pm - 10:00pm	178	286
			10:00pm - 11:00pm	167	236
			11:00pm - 12:00am	186	280
	73,882	234		4,511	235
Weekend - 9 days			Holiday - 1 day		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
12:00am - 1:00am	88	242	12:00am - 1:00am	15	360
1:00am - 2:00am	80	242	1:00am - 2:00am	19	358
2:00am - 3:00am	62	196	2:00am - 3:00am	20	420
3:00am - 4:00am	16	305	3:00am - 4:00am	22	380
4:00am - 5:00am	32	100	4:00am - 5:00am	12	255
5:00am - 6:00am	80	102	5:00am - 6:00am	15	259
6:00am - 7:00am	104	165	6:00am - 7:00am	30	245
7:00am - 8:00am	82	244	7:00am - 8:00am	26	256
8:00am - 9:00am	102	252	8:00am - 9:00am	36	289
9:00am - 10:00am	48	262	9:00am - 10:00am	32	255
10:00am - 11:00am	189	275	10:00am - 11:00am	60	245
11:00am - 12:00pm	192	260	11:00am - 12:00pm	66	272
12:00pm - 1:00pm	186	280	12:00pm - 1:00pm	61	300
1:00pm - 2:00pm	178	276	1:00pm - 2:00pm	59	307
2:00pm - 3:00pm	205	256	2:00pm - 3:00pm	56	345
3:00pm - 4:00pm	126	235	3:00pm - 4:00pm	42	289
4:00pm - 5:00pm	164	241	4:00pm - 5:00pm	66	247
5:00pm - 6:00pm	169	247	5:00pm - 6:00pm	72	276
6:00pm - 7:00pm	212	252	6:00pm - 7:00pm	24	305
7:00pm - 8:00pm	208	243	7:00pm - 8:00pm	12	315
8:00pm - 9:00pm	102	197	8:00pm - 9:00pm	14	245
9:00pm - 10:00pm	82	185	9:00pm - 10:00pm	17	240
10:00pm - 11:00pm	80	202	10:00pm - 11:00pm	18	256
11:00pm - 12:00am	40	215	11:00pm - 12:00am	12	263
	2,827	228		806	291

Western New York - August 2018

Peak Weekday - 7:00am - 6:00pm - 23 days			Non-Peak Weekday - 6:01pm - 6:59am - 23 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
7:00am - 8:00am	2,442	201	12:00am - 1:00am	272	196
8:00am - 9:00am	2,899	222	1:00am - 2:00am	198	188
9:00am - 10:00am	6,878	246	2:00am - 3:00am	86	174
10:00am - 11:00am	7,922	246	3:00am - 4:00am	89	179
11:00am - 12:00pm	7,188	288	4:00am - 5:00am	81	192
12:00pm - 1:00pm	7,051	292	5:00am - 6:00am	519	215
1:00pm - 2:00pm	7,993	315	6:00am - 7:00am	580	232
2:00pm - 3:00pm	7,787	308	6:00pm - 7:00pm	712	318
3:00pm - 4:00pm	8,022	332	7:00pm - 8:00pm	655	332
4:00pm - 5:00pm	5,521	289	8:00pm - 9:00pm	565	289
5:00pm - 6:00pm	2,975	245	9:00pm - 10:00pm	154	276
			10:00pm - 11:00pm	122	254
			11:00pm - 12:00am	118	262
	66,678	271		4,151	239
Weekend - 8 days			Holiday - 0 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
12:00am - 1:00am	188	216	12:00am - 1:00am	0	N/A
1:00am - 2:00am	111	232	1:00am - 2:00am	0	N/A
2:00am - 3:00am	136	244	2:00am - 3:00am	0	N/A
3:00am - 4:00am	121	255	3:00am - 4:00am	0	N/A
4:00am - 5:00am	55	199	4:00am - 5:00am	0	N/A
5:00am - 6:00am	32	206	5:00am - 6:00am	0	N/A
6:00am - 7:00am	81	186	6:00am - 7:00am	0	N/A
7:00am - 8:00am	161	245	7:00am - 8:00am	0	N/A
8:00am - 9:00am	159	266	8:00am - 9:00am	0	N/A
9:00am - 10:00am	249	291	9:00am - 10:00am	0	N/A
10:00am - 11:00am	271	315	10:00am - 11:00am	0	N/A
11:00am - 12:00pm	319	322	11:00am - 12:00pm	0	N/A
12:00pm - 1:00pm	341	331	12:00pm - 1:00pm	0	N/A
1:00pm - 2:00pm	292	261	1:00pm - 2:00pm	0	N/A
2:00pm - 3:00pm	306	300	2:00pm - 3:00pm	0	N/A
3:00pm - 4:00pm	445	319	3:00pm - 4:00pm	0	N/A
4:00pm - 5:00pm	371	306	4:00pm - 5:00pm	0	N/A
5:00pm - 6:00pm	292	312	5:00pm - 6:00pm	0	N/A
6:00pm - 7:00pm	181	298	6:00pm - 7:00pm	0	N/A
7:00pm - 8:00pm	194	287	7:00pm - 8:00pm	0	N/A
8:00pm - 9:00pm	144	276	8:00pm - 9:00pm	0	N/A
9:00pm - 10:00pm	98	215	9:00pm - 10:00pm	0	N/A
10:00pm - 11:00pm	59	233	10:00pm - 11:00pm	0	N/A
11:00pm - 12:00am	37	241	11:00pm - 12:00am	0	N/A
	4,643	265		0	N/A

Western New York - September 2018

Peak Weekday - 7:00am - 6:00pm - 19 days			Non-Peak Weekday - 6:01pm - 6:59am - 19 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
7:00am - 8:00am	1,452	265	12:00am - 1:00am	181	196
8:00am - 9:00am	2,282	312	1:00am - 2:00am	154	225
9:00am - 10:00am	5,396	382	2:00am - 3:00am	84	215
10:00am - 11:00am	5,765	416	3:00am - 4:00am	76	205
11:00am - 12:00pm	5,989	402	4:00am - 5:00am	63	198
12:00pm - 1:00pm	5,822	411	5:00am - 6:00am	232	217
1:00pm - 2:00pm	6,181	399	6:00am - 7:00am	428	223
2:00pm - 3:00pm	6,797	374	6:00pm - 7:00pm	682	327
3:00pm - 4:00pm	6,982	421	7:00pm - 8:00pm	665	311
4:00pm - 5:00pm	4,901	406	8:00pm - 9:00pm	605	318
5:00pm - 6:00pm	1,980	319	9:00pm - 10:00pm	189	302
			10:00pm - 11:00pm	163	264
			11:00pm - 12:00am	109	230
	53,547	373		3,631	249
Weekend - 10 days			Holiday - 1 day		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
12:00am - 1:00am	227	217	12:00am - 1:00am	15	200
1:00am - 2:00am	191	209	1:00am - 2:00am	9	198
2:00am - 3:00am	176	236	2:00am - 3:00am	11	211
3:00am - 4:00am	145	225	3:00am - 4:00am	12	245
4:00am - 5:00am	91	189	4:00am - 5:00am	7	247
5:00am - 6:00am	72	198	5:00am - 6:00am	15	230
6:00am - 7:00am	186	245	6:00am - 7:00am	21	222
7:00am - 8:00am	232	257	7:00am - 8:00am	18	196
8:00am - 9:00am	264	292	8:00am - 9:00am	19	188
9:00am - 10:00am	351	336	9:00am - 10:00am	152	315
10:00am - 11:00am	321	342	10:00am - 11:00am	236	309
11:00am - 12:00pm	488	350	11:00am - 12:00pm	227	362
12:00pm - 1:00pm	525	361	12:00pm - 1:00pm	162	351
1:00pm - 2:00pm	401	318	1:00pm - 2:00pm	155	370
2:00pm - 3:00pm	422	324	2:00pm - 3:00pm	171	301
3:00pm - 4:00pm	618	362	3:00pm - 4:00pm	188	305
4:00pm - 5:00pm	632	354	4:00pm - 5:00pm	119	318
5:00pm - 6:00pm	499	341	5:00pm - 6:00pm	72	298
6:00pm - 7:00pm	372	318	6:00pm - 7:00pm	19	291
7:00pm - 8:00pm	355	302	7:00pm - 8:00pm	22	277
8:00pm - 9:00pm	266	267	8:00pm - 9:00pm	9	216
9:00pm - 10:00pm	119	286	9:00pm - 10:00pm	11	206
10:00pm - 11:00pm	108	245	10:00pm - 11:00pm	10	211
11:00pm - 12:00am	87	212	11:00pm - 12:00am	7	201
	7,148	283		1,687	261



Western New York - November 2018

Peak Weekday - 7:00am - 6:00pm - 21 days			Non-Peak Weekday - 6:01pm - 6:59am - 21 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
7:00am - 8:00am	2,989	256	12:00am - 1:00am	247	201
8:00am - 9:00am	3,822	309	1:00am - 2:00am	196	218
9:00am - 10:00am	5,642	318	2:00am - 3:00am	89	222
10:00am - 11:00am	6,842	412	3:00am - 4:00am	87	201
11:00am - 12:00pm	7,456	440	4:00am - 5:00am	95	209
12:00pm - 1:00pm	6,778	386	5:00am - 6:00am	489	225
1:00pm - 2:00pm	6,926	401	6:00am - 7:00am	618	231
2:00pm - 3:00pm	7,212	399	6:00pm - 7:00pm	698	340
3:00pm - 4:00pm	7,884	418	7:00pm - 8:00pm	631	315
4:00pm - 5:00pm	5,441	419	8:00pm - 9:00pm	618	326
5:00pm - 6:00pm	4,682	321	9:00pm - 10:00pm	133	299
			10:00pm - 11:00pm	141	281
			11:00pm - 12:00am	120	242
	65,674	371		4,162	255
Weekend - 8 days			Holiday - 1 day		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
12:00am - 1:00am	119	202	12:00am - 1:00am	19	200
1:00am - 2:00am	146	219	1:00am - 2:00am	11	198
2:00am - 3:00am	121	242	2:00am - 3:00am	17	211
3:00am - 4:00am	64	216	3:00am - 4:00am	12	245
4:00am - 5:00am	76	202	4:00am - 5:00am	14	247
5:00am - 6:00am	27	199	5:00am - 6:00am	10	230
6:00am - 7:00am	93	256	6:00am - 7:00am	32	222
7:00am - 8:00am	174	282	7:00am - 8:00am	45	196
8:00am - 9:00am	182	264	8:00am - 9:00am	61	188
9:00am - 10:00am	315	350	9:00am - 10:00am	66	315
10:00am - 11:00am	296	324	10:00am - 11:00am	79	309
11:00am - 12:00pm	309	318	11:00am - 12:00pm	71	362
12:00pm - 1:00pm	317	346	12:00pm - 1:00pm	55	351
1:00pm - 2:00pm	309	336	1:00pm - 2:00pm	92	370
2:00pm - 3:00pm	341	331	2:00pm - 3:00pm	89	301
3:00pm - 4:00pm	499	374	3:00pm - 4:00pm	73	305
4:00pm - 5:00pm	436	362	4:00pm - 5:00pm	64	318
5:00pm - 6:00pm	302	338	5:00pm - 6:00pm	59	298
6:00pm - 7:00pm	218	311	6:00pm - 7:00pm	17	291
7:00pm - 8:00pm	171	309	7:00pm - 8:00pm	16	277
8:00pm - 9:00pm	134	272	8:00pm - 9:00pm	21	216
9:00pm - 10:00pm	87	254	9:00pm - 10:00pm	17	206
10:00pm - 11:00pm	82	258	10:00pm - 11:00pm	12	211
11:00pm - 12:00am	61	198	11:00pm - 12:00am	7	201
	4,879	282		959	261

Western New York - December 2018

Peak Weekday - 7:00am - 6:00pm - 20 days			Non-Peak Weekday - 6:01pm - 6:59am - 20 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
7:00am - 8:00am	1,992	282	12:00am - 1:00am	191	201
8:00am - 9:00am	2,658	395	1:00am - 2:00am	147	216
9:00am - 10:00am	5,723	301	2:00am - 3:00am	101	221
10:00am - 11:00am	5,918	395	3:00am - 4:00am	89	232
11:00am - 12:00pm	6,299	421	4:00am - 5:00am	67	201
12:00pm - 1:00pm	6,622	392	5:00am - 6:00am	215	227
1:00pm - 2:00pm	6,425	417	6:00am - 7:00am	501	241
2:00pm - 3:00pm	6,736	402	6:00pm - 7:00pm	701	350
3:00pm - 4:00pm	6,988	420	7:00pm - 8:00pm	641	322
4:00pm - 5:00pm	4,923	415	8:00pm - 9:00pm	632	309
5:00pm - 6:00pm	2,783	381	9:00pm - 10:00pm	195	301
			10:00pm - 11:00pm	176	276
			11:00pm - 12:00am	113	254
	57,067	384		3,769	258
Weekend - 10 days			Holiday - 1 day		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
12:00am - 1:00am	188	205	12:00am - 1:00am	18	198
1:00am - 2:00am	172	222	1:00am - 2:00am	14	207
2:00am - 3:00am	164	256	2:00am - 3:00am	21	218
3:00am - 4:00am	154	208	3:00am - 4:00am	24	251
4:00am - 5:00am	101	211	4:00am - 5:00am	13	254
5:00am - 6:00am	63	201	5:00am - 6:00am	16	238
6:00am - 7:00am	151	262	6:00am - 7:00am	28	218
7:00am - 8:00am	209	267	7:00am - 8:00am	32	209
8:00am - 9:00am	221	259	8:00am - 9:00am	34	199
9:00am - 10:00am	314	344	9:00am - 10:00am	29	305
10:00am - 11:00am	336	352	10:00am - 11:00am	64	318
11:00am - 12:00pm	450	318	11:00am - 12:00pm	72	346
12:00pm - 1:00pm	581	362	12:00pm - 1:00pm	59	352
1:00pm - 2:00pm	419	346	1:00pm - 2:00pm	63	381
2:00pm - 3:00pm	382	328	2:00pm - 3:00pm	62	311
3:00pm - 4:00pm	476	361	3:00pm - 4:00pm	48	299
4:00pm - 5:00pm	618	340	4:00pm - 5:00pm	59	302
5:00pm - 6:00pm	489	347	5:00pm - 6:00pm	78	296
6:00pm - 7:00pm	426	319	6:00pm - 7:00pm	26	288
7:00pm - 8:00pm	276	298	7:00pm - 8:00pm	21	267
8:00pm - 9:00pm	254	382	8:00pm - 9:00pm	11	248
9:00pm - 10:00pm	189	266	9:00pm - 10:00pm	16	273
10:00pm - 11:00pm	119	272	10:00pm - 11:00pm	15	240
11:00pm - 12:00am	98	205	11:00pm - 12:00am	12	219
	6,850	289		835	268

Western New York - January 2019

Peak Weekday - 7:00am - 6:00pm - 21 days			Non-Peak Weekday - 6:01pm - 6:59am - 21 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
7:00am - 8:00am	3,215	223	12:00am - 1:00am	226	215
8:00am - 9:00am	4,382	235	1:00am - 2:00am	218	292
9:00am - 10:00am	5,984	305	2:00am - 3:00am	102	201
10:00am - 11:00am	7,128	321	3:00am - 4:00am	109	234
11:00am - 12:00pm	7,318	314	4:00am - 5:00am	76	232
12:00pm - 1:00pm	6,815	311	5:00am - 6:00am	445	263
1:00pm - 2:00pm	6,903	344	6:00am - 7:00am	587	292
2:00pm - 3:00pm	7,299	360	6:00pm - 7:00pm	722	345
3:00pm - 4:00pm	7,886	369	7:00pm - 8:00pm	684	311
4:00pm - 5:00pm	7,046	361	8:00pm - 9:00pm	552	307
5:00pm - 6:00pm	4,881	354	9:00pm - 10:00pm	200	284
			10:00pm - 11:00pm	163	301
			11:00pm - 12:00am	145	276
	68,857	318		4,229	273
Weekend - 8 days			Holiday - 2 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
12:00am - 1:00am	28	191	12:00am - 1:00am	32	201
1:00am - 2:00am	124	201	1:00am - 2:00am	22	184
2:00am - 3:00am	119	209	2:00am - 3:00am	21	199
3:00am - 4:00am	115	223	3:00am - 4:00am	14	226
4:00am - 5:00am	89	212	4:00am - 5:00am	12	207
5:00am - 6:00am	136	228	5:00am - 6:00am	15	215
6:00am - 7:00am	62	301	6:00am - 7:00am	26	281
7:00am - 8:00am	178	306	7:00am - 8:00am	48	321
8:00am - 9:00am	164	341	8:00am - 9:00am	72	353
9:00am - 10:00am	263	339	9:00am - 10:00am	410	341
10:00am - 11:00am	267	330	10:00am - 11:00am	346	330
11:00am - 12:00pm	324	360	11:00am - 12:00pm	309	371
12:00pm - 1:00pm	336	352	12:00pm - 1:00pm	332	352
1:00pm - 2:00pm	309	363	1:00pm - 2:00pm	356	358
2:00pm - 3:00pm	315	345	2:00pm - 3:00pm	374	331
3:00pm - 4:00pm	424	354	3:00pm - 4:00pm	381	364
4:00pm - 5:00pm	382	320	4:00pm - 5:00pm	306	328
5:00pm - 6:00pm	286	343	5:00pm - 6:00pm	254	336
6:00pm - 7:00pm	201	317	6:00pm - 7:00pm	74	315
7:00pm - 8:00pm	186	309	7:00pm - 8:00pm	51	311
8:00pm - 9:00pm	154	275	8:00pm - 9:00pm	39	289
9:00pm - 10:00pm	101	291	9:00pm - 10:00pm	27	291
10:00pm - 11:00pm	63	274	10:00pm - 11:00pm	19	254
11:00pm - 12:00am	59	241	11:00pm - 12:00am	14	206
	4,685	293		3,554	290

Western New York - February 2019

Peak Weekday - 7:00am - 6:00pm - 19 days			Non-Peak Weekday - 6:01pm - 6:59am - 19 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
7:00am - 8:00am	2,945	225	12:00am - 1:00am	209	221
8:00am - 9:00am	3,762	246	1:00am - 2:00am	186	201
9:00am - 10:00am	5,109	315	2:00am - 3:00am	94	329
10:00am - 11:00am	5,817	328	3:00am - 4:00am	89	256
11:00am - 12:00pm	6,215	321	4:00am - 5:00am	54	245
12:00pm - 1:00pm	6,565	318	5:00am - 6:00am	320	288
1:00pm - 2:00pm	6,809	364	6:00am - 7:00am	602	308
2:00pm - 3:00pm	6,912	354	6:00pm - 7:00pm	717	366
3:00pm - 4:00pm	7,422	372	7:00pm - 8:00pm	576	315
4:00pm - 5:00pm	6,844	365	8:00pm - 9:00pm	489	312
5:00pm - 6:00pm	4,708	341	9:00pm - 10:00pm	342	299
			10:00pm - 11:00pm	178	308
			11:00pm - 12:00am	152	384
	63,108	323		4,008	295
Weekend - 8 days			Holiday - 1 day		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
12:00am - 1:00am	45	188	12:00am - 1:00am	12	186
1:00am - 2:00am	156	207	1:00am - 2:00am	13	194
2:00am - 3:00am	88	211	2:00am - 3:00am	11	209
3:00am - 4:00am	82	232	3:00am - 4:00am	9	181
4:00am - 5:00am	43	215	4:00am - 5:00am	8	262
5:00am - 6:00am	56	246	5:00am - 6:00am	27	247
6:00am - 7:00am	91	301	6:00am - 7:00am	32	232
7:00am - 8:00am	182	328	7:00am - 8:00am	45	211
8:00am - 9:00am	174	336	8:00am - 9:00am	31	206
9:00am - 10:00am	318	351	9:00am - 10:00am	35	299
10:00am - 11:00am	322	367	10:00am - 11:00am	59	317
11:00am - 12:00pm	333	389	11:00am - 12:00pm	67	361
12:00pm - 1:00pm	297	330	12:00pm - 1:00pm	68	344
1:00pm - 2:00pm	301	315	1:00pm - 2:00pm	72	394
2:00pm - 3:00pm	366	318	2:00pm - 3:00pm	77	322
3:00pm - 4:00pm	418	356	3:00pm - 4:00pm	63	306
4:00pm - 5:00pm	465	309	4:00pm - 5:00pm	81	315
5:00pm - 6:00pm	299	331	5:00pm - 6:00pm	72	301
6:00pm - 7:00pm	215	309	6:00pm - 7:00pm	21	237
7:00pm - 8:00pm	194	311	7:00pm - 8:00pm	25	277
8:00pm - 9:00pm	162	288	8:00pm - 9:00pm	18	256
9:00pm - 10:00pm	128	245	9:00pm - 10:00pm	9	288
10:00pm - 11:00pm	79	272	10:00pm - 11:00pm	7	244
11:00pm - 12:00am	71	219	11:00pm - 12:00am	11	215
	4,885	291		873	267

Western New York - March 2019

Peak Weekday - 7:00am - 6:00pm - 21 days			Non-Peak Weekday - 6:01pm - 6:59am - 21 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
7:00am - 8:00am	2,144	232	12:00am - 1:00am	109	199
8:00am - 9:00am	2,681	254	1:00am - 2:00am	115	201
9:00am - 10:00am	6,429	255	2:00am - 3:00am	121	215
10:00am - 11:00am	7,134	322	3:00am - 4:00am	145	217
11:00am - 12:00pm	6,981	318	4:00am - 5:00am	189	188
12:00pm - 1:00pm	7,123	345	5:00am - 6:00am	403	223
1:00pm - 2:00pm	7,668	381	6:00am - 7:00am	558	246
2:00pm - 3:00pm	7,892	392	6:00pm - 7:00pm	984	361
3:00pm - 4:00pm	8,167	417	7:00pm - 8:00pm	651	345
4:00pm - 5:00pm	5,429	426	8:00pm - 9:00pm	559	301
5:00pm - 6:00pm	3,121	318	9:00pm - 10:00pm	146	299
			10:00pm - 11:00pm	132	257
			11:00pm - 12:00am	105	218
	64,769	333		4,217	252
Weekend - 10 days			Holiday - 0 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
12:00am - 1:00am	92	199	12:00am - 1:00am	0	N/A
1:00am - 2:00am	111	256	1:00am - 2:00am	0	N/A
2:00am - 3:00am	101	217	2:00am - 3:00am	0	N/A
3:00am - 4:00am	97	199	3:00am - 4:00am	0	N/A
4:00am - 5:00am	89	229	4:00am - 5:00am	0	N/A
5:00am - 6:00am	113	246	5:00am - 6:00am	0	N/A
6:00am - 7:00am	167	280	6:00am - 7:00am	0	N/A
7:00am - 8:00am	252	276	7:00am - 8:00am	0	N/A
8:00am - 9:00am	286	301	8:00am - 9:00am	0	N/A
9:00am - 10:00am	299	325	9:00am - 10:00am	0	N/A
10:00am - 11:00am	354	364	10:00am - 11:00am	0	N/A
11:00am - 12:00pm	428	348	11:00am - 12:00pm	0	N/A
12:00pm - 1:00pm	515	370	12:00pm - 1:00pm	0	N/A
1:00pm - 2:00pm	406	388	1:00pm - 2:00pm	0	N/A
2:00pm - 3:00pm	354	401	2:00pm - 3:00pm	0	N/A
3:00pm - 4:00pm	482	426	3:00pm - 4:00pm	0	N/A
4:00pm - 5:00pm	609	355	4:00pm - 5:00pm	0	N/A
5:00pm - 6:00pm	454	364	5:00pm - 6:00pm	0	N/A
6:00pm - 7:00pm	213	339	6:00pm - 7:00pm	0	N/A
7:00pm - 8:00pm	261	306	7:00pm - 8:00pm	0	N/A
8:00pm - 9:00pm	244	392	8:00pm - 9:00pm	0	N/A
9:00pm - 10:00pm	201	285	9:00pm - 10:00pm	0	N/A
10:00pm - 11:00pm	101	286	10:00pm - 11:00pm	0	N/A
11:00pm - 12:00am	83	245	11:00pm - 12:00am	0	N/A
	6,312	308		0	#DIV/0!



Western New York - May 2019

Peak Weekday - 7:00am - 6:00pm - 22 days			Non-Peak Weekday - 6:01pm - 6:59am - 22 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
7:00am - 8:00am	2,966	267	12:00am - 1:00am	198	215
8:00am - 9:00am	3,312	254	1:00am - 2:00am	162	206
9:00am - 10:00am	5,206	329	2:00am - 3:00am	67	217
10:00am - 11:00am	6,057	336	3:00am - 4:00am	76	202
11:00am - 12:00pm	6,270	341	4:00am - 5:00am	91	245
12:00pm - 1:00pm	6,206	321	5:00am - 6:00am	288	316
1:00pm - 2:00pm	6,201	381	6:00am - 7:00am	480	336
2:00pm - 3:00pm	6,685	366	6:00pm - 7:00pm	783	389
3:00pm - 4:00pm	7,482	380	7:00pm - 8:00pm	631	366
4:00pm - 5:00pm	6,675	332	8:00pm - 9:00pm	382	328
5:00pm - 6:00pm	4,395	354	9:00pm - 10:00pm	315	301
			10:00pm - 11:00pm	156	299
			11:00pm - 12:00am	122	289
	61,455	333		3,751	285
Weekend - 8 days			Holiday - 1 day		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
12:00am - 1:00am	67	188	12:00am - 1:00am	15	199
1:00am - 2:00am	101	207	1:00am - 2:00am	8	184
2:00am - 3:00am	117	211	2:00am - 3:00am	4	180
3:00am - 4:00am	32	232	3:00am - 4:00am	15	212
4:00am - 5:00am	62	215	4:00am - 5:00am	6	214
5:00am - 6:00am	51	246	5:00am - 6:00am	32	256
6:00am - 7:00am	119	301	6:00am - 7:00am	46	234
7:00am - 8:00am	176	328	7:00am - 8:00am	56	262
8:00am - 9:00am	181	336	8:00am - 9:00am	48	288
9:00am - 10:00am	301	351	9:00am - 10:00am	52	251
10:00am - 11:00am	314	367	10:00am - 11:00am	57	321
11:00am - 12:00pm	326	389	11:00am - 12:00pm	62	377
12:00pm - 1:00pm	307	330	12:00pm - 1:00pm	51	356
1:00pm - 2:00pm	319	315	1:00pm - 2:00pm	67	388
2:00pm - 3:00pm	332	318	2:00pm - 3:00pm	72	392
3:00pm - 4:00pm	426	356	3:00pm - 4:00pm	59	307
4:00pm - 5:00pm	409	309	4:00pm - 5:00pm	76	318
5:00pm - 6:00pm	182	331	5:00pm - 6:00pm	61	291
6:00pm - 7:00pm	177	309	6:00pm - 7:00pm	21	245
7:00pm - 8:00pm	167	311	7:00pm - 8:00pm	19	216
8:00pm - 9:00pm	143	288	8:00pm - 9:00pm	11	261
9:00pm - 10:00pm	81	245	9:00pm - 10:00pm	13	214
10:00pm - 11:00pm	98	272	10:00pm - 11:00pm	10	232
11:00pm - 12:00am	109	219	11:00pm - 12:00am	9	201
	4,597	291		870	267

Western New York - June 2019

Peak Weekday - 7:00am - 6:00pm - 20 days			Non-Peak Weekday - 6:01pm - 6:59am - 20 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
7:00am - 8:00am	2,762	215	12:00am - 1:00am	174	185
8:00am - 9:00am	3,418	252	1:00am - 2:00am	145	199
9:00am - 10:00am	4,899	308	2:00am - 3:00am	101	214
10:00am - 11:00am	5,501	341	3:00am - 4:00am	66	202
11:00am - 12:00pm	6,182	366	4:00am - 5:00am	78	188
12:00pm - 1:00pm	6,064	324	5:00am - 6:00am	298	262
1:00pm - 2:00pm	6,402	371	6:00am - 7:00am	401	299
2:00pm - 3:00pm	6,539	382	6:00pm - 7:00pm	780	401
3:00pm - 4:00pm	7,145	389	7:00pm - 8:00pm	699	331
4:00pm - 5:00pm	6,531	361	8:00pm - 9:00pm	340	305
5:00pm - 6:00pm	4,421	354	9:00pm - 10:00pm	287	301
			10:00pm - 11:00pm	201	287
			11:00pm - 12:00am	198	245
	59,864	333		3,768	263
Weekend - 10 days			Holiday - 0 days		
Interval	Total Calls	AVG Handle	Interval	Total Calls	AVG Handle
12:00am - 1:00am	176	216	12:00am - 1:00am	0	N/A
1:00am - 2:00am	116	206	1:00am - 2:00am	0	N/A
2:00am - 3:00am	91	245	2:00am - 3:00am	0	N/A
3:00am - 4:00am	102	219	3:00am - 4:00am	0	N/A
4:00am - 5:00am	115	209	4:00am - 5:00am	0	N/A
5:00am - 6:00am	86	188	5:00am - 6:00am	0	N/A
6:00am - 7:00am	132	301	6:00am - 7:00am	0	N/A
7:00am - 8:00am	184	313	7:00am - 8:00am	0	N/A
8:00am - 9:00am	199	306	8:00am - 9:00am	0	N/A
9:00am - 10:00am	321	331	9:00am - 10:00am	0	N/A
10:00am - 11:00am	346	312	10:00am - 11:00am	0	N/A
11:00am - 12:00pm	421	308	11:00am - 12:00pm	0	N/A
12:00pm - 1:00pm	483	314	12:00pm - 1:00pm	0	N/A
1:00pm - 2:00pm	376	346	1:00pm - 2:00pm	0	N/A
2:00pm - 3:00pm	354	308	2:00pm - 3:00pm	0	N/A
3:00pm - 4:00pm	428	334	3:00pm - 4:00pm	0	N/A
4:00pm - 5:00pm	511	312	4:00pm - 5:00pm	0	N/A
5:00pm - 6:00pm	401	325	5:00pm - 6:00pm	0	N/A
6:00pm - 7:00pm	389	301	6:00pm - 7:00pm	0	N/A
7:00pm - 8:00pm	215	277	7:00pm - 8:00pm	0	N/A
8:00pm - 9:00pm	202	264	8:00pm - 9:00pm	0	N/A
9:00pm - 10:00pm	144	240	9:00pm - 10:00pm	0	N/A
10:00pm - 11:00pm	156	252	10:00pm - 11:00pm	0	N/A
11:00pm - 12:00am	192	218	11:00pm - 12:00am	0	N/A
	6,140	277		0	#DIV/0!

