



**March 2015  
NORTH Daily Busy Hour**

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO
03/01/2015	1:00 PM	61	69	NO	03/17/2015	5:00 PM	57	61	YES
03/02/2015	8:00 AM	43	65	NO	03/18/2015	3:00 PM	58	65	NO
03/03/2015	2:00 PM	48	59	NO	03/19/2015	11:00 AM	53	60	NO
03/04/2015	7:00 PM	54	57	YES	03/20/2015	1:00 PM	66	68	YES
03/05/2015	5:00 PM	56	67	NO	03/21/2015	12:00 PM	45	50	YES
03/06/2015	2:00 PM	54	59	YES	03/22/2015	6:00 PM	52	53	YES
03/07/2015	7:00 PM	60	62	YES	03/23/2015	6:00 PM	69	76	YES
03/08/2015	4:00 PM	47	47	YES	03/24/2015	2:00 PM	54	63	NO
03/09/2015	5:00 PM	60	66	YES	03/25/2015	11:00 AM	39	58	NO
03/10/2015	7:00 PM	52	65	NO	03/26/2015	6:00 PM	45	46	YES
03/11/2015	4:00 PM	58	64	YES	03/27/2015	5:00 PM	48	107	NO
03/12/2015	2:00 PM	72	78	YES	03/28/2015	3:00 PM	46	46	YES
03/13/2015	3:00 PM	58	65	NO	03/29/2015	5:00 PM	47	47	YES
03/14/2015	2:00 PM	50	56	NO	03/30/2015	2:00 PM	45	66	NO
03/15/2015	2:00 PM	58	62	YES	03/31/2015	2:00 PM	57	60	YES
03/16/2015	5:00 PM	58	69	NO	<b>54.84%</b>				
<b>PERCENTAGE OF DAYS PASSING</b>									

**March 2015  
CENTRAL Daily Busy Hour**

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO
03/01/2015	7:00 PM	165	173	YES	03/17/2015	3:00 PM	178	201	NO
03/02/2015	5:00 PM	110	154	NO	03/18/2015	2:00 PM	139	158	NO
03/03/2015	4:00 PM	147	157	YES	03/19/2015	6:00 PM	138	150	YES
03/04/2015	6:00 PM	153	158	YES	03/20/2015	2:00 PM	128	174	NO
03/05/2015	6:00 PM	144	156	YES	03/21/2015	4:00 PM	153	156	YES
03/06/2015	5:00 PM	154	172	NO	03/22/2015	5:00 PM	147	154	YES
03/07/2015	2:00 PM	155	162	YES	03/23/2015	4:00 PM	133	145	YES
03/08/2015	12:00 PM	128	139	YES	03/24/2015	7:00 PM	114	130	NO
03/09/2015	5:00 PM	163	177	YES	03/25/2015	6:00 PM	139	193	NO
03/10/2015	4:00 PM	148	161	YES	03/27/2015	6:00 PM	122	268	NO
03/11/2015	6:00 PM	177	185	YES	03/26/2015	3:00 PM	148	153	YES
03/12/2015	6:00 PM	153	165	YES	03/28/2015	5:00 PM	127	147	NO
03/13/2015	4:00 PM	182	192	YES	03/29/2015	6:00 PM	140	143	YES
03/14/2015	6:00 PM	159	165	YES	03/30/2015	4:00 PM	122	167	NO
03/15/2015	5:00 PM	173	184	YES	03/31/2015	5:00 PM	151	157	YES
03/16/2015	3:00 PM	161	187	NO	<b>64.52%</b>				
<b>PERCENTAGE OF DAYS PASSING</b>									

**March 2015**  
**SOUTH Daily Busy Hour**

DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO	DATE	HOUR	Calls Answered within 10 Secs	Calls Handled	YES/NO
03/01/2015	6:00 PM	67	69	YES	03/17/2015	4:00 PM	86	93	YES
03/02/2015	5:00 PM	82	83	YES	03/18/2015	2:00 PM	66	79	NO
03/03/2015	5:00 PM	75	85	NO	03/19/2015	3:00 PM	80	87	YES
03/04/2015	4:00 PM	78	80	YES	03/20/2015	1:00 PM	57	85	NO
03/05/2015	12:00 PM	66	74	NO	03/21/2015	1:00 PM	50	73	NO
03/06/2015	2:00 PM	65	80	NO	03/22/2015	7:00 PM	60	84	NO
03/07/2015	3:00 PM	56	75	NO	03/23/2015	3:00 PM	86	89	YES
03/08/2015	4:00 PM	67	70	YES	03/24/2015	1:00 PM	58	73	NO
03/09/2015	4:00 PM	77	82	YES	03/25/2015	4:00 PM	88	97	YES
03/10/2015	4:00 PM	65	77	NO	03/26/2015	7:00 PM	59	66	NO
03/11/2015	5:00 PM	69	84	NO	03/27/2015	6:00 PM	67	108	NO
03/12/2015	5:00 PM	75	85	NO	03/28/2015	12:00 PM	56	62	YES
03/13/2015	4:00 PM	81	87	YES	03/29/2015	4:00 PM	66	69	YES
03/14/2015	2:00 PM	71	78	YES	03/30/2015	6:00 PM	69	78	NO
03/15/2015	3:00 PM	66	68	YES	03/31/2015	12:00 PM	55	70	NO
03/16/2015	3:00 PM	72	75	YES	<b>48.39%</b>				
<b>PERCENTAGE OF DAYS PASSING</b>									