

English Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/6/2024	175,408	51,353	146,241	29,167	4,449	191
1/13/2024	206,084	61,021	168,550	37,534	5,711	244
1/20/2024	195,955	55,032	166,555	29,400	4,586	187
1/27/2024	252,771	65,899	216,544	36,227	5,709	233
2/3/2024	257,974	66,212	219,546	38,428	5,750	238
2/10/2024	254,162	64,840	216,810	37,352	5,232	225
2/17/2024	155,450	55,478	114,026	41,424	4,583	252
2/24/2024	207,866	54,423	177,223	30,643	3,971	181
3/2/2024	195,226	58,422	157,499	37,727	4,522	226
3/9/2024	152,888	53,310	114,782	38,106	4,069	231
3/16/2024	141,701	49,270	103,583	38,118	3,991	226
3/23/2024	126,897	47,898	89,180	37,717	4,411	215
3/30/2024	111,405	45,361	72,871	38,534	3,653	222
4/6/2024	122,864	45,021	93,773	29,091	3,368	169
4/13/2024	120,419	48,478	83,319	37,100	4,084	214
4/20/2024	111,664	46,049	74,357	37,307	3,911	214
4/27/2024	95,849	44,378	56,045	39,804	4,048	228
5/4/2024	96,246	44,201	59,387	36,859	4,331	219
5/11/2024	98,511	43,173	61,709	36,802	3,857	212
5/18/2024	93,132	43,591	56,197	36,935	4,215	215
5/25/2024	93,507	42,984	55,907	37,600	4,136	220
6/1/2024	92,636	39,469	64,679	27,957	3,301	165
6/8/2024	113,726	46,704	78,521	35,205	3,791	212
6/15/2024	111,483	45,769	76,450	35,033	4,018	212
6/22/2024	134,992	48,666	100,652	34,340	4,125	204
6/29/2024	137,012	50,272	101,430	35,582	4,591	210
7/6/2024	108,341	40,915	79,169	29,172	3,386	182
7/13/2024	146,416	52,062	108,011	38,405	4,477	227
7/20/2024	133,169	49,284	97,158	36,011	4,214	202
7/27/2024	116,168	46,649	77,943	38,225	4,104	218
8/3/2024	97,136	44,761	56,568	40,568	5,032	246
8/10/2024	94,470	44,742	52,784	41,686	4,656	245
8/17/2024	84,271	41,136	43,080	41,191	4,595	241
8/24/2024	84,556	41,801	42,511	42,045	4,975	246
8/31/2024	79,952	40,611	39,190	40,762	5,144	235
9/7/2024	71,454	36,175	38,079	33,375	4,418	198
9/14/2024	75,713	39,397	34,640	41,073	5,013	244
9/21/2024	65,389	38,394	23,575	41,814	4,167	259
9/28/2024	61,621	37,210	19,227	42,394	3,314	262
10/5/2024	63,784	37,417	23,198	40,586	3,917	251
10/12/2024	72,340	38,912	34,626	37,714	4,504	236
10/19/2024	68,458	40,744	25,452	43,006	4,017	256
10/26/2024	101,520	47,611	57,606	43,914	4,425	258
11/2/2024	66,181	37,829	27,679	38,502	3,602	237
11/9/2024	90,533	44,170	50,673	39,860	5,027	252
11/16/2024	88,559	43,699	51,214	37,345	5,286	230
11/23/2024	91,228	47,543	45,990	45,238	5,386	286
11/30/2024	68,531	33,831	40,475	28,056	3,763	170
12/7/2024	143,284	59,253	99,044	44,240	6,966	279
12/14/2024	81,585	45,239	36,295	45,290	4,914	282
12/21/2024	77,072	43,918	33,256	43,816	4,592	272
12/28/2024	48,720	29,255	17,986	30,734	2,535	181
1/4/2025	35,460	20,389	18,713	16,747	2,223	105
Weekly Average	116,448	46,042	79,245	37,203	4,360	224
Grand Total	6,171,739	2,440,221	4,199,978	1,971,761	231,065	N/A ¹

Note:

*01/01/24: New Year's Day Holiday Observed
 *01/15/24: Martin Luther King, Jr. Holiday Observed
 *02/19/24: Presidents' Day Holiday Observed
 *04/01/24: Cesar Chavez Holiday Observed
 *05/27/2024: Memorial Day Observed
 *07/04/2024: Fourth of July Observed
 *09/02/2024: Labor Day Observed
 *11/11/2024: Veterans Day Observed
 *11/28/2024 & 11/29/2024: Thanksgiving Holiday Observed
 *12/25/2024: Christmas Day Observed
 *Week Ending 01/04/2025 only includes data through December 31, 2024

1. The grand total for full-time equivalent (FTE) staffing is not available as FTE is determined by averages.

Spanish Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/6/2024	48,727	7,803	41,507	7,220	1,189	63
1/13/2024	56,899	9,726	47,415	9,484	1,381	80
1/20/2024	60,614	8,940	52,902	7,712	1,255	64
1/27/2024	82,967	11,116	73,069	9,898	1,348	78
2/3/2024	61,116	10,521	51,185	9,931	1,244	76
2/10/2024	59,642	10,890	49,437	10,205	1,171	76
2/17/2024	48,282	9,906	38,073	10,209	965	78
2/24/2024	52,953	9,514	44,635	8,318	958	61
3/2/2024	55,347	10,382	45,328	10,019	925	74
3/9/2024	38,879	9,776	28,490	10,389	838	74
3/16/2024	31,810	8,789	22,559	9,251	850	67
3/23/2024	22,951	8,338	13,634	9,317	915	65
3/30/2024	19,182	7,732	9,467	9,715	689	66
4/6/2024	23,802	7,416	16,115	7,687	827	54
4/13/2024	21,576	8,055	12,190	9,386	909	67
4/20/2024	21,251	8,168	11,336	9,915	800	69
4/27/2024	15,455	7,753	5,059	10,396	861	72
5/4/2024	14,550	7,388	4,556	9,994	847	69
5/11/2024	14,391	7,211	4,808	9,583	828	65
5/18/2024	13,157	7,052	3,650	9,507	747	67
5/25/2024	12,684	7,037	3,255	9,429	699	64
6/1/2024	11,771	6,159	4,183	7,588	824	53
6/8/2024	16,494	7,334	7,163	9,331	847	64
6/15/2024	13,534	7,198	4,447	9,087	818	66
6/22/2024	14,080	7,477	4,620	9,460	937	66
6/29/2024	14,216	7,805	4,157	10,059	946	69
7/6/2024	10,485	6,131	2,750	7,735	781	54
7/13/2024	14,210	7,821	4,655	9,555	1,063	67
7/20/2024	13,732	7,405	4,349	9,383	925	64
7/27/2024	12,475	7,048	2,993	9,482	801	64
8/3/2024	10,724	6,403	1,745	8,979	738	61
8/10/2024	11,786	6,612	2,872	8,914	748	59
8/17/2024	10,553	5,983	2,185	8,368	693	58
8/24/2024	9,637	5,986	1,163	8,474	685	56
8/31/2024	10,101	6,005	1,844	8,257	711	55
9/7/2024	8,985	5,333	1,965	7,020	641	46
9/14/2024	9,913	5,781	1,764	8,149	695	55
9/21/2024	9,249	5,707	1,335	7,914	585	53
9/28/2024	9,589	5,846	1,267	8,322	642	56
10/5/2024	11,035	6,262	2,606	8,429	854	58
10/12/2024	12,692	6,530	4,090	8,602	957	61
10/19/2024	12,083	7,059	2,686	9,397	1,012	65
10/26/2024	18,014	7,480	8,596	9,418	1,322	64
11/2/2024	13,992	7,539	3,913	10,079	935	77
11/9/2024	19,505	8,015	9,316	10,189	1,562	76
11/16/2024	20,824	8,435	11,054	9,770	1,806	74
11/23/2024	22,355	9,333	10,001	12,354	1,831	94
11/30/2024	19,776	6,661	12,330	7,446	1,339	57
12/7/2024	36,224	11,000	23,398	12,826	2,024	94
12/14/2024	19,751	9,436	6,652	13,099	1,352	95
12/21/2024	17,579	8,652	5,523	12,056	1,163	84
12/28/2024	12,596	6,223	4,066	8,530	674	61
1/4/2025	6,763	3,622	2,409	4,354	393	33
Weekly Average	23,226	7,694	13,977	9,249	973	66
Grand Total	1,230,958	407,794	740,767	490,191	51,550	N/A ¹

1. The grand total for full-time equivalent (FTE) staffing is not available as FTE is determined by averages.

Vietnamese Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/6/2024	515	425	64	451	81	5
1/13/2024	539	457	36	503	53	4
1/20/2024	536	453	46	490	56	5
1/27/2024	587	475	62	525	53	5
2/3/2024	523	463	15	508	83	4
2/10/2024	468	404	25	443	45	4
2/17/2024	503	415	4	499	32	5
2/24/2024	585	496	30	555	40	4
3/2/2024	541	445	8	533	35	4
3/9/2024	562	480	4	558	25	5
3/16/2024	534	466	7	527	16	4
3/23/2024	494	420	1	493	10	4
3/30/2024	523	434	4	519	14	4
4/6/2024	532	463	17	515	56	4
4/13/2024	571	477	13	558	24	4
4/20/2024	521	442	5	516	19	4
4/27/2024	495	414	2	493	12	4
5/4/2024	532	449	4	528	21	4
5/11/2024	504	422	3	501	8	4
5/18/2024	505	419	1	504	25	4
5/25/2024	417	380	10	407	24	3
6/1/2024	388	335	7	381	25	3
6/8/2024	493	426	2	491	18	4
6/15/2024	483	419	5	478	12	4
6/22/2024	437	357	12	425	24	3
6/29/2024	521	424	10	511	23	4
7/6/2024	369	312	2	367	13	3
7/13/2024	499	422	12	487	47	4
7/20/2024	461	386	2	459	20	3
7/27/2024	428	357	9	419	13	3
8/3/2024	435	354	9	426	21	3
8/10/2024	450	370	23	427	25	3
8/17/2024	403	333	6	397	17	3
8/24/2024	427	363	12	415	23	3
8/31/2024	420	360	8	412	22	3
9/7/2024	352	321	13	339	24	3
9/14/2024	393	343	2	391	17	3
9/21/2024	380	327	6	374	15	3
9/28/2024	424	349	9	415	20	3
10/5/2024	428	362	5	423	16	3
10/12/2024	420	365	3	417	23	3
10/19/2024	479	378	20	459	12	4
10/26/2024	478	394	10	468	27	4
11/2/2024	383	322	31	352	24	3
11/9/2024	435	370	22	413	42	3
11/16/2024	350	323	1	349	18	3
11/23/2024	418	352	27	391	31	3
11/30/2024	359	325	17	342	21	3
12/7/2024	543	468	45	498	50	4
12/14/2024	443	383	3	440	26	4
12/21/2024	558	407	95	463	40	4
12/28/2024	403	354	8	395	27	3
1/4/2025	252	209	28	224	21	2
Weekly Average	466	394	16	450	28	4
Grand Total	24,699	20,869	825	23,874	1,489	N/A ¹

1. The grand total for full-time equivalent (FTE) staffing is not available as FTE is determined by averages.

Cantonese Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/6/2024	400	317	61	339	33	3
1/13/2024	437	348	47	390	23	3
1/20/2024	417	356	46	371	44	3
1/27/2024	621	426	197	424	50	3
2/3/2024	585	389	158	427	58	3
2/10/2024	568	355	195	373	58	3
2/17/2024	444	332	72	372	55	3
2/24/2024	458	364	62	396	43	3
3/2/2024	493	370	76	417	47	3
3/9/2024	529	405	103	426	30	3
3/16/2024	578	367	197	381	41	3
3/23/2024	419	321	64	355	40	3
3/30/2024	529	412	85	444	28	3
4/6/2024	423	341	75	348	48	3
4/13/2024	442	335	62	380	55	3
4/20/2024	421	337	39	382	40	3
4/27/2024	462	354	63	399	38	3
5/4/2024	491	368	64	427	46	4
5/11/2024	411	333	41	370	30	3
5/18/2024	362	303	35	327	37	3
5/25/2024	433	348	54	379	45	4
6/1/2024	381	309	31	350	20	3
6/8/2024	395	314	24	371	37	4
6/15/2024	405	316	22	383	25	4
6/22/2024	405	322	27	378	40	3
6/29/2024	397	284	35	362	32	3
7/6/2024	313	262	11	302	29	3
7/13/2024	414	305	19	395	23	3
7/20/2024	413	314	46	367	41	3
7/27/2024	453	326	30	423	46	3
8/3/2024	376	300	14	362	39	3
8/10/2024	350	283	8	342	25	3
8/17/2024	363	289	10	353	30	3
8/24/2024	382	303	32	350	37	3
8/31/2024	349	294	15	334	39	3
9/7/2024	324	274	28	296	47	3
9/14/2024	296	240	11	285	29	2
9/21/2024	286	239	7	279	25	2
9/28/2024	289	233	20	269	29	2
10/5/2024	301	258	13	288	28	2
10/12/2024	357	279	16	341	39	3
10/19/2024	357	269	11	346	24	3
10/26/2024	405	297	42	363	49	3
11/2/2024	313	240	86	227	41	2
11/9/2024	525	330	150	375	72	3
11/16/2024	334	245	81	253	39	3
11/23/2024	315	285	7	308	29	3
11/30/2024	236	189	10	226	18	2
12/7/2024	433	326	47	386	46	3
12/14/2024	383	298	28	355	36	3
12/21/2024	396	330	27	369	33	3
12/28/2024	457	265	114	343	39	3
1/4/2025	173	134	49	124	20	1
Weekly Average	406	310	54	352	38	3
Grand Total	21,499	16,433	2,867	18,632	1,995	N/A ¹

1. The grand total for full-time equivalent (FTE) staffing is not available as FTE is determined by averages.

Mandarin Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/6/2024	167	163	44	123	23	2
1/13/2024	328	211	108	220	43	2
1/20/2024	309	227	113	196	46	2
1/27/2024	383	264	139	244	54	3
2/3/2024	381	277	138	243	84	3
2/10/2024	344	219	153	191	45	2
2/17/2024	310	211	132	178	57	2
2/24/2024	274	206	74	200	36	2
3/2/2024	364	246	146	218	40	3
3/9/2024	311	205	138	173	44	2
3/16/2024	370	239	193	177	46	2
3/23/2024	342	225	169	173	51	2
3/30/2024	302	222	94	208	47	3
4/6/2024	268	201	109	159	49	2
4/13/2024	364	231	176	188	62	2
4/20/2024	266	233	39	227	43	2
4/27/2024	274	225	58	216	46	2
5/4/2024	256	216	45	211	29	2
5/11/2024	325	202	100	225	34	2
5/18/2024	232	181	50	182	29	2
5/25/2024	307	209	141	166	40	2
6/1/2024	319	178	179	140	28	2
6/8/2024	324	219	107	217	45	2
6/15/2024	287	201	91	196	37	2
6/22/2024	267	212	30	237	30	2
6/29/2024	238	190	43	195	25	2
7/6/2024	218	165	47	171	23	2
7/13/2024	312	211	100	212	41	2
7/20/2024	221	193	25	196	33	2
7/27/2024	251	195	53	198	28	2
8/3/2024	219	184	34	185	25	2
8/10/2024	276	197	55	221	34	3
8/17/2024	246	200	68	178	41	2
8/24/2024	228	189	15	213	26	2
8/31/2024	233	199	45	188	30	2
9/7/2024	210	182	26	184	35	2
9/14/2024	235	190	79	156	26	2
9/21/2024	192	165	50	142	33	2
9/28/2024	276	191	125	151	37	2
10/5/2024	206	171	56	150	29	2
10/12/2024	220	184	46	174	27	2
10/19/2024	271	200	32	239	27	2
10/26/2024	336	197	156	180	29	2
11/2/2024	181	163	60	121	26	2
11/9/2024	271	206	78	193	48	2
11/16/2024	212	174	72	140	18	2
11/23/2024	218	175	16	202	19	2
11/30/2024	116	98	22	94	23	1
12/7/2024	271	238	42	229	59	2
12/14/2024	219	178	47	172	28	2
12/21/2024	223	191	44	179	23	2
12/28/2024	176	150	39	137	22	2
1/4/2025	72	76	4	68	10	1
Weekly Average	265	198	80	184	36	2
Grand Total	14,021	10,475	4,245	9,776	1,913	N/A ¹

1. The grand total for full-time equivalent (FTE) staffing is not available as FTE is determined by averages.

Korean Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/6/2024	74	48	29	45	5	1
1/13/2024	105	63	56	49	11	1
1/20/2024	118	71	61	57	8	1
1/27/2024	102	57	62	40	10	1
2/3/2024	100	68	44	56	16	1
2/10/2024	121	75	53	68	9	1
2/17/2024	121	81	42	79	15	1
2/24/2024	123	83	59	64	19	1
3/2/2024	158	96	75	83	15	1
3/9/2024	109	85	35	74	22	1
3/16/2024	98	74	30	68	7	1
3/23/2024	162	87	88	74	22	1
3/30/2024	155	80	90	65	14	1
4/6/2024	112	77	58	54	6	1
4/13/2024	129	71	73	56	10	1
4/20/2024	145	89	81	64	14	1
4/27/2024	189	98	103	86	14	1
5/4/2024	218	90	143	75	10	1
5/11/2024	140	94	63	77	17	1
5/18/2024	169	89	112	57	15	1
5/25/2024	143	62	87	56	9	1
6/1/2024	107	64	53	54	6	1
6/8/2024	84	71	21	63	6	1
6/15/2024	143	82	78	65	10	1
6/22/2024	99	72	40	59	7	1
6/29/2024	114	70	61	53	10	1
7/6/2024	83	63	30	53	3	1
7/13/2024	104	72	42	62	3	1
7/20/2024	115	86	31	84	6	1
7/27/2024	99	73	33	66	6	1
8/3/2024	118	97	28	90	11	1
8/10/2024	107	86	24	83	6	1
8/17/2024	96	80	17	79	11	1
8/24/2024	111	81	34	77	5	1
8/31/2024	79	59	20	59	3	1
9/7/2024	77	61	14	63	3	1
9/14/2024	133	80	55	78	9	1
9/21/2024	86	72	18	68	4	1
9/28/2024	78	66	6	72	3	1
10/5/2024	94	70	20	74	0	1
10/12/2024	77	64	7	70	2	1
10/19/2024	108	82	31	77	6	1
10/26/2024	78	66	1	77	1	1
11/2/2024	64	61	0	64	4	1
11/9/2024	101	81	11	90	1	1
11/16/2024	88	59	17	71	1	1
11/23/2024	92	68	0	92	1	1
11/30/2024	44	40	3	41	0	1
12/7/2024	112	98	9	103	1	1
12/14/2024	101	77	1	100	0	1
12/21/2024	104	83	4	100	0	1
12/28/2024	57	49	0	57	1	1
1/4/2025	45	30	12	33	1	1
Weekly Average	109	74	41	68	8	1
Grand Total	5,789	3,901	2,165	3,624	399	N/A ¹

1. The grand total for full-time equivalent (FTE) staffing is not available as FTE is determined by averages.

Tagalog Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/6/2024	158	133	17	141	20	2
1/13/2024	222	164	33	189	26	2
1/20/2024	164	149	14	150	33	2
1/27/2024	194	172	22	172	27	2
2/3/2024	172	162	16	156	38	2
2/10/2024	198	162	11	187	22	2
2/17/2024	167	150	2	165	11	2
2/24/2024	206	177	6	200	20	2
3/2/2024	221	175	11	210	20	2
3/9/2024	198	181	6	192	22	2
3/16/2024	194	173	3	191	9	2
3/23/2024	214	170	0	214	3	2
3/30/2024	190	163	0	190	6	2
4/6/2024	181	162	5	176	16	2
4/13/2024	197	158	13	184	14	2
4/20/2024	221	168	12	209	6	2
4/27/2024	186	155	0	186	11	2
5/4/2024	200	161	6	194	9	2
5/11/2024	189	153	0	189	7	2
5/18/2024	182	153	0	182	10	2
5/25/2024	174	152	4	170	13	2
6/1/2024	163	139	3	160	16	2
6/8/2024	157	144	8	149	18	2
6/15/2024	173	153	2	171	9	2
6/22/2024	205	176	8	197	21	2
6/29/2024	236	183	6	230	13	2
7/6/2024	155	147	0	155	13	2
7/13/2024	197	179	2	195	14	2
7/20/2024	197	169	2	195	13	2
7/27/2024	170	143	1	169	9	2
8/3/2024	164	145	6	158	11	2
8/10/2024	171	147	1	170	11	2
8/17/2024	160	137	2	158	11	2
8/24/2024	149	143	1	148	15	2
8/31/2024	180	156	5	175	15	2
9/7/2024	147	137	1	146	15	2
9/14/2024	164	146	5	159	16	2
9/21/2024	174	148	8	166	18	2
9/28/2024	155	130	12	143	13	2
10/5/2024	213	179	16	197	19	2
10/12/2024	152	139	14	138	15	1
10/19/2024	164	140	4	160	6	2
10/26/2024	201	168	7	194	12	2
11/2/2024	150	135	10	140	16	2
11/9/2024	188	157	8	180	24	2
11/16/2024	193	149	21	172	9	2
11/23/2024	181	138	0	181	8	2
11/30/2024	128	104	0	128	3	1
12/7/2024	244	208	16	228	20	2
12/14/2024	163	140	1	162	7	2
12/21/2024	202	166	2	200	8	2
12/28/2024	110	104	2	108	7	1
1/4/2025	56	55	3	53	5	1
Weekly Average	179	153	7	172	14	2
Grand Total	9,490	8,097	358	9,132	753	N/A ¹

1. The grand total for full-time equivalent (FTE) staffing is not available as FTE is determined by averages.

Armenian Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/6/2024	42	27	21	21	6	1
1/13/2024	57	37	20	37	9	1
1/20/2024	83	52	35	48	8	1
1/27/2024	72	52	18	54	10	1
2/3/2024	111	64	54	57	13	1
2/10/2024	73	56	15	58	10	1
2/17/2024	56	48	9	47	8	1
2/24/2024	82	55	21	61	8	1
3/2/2024	85	71	25	60	14	1
3/9/2024	88	64	18	70	8	1
3/16/2024	63	53	6	57	5	1
3/23/2024	48	40	7	41	10	1
3/30/2024	71	58	21	50	9	1
4/6/2024	51	42	11	40	8	1
4/13/2024	56	39	32	24	12	1
4/20/2024	75	45	44	31	3	1
4/27/2024	49	44	8	41	9	1
5/4/2024	55	47	18	37	7	1
5/11/2024	64	53	26	38	10	1
5/18/2024	54	53	8	46	2	1
5/25/2024	57	36	17	40	9	1
6/1/2024	46	42	7	39	6	1
6/8/2024	92	62	41	51	10	1
6/15/2024	76	46	33	43	19	1
6/22/2024	83	65	24	59	10	1
6/29/2024	78	55	21	57	6	1
7/6/2024	74	57	18	56	13	1
7/13/2024	91	67	34	57	19	1
7/20/2024	59	41	21	38	8	1
7/27/2024	79	58	29	50	6	1
8/3/2024	79	54	38	41	9	1
8/10/2024	78	59	12	66	2	1
8/17/2024	78	58	11	67	7	1
8/24/2024	54	43	12	42	9	1
8/31/2024	62	46	8	54	3	1
9/7/2024	59	43	16	43	1	1
9/14/2024	92	68	38	54	9	1
9/21/2024	64	47	30	34	4	1
9/28/2024	58	42	17	41	7	1
10/5/2024	77	46	31	46	4	1
10/12/2024	54	44	13	41	3	1
10/19/2024	49	42	19	30	2	1
10/26/2024	63	34	28	35	3	1
11/2/2024	39	37	5	34	1	1
11/9/2024	59	40	16	43	2	1
11/16/2024	40	34	11	29	5	1
11/23/2024	58	49	10	48	7	1
11/30/2024	36	29	6	30	5	1
12/7/2024	105	74	27	78	5	1
12/14/2024	74	45	23	51	5	1
12/21/2024	64	49	6	58	1	1
12/28/2024	45	33	9	36	2	1
1/4/2025	15	12	3	12	0	1
Weekly Average	66	48	20	46	7	1
Grand Total	3,472	2,557	1,051	2,421	371	N/A ¹

1. The grand total for full-time equivalent (FTE) staffing is not available as FTE is determined by averages.

Other Language

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/6/2024	1,425	922	269	1,156	169	4
1/13/2024	1,707	1,108	193	1,514	227	5
1/20/2024	1,914	1,066	308	1,606	161	4
1/27/2024	2,513	1,403	438	2,075	282	6
2/3/2024	2,271	1,431	179	2,092	242	6
2/10/2024	2,478	1,360	504	1,974	242	6
2/17/2024	1,952	1,106	356	1,596	169	4
2/24/2024	2,052	1,316	134	1,918	145	6
3/2/2024	2,460	1,304	453	2,007	186	6
3/9/2024	1,786	1,144	117	1,669	176	6
3/16/2024	1,555	1,013	164	1,391	172	4
3/23/2024	1,720	993	425	1,295	183	5
3/30/2024	1,355	886	57	1,298	161	3
4/6/2024	1,210	825	66	1,144	173	4
4/13/2024	1,719	943	433	1,286	242	5
4/20/2024	1,394	870	82	1,312	148	4
4/27/2024	1,235	786	106	1,129	148	4
5/4/2024	1,212	787	86	1,126	114	3
5/11/2024	1,283	772	217	1,066	148	4
5/18/2024	1,226	814	91	1,135	117	4
5/25/2024	1,167	768	108	1,059	140	4
6/1/2024	1,017	714	75	942	131	4
6/8/2024	1,218	836	73	1,145	128	4
6/15/2024	1,199	856	20	1,179	144	4
6/22/2024	1,544	987	144	1,400	154	5
6/29/2024	1,553	1,030	119	1,434	160	5
7/6/2024	1,330	826	97	1,233	117	4
7/13/2024	1,727	1,134	55	1,672	155	5
7/20/2024	1,579	981	189	1,390	121	4
7/27/2024	1,406	896	150	1,256	160	4
8/3/2024	1,096	759	60	1,036	130	3
8/10/2024	1,018	645	104	914	85	3
8/17/2024	1,084	703	94	990	111	3
8/24/2024	925	598	27	898	97	3
8/31/2024	1,102	644	132	970	122	3
9/7/2024	898	557	119	779	118	3
9/14/2024	1,031	671	88	943	114	3
9/21/2024	881	560	48	833	144	3
9/28/2024	943	576	131	812	106	3
10/5/2024	856	542	52	804	93	3
10/12/2024	1,020	610	185	835	138	3
10/19/2024	1,093	647	70	1,023	87	3
10/26/2024	1,436	861	118	1,318	152	4
11/2/2024	905	557	163	742	98	2
11/9/2024	1,188	730	84	1,104	121	4
11/16/2024	1,121	682	59	1,062	132	4
11/23/2024	1,229	762	80	1,149	162	4
11/30/2024	864	568	23	841	126	3
12/7/2024	1,846	1,032	279	1,567	231	5
12/14/2024	1,210	712	166	1,044	117	4
12/21/2024	1,100	659	138	962	150	3
12/28/2024	654	434	45	609	91	2
1/4/2025	494	309	80	414	65	1
Weekly Average	1,362	843	152	1,210	147	4
Grand Total	72,201	44,695	8,053	64,148	7,805	N/A ¹

1. The grand total for full-time equivalent (FTE) staffing is not available as FTE is determined by averages.