English Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/4/2025	36,460	35,742	18,641	17,819	2,288	114
1/11/2025	96,085	50,367	44,654	51,431	4,886	318
1/18/2025	69,738	45,292	12,891	56,847	3,848	344
1/25/2025	76,382	44,576	29,832	46,550	4,525	277
2/1/2025	75,868	46,141	21,997	53,871	5,194	319
2/8/2025	73,767	46,321	19,694	54,073	4,844	316
2/15/2025	64,853	42,274	11,192	53,661	3,893	304
2/22/2025	62,465	39,432	16,469	45,996	3,618	260
3/1/2025	62,268	40,527	7,082	55,186	3,512	307
3/8/2025	66,740	42,161	13,436	53,304	4,239	306
3/15/2025	64,682	40,978	15,409	49,273	4,622	284
3/22/2025	68,093	40,963	21,093	47,000	4,737	272
3/29/2025	66,346	39,980	20,039	46,307	4,447	263
4/5/2025	99,140	44,262	62,350	36,790	4,660	222
4/12/2025	77,499	42,022	33,155	44,344	4,775	265
4/19/2025	67,285	39,399	22,361	44,924	4,472	264
4/26/2025	65,177	38,330	20,404	44,773	4,615	264
5/3/2025	60,869	37,421	14,983	45,886	3,976	271
5/10/2025	60,327	37,351	17,246	43,081	4,203	254
5/17/2025	60,620	37,162	17,658	42,962	4,339	253
5/24/2025	60,878	36,952	17,912	42,966	4,105	252
5/31/2025	51,485	33,169	13,153	38,332	3,486	233
6/7/2025	59,773	37,890	14,594	45,179	3,946	279
6/14/2025	59,135	37,092	14,936	44,199	3,725	266
6/21/2025	60,605	37,958	15,554	45,051	3,878	271
6/28/2025	61,389	39,003	13,315	48,074	4,191	288
7/5/2025	56,969	34,662	17,853	39,116	3,526	250
7/12/2025	67,381	41,520	18,329	49,052	4,014	308
7/19/2025	61,257	38,551	15,566	45,691	3,851	291
7/26/2025	57,473	37,280	11,763	45,710	3,731	284
8/2/2025	54,613	36,390	7,647	46,966	3,130	289
8/9/2025	53,723	35,816	9,387	44,336	3,339	267
8/16/2025	54,482	36,098	9,469	45,013	3,541	272
8/23/2025	59,548	37,274	17,280	42,268	4,622	259
8/30/2025	61,372	37,103	17,629	43,743	4,167	268
9/6/2025	57,356	35,004	21,841	35,515	4,252	222
9/13/2025	61,732	37,431	21,667	40,065	4,542	256
9/20/2025	56,187	36,934	12,752	43,435	4,048	260
9/27/2025	54,669	34,593	14,101	40,568	3,863	248
10/4/2025	53,655	35,539	10,829	42,826	3,255	273
10/11/2025	59,020	36,305	17,694	41,326	3,416	262
10/18/2025	64,741	39,403	17,960	46,781	3,157	291
10/25/2025	66,572	38,584	24,047	42,525	3,883	265
11/1/2025	67,993	38,063	25,612	42,381	3,393	270
11/8/2025	83,706	42,634	39,673	44,033	4,213	283
11/15/2025	87,290	41,254	44,900	42,390	4,090	277
11/22/2025	114,591	47,920	65,992	48,599	4,459	307
11/29/2025	65,992	32,933	37,219	28,773	2,912	178
12/6/2025	159,195	59,766	114,853	44,342	6,528	304
12/13/2025	95,174	42,780	52,694	42,480	3,699	268
12/20/2025	56,873	38,889	12,673	44,200	5,562	273
12/27/2025	37,705	26,220	6,515	31,190	2,617	188
1/3/2026	38,372	26,440	8,664	29,708	2,436	185
Weekly Average	**66,709**	**39,210**	**22,729**	**43,979**	**4,024**	**267**
Grand Total	**3,535,570**	**2,078,151**	**1,204,659**	**2,330,911**	**213,270**	**267**

Note:

*01/01/25: New Year's Day Holiday Observed
*01/20/25: Martin Luther King, Jr. Holiday Observed
*02/17/2025: Presidents Day Holiday Observed
*03/31/2025: Cesar Chavez Day Holiday Observed
*05/26/2025: Memorial Day Holiday Observed
*07/04/2025: Independence Day Holiday Observed
*09/01/2025: Labor Day Holiday Observed
*11/11/2025: Veterans Day Holiday Observed
*11/27/2025 & 11/28/2025: Thanksgiving Holiday Observed
*12/25/2025: Christmas Day Holiday Observed
*Week Ending 01/04/2025 only includes data beginning 01/02/25
*Week Ending 01/03/2026 only includes data through 12/31/25

Spanish Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/4/2025	7,595	3,629	2,826	4,769	598	39
1/11/2025	26,146	10,021	12,242	13,904	1,394	106
1/18/2025	17,320	9,818	2,099	15,221	689	108
1/25/2025	19,738	9,111	7,412	12,326	933	85
2/1/2025	17,968	9,293	4,639	13,329	1,058	91
2/8/2025	16,771	9,308	3,790	12,981	1,042	91
2/15/2025	14,342	8,513	1,621	12,721	605	84
2/22/2025	13,855	7,675	2,787	11,068	630	74
3/1/2025	13,187	8,033	777	12,410	455	83
3/8/2025	13,957	8,244	1,426	12,531	647	86
3/15/2025	12,919	7,919	1,391	11,528	680	77
3/22/2025	12,988	7,550	2,124	10,864	679	74
3/29/2025	12,397	7,271	2,025	10,372	760	69
4/5/2025	18,800	7,808	9,297	9,503	906	68
4/12/2025	15,867	7,644	5,637	10,230	1,067	73
4/19/2025	13,001	7,210	2,861	10,140	741	70
4/26/2025	12,053	6,972	1,975	10,078	656	69
5/3/2025	11,734	6,792	1,704	10,030	572	66
5/10/2025	11,477	6,678	1,640	9,837	548	64
5/17/2025	11,457	6,607	2,162	9,295	596	61
5/24/2025	10,926	6,479	1,543	9,383	527	62
5/31/2025	9,308	5,769	1,245	8,063	450	53
6/7/2025	10,230	6,408	994	9,236	501	60
6/14/2025	9,362	6,057	718	8,644	451	58
6/21/2025	9,747	6,176	1,007	8,740	416	57
6/28/2025	9,725	6,344	644	9,081	450	58
7/5/2025	8,921	5,610	1,006	7,915	564	56
7/12/2025	11,982	7,033	1,998	9,984	764	70
7/19/2025	10,898	6,483	1,914	8,984	612	62
7/26/2025	9,671	6,115	714	8,957	547	59
8/2/2025	9,818	5,882	832	8,986	449	57
8/9/2025	9,560	5,678	1,340	8,220	591	54
8/16/2025	9,366	5,634	1,188	8,178	553	53
8/23/2025	9,414	5,524	1,453	7,961	682	52
8/30/2025	9,368	5,540	1,706	7,662	604	50
9/6/2025	8,488	5,013	2,168	6,320	700	41
9/13/2025	10,584	5,438	3,860	6,724	989	43
9/20/2025	9,069	5,636	1,142	7,927	577	50
9/27/2025	8,890	5,179	2,103	6,787	721	44
10/4/2025	10,354	5,819	2,242	8,112	760	57
10/11/2025	11,755	6,077	3,967	7,788	1,133	55
10/18/2025	15,551	6,883	8,200	7,351	1,315	53
10/25/2025	17,011	6,782	9,242	7,769	1,412	56
11/1/2025	19,679	7,005	11,445	8,234	1,322	59
11/8/2025	25,581	7,421	17,172	8,409	1,495	62
11/15/2025	47,562	7,536	41,026	6,536	1,533	50
11/22/2025	51,535	10,039	41,607	9,928	1,937	74
11/29/2025	27,143	6,406	21,736	5,407	1,096	38
12/6/2025	55,752	10,530	46,541	9,211	2,007	68
12/13/2025	28,171	9,326	17,801	10,370	1,912	74
12/20/2025	13,988	8,194	1,362	12,626	923	96
12/27/2025	9,147	5,884	455	8,692	633	67
1/3/2026	10,965	5,017	5,140	5,825	1,078	42
Weekly Average	**15,530**	**7,000**	**6,150**	**9,380**	**848**	**65**
Grand Total	**823,093**	**371,013**	**325,946**	**497,147**	**44,960**	**65**

Vietnamese Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/4/2025	236	183	7	229	20	2
1/11/2025	575	481	24	551	37	4
1/18/2025	491	421	5	486	20	4
1/25/2025	404	339	6	398	13	3
2/1/2025	388	325	27	361	45	3
2/8/2025	492	401	10	482	21	4
2/15/2025	457	383	0	457	7	4
2/22/2025	414	354	0	414	11	3
3/1/2025	451	382	2	449	11	3
3/8/2025	483	416	0	483	16	4
3/15/2025	472	396	3	469	18	4
3/22/2025	415	366	5	410	16	3
3/29/2025	443	375	24	419	31	3
4/5/2025	510	399	85	425	66	4
4/12/2025	482	416	20	462	44	4
4/19/2025	481	412	11	470	31	4
4/26/2025	523	424	18	505	32	4
5/3/2025	460	398	8	452	20	4
5/10/2025	472	391	27	445	32	3
5/17/2025	397	340	15	382	20	3
5/24/2025	395	324	21	374	20	3
5/31/2025	348	299	18	330	26	3
6/7/2025	493	413	20	473	37	4
6/14/2025	415	366	18	397	29	3
6/21/2025	391	342	13	378	25	3
6/28/2025	476	380	50	426	28	3
7/5/2025	400	341	23	377	22	3
7/12/2025	446	372	14	432	17	3
7/19/2025	449	368	8	441	25	3
7/26/2025	448	363	6	442	18	3
8/2/2025	468	361	22	446	20	3
8/9/2025	410	321	38	372	22	3
8/16/2025	434	332	57	377	20	3
8/23/2025	397	339	26	371	29	3
8/30/2025	373	317	18	355	26	3
9/6/2025	322	279	10	312	16	2
9/13/2025	385	314	40	345	30	3
9/20/2025	417	329	20	397	29	3
9/27/2025	363	302	20	343	15	2
10/4/2025	378	304	24	354	26	3
10/11/2025	395	304	48	347	40	3
10/18/2025	378	304	23	355	21	2
10/25/2025	292	249	2	290	9	2
11/1/2025	348	306	8	340	19	3
11/8/2025	330	267	24	306	17	3
11/15/2025	302	272	2	300	17	3
11/22/2025	349	306	11	338	19	3
11/29/2025	272	223	20	252	19	2
12/6/2025	528	388	93	435	43	3
12/13/2025	639	325	325	314	17	2
12/20/2025	446	326	52	394	39	3
12/27/2025	356	298	21	335	19	3
1/3/2026	237	203	5	232	15	2
Weekly Average	**417**	**342**	**26**	**391**	**24**	**3**
Grand Total	**22,126**	**18,139**	**1,397**	**20,729**	**1,285**	**3**

Cantonese Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/4/2025	136	106	7	129	20	2
1/11/2025	441	339	30	411	46	4
1/18/2025	368	284	4	364	29	3
1/25/2025	331	268	4	327	23	3
2/1/2025	280	224	14	266	39	2
2/8/2025	414	313	51	363	43	3
2/15/2025	332	266	5	327	22	3
2/22/2025	323	245	4	319	19	3
3/1/2025	376	281	1	375	18	3
3/8/2025	568	340	160	408	77	3
3/15/2025	434	304	43	391	61	3
3/22/2025	360	287	26	334	32	3
3/29/2025	427	296	68	359	40	3
4/5/2025	300	217	19	281	31	2
4/12/2025	426	283	31	395	55	3
4/19/2025	417	306	76	341	63	3
4/26/2025	381	285	25	356	41	4
5/3/2025	335	255	14	321	19	3
5/10/2025	333	257	7	326	34	3
5/17/2025	303	239	22	281	26	3
5/24/2025	377	299	7	370	27	4
5/31/2025	290	225	22	268	20	3
6/7/2025	354	286	20	334	46	3
6/14/2025	349	267	25	324	34	3
6/21/2025	312	250	9	303	28	2
6/28/2025	347	272	13	334	31	3
7/5/2025	327	236	9	318	20	3
7/12/2025	374	288	34	340	28	3
7/19/2025	317	243	14	303	28	2
7/26/2025	367	245	15	352	24	3
8/2/2025	285	230	2	283	9	2
8/9/2025	294	234	2	292	11	3
8/16/2025	291	232	0	291	10	2
8/23/2025	312	238	22	290	25	2
8/30/2025	366	253	57	309	24	3
9/6/2025	217	173	9	208	12	2
9/13/2025	287	225	32	255	30	2
9/20/2025	252	212	10	242	27	2
9/27/2025	289	221	32	257	18	2
10/4/2025	295	236	6	289	9	3
10/11/2025	300	240	9	291	18	3
10/18/2025	291	232	22	269	22	2
10/25/2025	276	221	2	274	31	3
11/1/2025	264	216	9	255	22	2
11/8/2025	308	230	18	290	26	3
11/15/2025	238	203	6	232	13	2
11/22/2025	312	219	8	304	15	3
11/29/2025	196	150	6	190	10	2
12/6/2025	427	285	65	362	34	3
12/13/2025	551	262	279	272	21	3
12/20/2025	326	251	27	299	23	3
12/27/2025	289	227	31	258	14	2
1/3/2026	184	163	9	175	10	2
Weekly Average	**331**	**248**	**27**	**304**	**28**	**3**
Grand Total	**17,549**	**13,159**	**1,442**	**16,107**	**1,458**	**3**

Mandarin Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/4/2025	87	76	19	68	13	1
1/11/2025	253	228	33	220	35	2
1/18/2025	197	173	9	188	6	2
1/25/2025	183	182	13	170	24	2
2/1/2025	155	145	3	152	14	2
2/8/2025	203	168	10	193	14	2
2/15/2025	206	183	14	192	17	2
2/22/2025	187	171	9	178	15	2
3/1/2025	227	196	3	224	10	2
3/8/2025	247	239	10	237	42	2
3/15/2025	253	231	20	233	29	2
3/22/2025	236	203	24	212	28	2
3/29/2025	248	206	36	212	22	2
4/5/2025	208	185	27	181	34	2
4/12/2025	236	224	39	197	61	2
4/19/2025	259	209	64	195	49	2
4/26/2025	250	224	14	236	24	3
5/3/2025	256	193	37	219	29	2
5/10/2025	185	166	9	176	17	2
5/17/2025	200	166	4	196	22	2
5/24/2025	177	151	10	167	25	2
5/31/2025	175	151	12	163	19	2
6/7/2025	231	192	29	202	30	3
6/14/2025	217	181	21	196	21	2
6/21/2025	166	161	3	163	18	2
6/28/2025	187	169	16	171	26	2
7/5/2025	185	158	21	164	24	2
7/12/2025	244	178	39	205	26	2
7/19/2025	251	194	51	200	24	3
7/26/2025	205	178	18	187	23	2
8/2/2025	185	155	8	177	7	2
8/9/2025	177	149	8	169	14	2
8/16/2025	181	167	5	176	12	2
8/23/2025	186	152	15	171	13	2
8/30/2025	217	177	25	192	21	2
9/6/2025	229	192	48	181	27	2
9/13/2025	201	176	17	184	15	2
9/20/2025	215	177	25	190	11	2
9/27/2025	168	152	8	160	8	2
10/4/2025	199	170	7	192	17	2
10/11/2025	177	147	12	165	13	2
10/18/2025	172	156	4	168	8	2
10/25/2025	168	152	5	163	17	2
11/1/2025	167	143	2	165	14	2
11/8/2025	189	172	3	186	18	2
11/15/2025	176	154	30	146	12	2
11/22/2025	181	162	5	176	16	2
11/29/2025	146	128	8	138	13	2
12/6/2025	277	221	35	242	25	3
12/13/2025	274	168	144	130	13	2
12/20/2025	140	144	7	133	20	2
12/27/2025	125	124	2	123	8	2
1/3/2026	128	112	8	120	6	2
Weekly Average	**200**	**172**	**20**	**180**	**20**	**2**
Grand Total	**10,592**	**9,131**	**1,048**	**9,544**	**1,069**	**2**

Korean Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/4/2025	36	32	1	35	0	1
1/11/2025	116	93	12	104	2	1
1/18/2025	71	64	0	71	1	1
1/25/2025	89	77	0	89	1	1
2/1/2025	101	86	0	101	1	1
2/8/2025	99	84	3	96	0	1
2/15/2025	95	73	1	94	4	1
2/22/2025	86	66	1	85	5	1
3/1/2025	78	62	2	76	1	1
3/8/2025	70	60	2	68	3	1
3/15/2025	84	73	3	81	1	1
3/22/2025	104	80	5	99	0	1
3/29/2025	55	50	2	53	0	1
4/5/2025	82	62	0	82	2	1
4/12/2025	91	72	6	85	3	1
4/19/2025	87	59	15	72	1	1
4/26/2025	67	63	1	66	1	1
5/3/2025	68	63	3	65	4	1
5/10/2025	77	60	6	71	4	1
5/17/2025	82	69	6	76	2	1
5/24/2025	82	69	3	79	1	1
5/31/2025	55	47	0	55	1	1
6/7/2025	89	67	5	84	0	1
6/14/2025	150	73	82	68	3	1
6/21/2025	82	72	5	77	2	1
6/28/2025	74	61	8	66	1	1
7/5/2025	77	63	3	74	0	1
7/12/2025	92	67	8	84	1	1
7/19/2025	78	67	1	77	1	1
7/26/2025	68	54	1	67	3	1
8/2/2025	79	73	2	77	1	1
8/9/2025	68	55	2	66	0	1
8/16/2025	72	56	0	72	1	1
8/23/2025	67	58	2	65	5	1
8/30/2025	67	55	0	67	2	1
9/6/2025	81	58	1	80	2	1
9/13/2025	90	76	5	85	1	1
9/20/2025	77	61	1	76	0	1
9/27/2025	70	66	2	68	2	1
10/4/2025	80	75	2	78	8	1
10/11/2025	81	64	3	78	3	1
10/18/2025	69	55	1	68	0	1
10/25/2025	65	53	1	64	2	1
11/1/2025	68	47	1	67	0	1
11/8/2025	75	60	7	68	3	1
11/15/2025	80	61	1	79	0	1
11/22/2025	90	66	0	90	1	1
11/29/2025	56	51	1	55	2	1
12/6/2025	122	92	0	122	0	1
12/13/2025	113	56	47	66	1	1
12/20/2025	83	64	1	82	1	1
12/27/2025	49	40	1	48	0	1
1/3/2026	53	45	2	51	2	1
Weekly Average	**80**	**64**	**5**	**75**	**2**	**1**
Grand Total	**4,240**	**3,375**	**268**	**3,972**	**86**	**1**

Tagalog Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/4/2025	65	61	0	65	3	1
1/11/2025	193	177	1	192	13	2
1/18/2025	197	171	2	195	10	2
1/25/2025	187	154	0	187	8	2
2/1/2025	207	179	0	207	9	2
2/8/2025	190	170	0	190	5	2
2/15/2025	195	165	1	194	5	2
2/22/2025	165	150	1	164	3	2
3/1/2025	164	147	1	163	3	2
3/8/2025	222	167	0	222	8	2
3/15/2025	184	148	1	183	13	2
3/22/2025	182	147	0	182	9	2
3/29/2025	178	151	0	178	2	2
4/5/2025	194	173	2	192	9	2
4/12/2025	204	177	4	200	10	2
4/19/2025	183	142	10	173	15	2
4/26/2025	209	178	3	206	6	2
5/3/2025	158	143	3	155	15	2
5/10/2025	164	135	0	164	8	2
5/17/2025	162	139	2	160	10	2
5/24/2025	170	144	4	166	12	2
5/31/2025	157	137	0	157	8	2
6/7/2025	168	132	4	164	10	2
6/14/2025	137	130	2	135	13	1
6/21/2025	137	131	1	136	7	2
6/28/2025	168	128	6	162	7	2
7/5/2025	149	132	3	146	11	2
7/12/2025	169	150	2	167	7	2
7/19/2025	171	150	1	170	8	2
7/26/2025	147	126	1	146	4	2
8/2/2025	142	117	0	142	4	1
8/9/2025	145	124	0	145	3	2
8/16/2025	139	118	1	138	7	2
8/23/2025	149	133	7	142	9	2
8/30/2025	144	131	5	139	12	2
9/6/2025	167	142	8	159	6	2
9/13/2025	163	146	7	156	6	2
9/20/2025	144	136	1	143	6	1
9/27/2025	125	96	2	123	1	1
10/4/2025	137	127	3	134	7	2
10/11/2025	118	104	7	111	10	1
10/18/2025	191	148	6	185	8	2
10/25/2025	133	127	2	131	12	1
11/1/2025	169	147	1	168	11	2
11/8/2025	150	147	6	144	16	1
11/15/2025	146	136	3	143	6	2
11/22/2025	161	145	6	155	16	2
11/29/2025	103	97	2	101	3	1
12/6/2025	250	209	23	227	24	2
12/13/2025	278	161	132	146	9	2
12/20/2025	174	144	13	161	12	2
12/27/2025	103	87	1	102	3	1
1/3/2026	92	85	0	92	5	1
Weekly Average	**164**	**140**	**5**	**159**	**8**	**2**
Grand Total	**8,699**	**7,441**	**291**	**8,408**	**447**	**2**

Armenian Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/4/2025	16	10	0	16	0	1
1/11/2025	47	46	3	44	5	1
1/18/2025	120	85	20	100	8	1
1/25/2025	104	85	6	98	4	1
2/1/2025	219	128	97	122	17	1
2/8/2025	228	143	60	168	23	1
2/15/2025	213	135	51	162	29	1
2/22/2025	151	117	11	140	19	1
3/1/2025	178	109	27	151	17	1
3/8/2025	171	110	50	121	27	1
3/15/2025	225	137	53	172	27	1
3/22/2025	159	105	25	134	13	1
3/29/2025	336	139	135	201	30	1
4/5/2025	193	120	57	136	28	1
4/12/2025	182	116	41	141	21	1
4/19/2025	161	104	38	123	21	1
4/26/2025	124	88	12	112	12	1
5/3/2025	124	94	10	114	15	1
5/10/2025	156	82	40	116	19	1
5/17/2025	140	89	7	133	11	1
5/24/2025	113	66	18	95	10	1
5/31/2025	110	57	44	66	8	1
6/7/2025	101	66	15	86	12	1
6/14/2025	108	69	19	89	7	1
6/21/2025	88	59	16	72	9	1
6/28/2025	76	51	17	59	5	1
7/5/2025	78	58	4	74	7	1
7/12/2025	87	65	6	81	2	1
7/19/2025	85	67	12	73	8	1
7/26/2025	89	56	30	59	5	1
8/2/2025	88	51	34	54	3	1
8/9/2025	82	54	16	66	4	1
8/16/2025	70	49	6	64	2	1
8/23/2025	72	56	2	70	0	1
8/30/2025	66	51	2	64	1	1
9/6/2025	80	45	42	38	6	1
9/13/2025	84	62	9	75	1	1
9/20/2025	63	46	4	59	6	1
9/27/2025	82	47	22	60	4	1
10/4/2025	60	47	1	59	4	1
10/11/2025	66	50	4	62	5	1
10/18/2025	57	41	7	50	4	1
10/25/2025	54	45	1	53	4	1
11/1/2025	60	44	7	53	4	1
11/8/2025	50	39	5	45	3	1
11/15/2025	44	38	5	39	5	1
11/22/2025	53	37	3	50	1	1
11/29/2025	37	33	1	36	1	1
12/6/2025	76	62	6	70	13	1
12/13/2025	74	49	29	45	3	1
12/20/2025	61	50	11	50	11	1
12/27/2025	38	33	6	32	5	1
1/3/2026	32	21	6	26	4	1
Weekly Average	**106**	**70**	**22**	**84**	**10**	**1**
Grand Total	**5,631**	**3,706**	**1,153**	**4,478**	**513**	**1**

"Other" Language Contact Center Data

Week Ending	Total Calls	Unique Calls	Unanswered Calls	Calls Answered	Disconnected or Dropped Calls	Full-Time Staffing Equivalent
1/4/2025	441	247	8	433	39	2
1/11/2025	1,269	811	16	1,253	164	4
1/18/2025	947	623	5	942	71	4
1/25/2025	1,002	623	7	995	99	4
2/1/2025	1,079	687	25	1,054	112	3
2/8/2025	868	611	15	853	122	3
2/15/2025	837	565	16	821	94	3
2/22/2025	764	503	7	757	71	2
3/1/2025	762	519	2	760	69	3
3/8/2025	894	607	19	875	83	3
3/15/2025	859	546	57	802	110	3
3/22/2025	882	592	23	859	76	2
3/29/2025	873	550	35	838	72	2
4/5/2025	1,046	626	131	915	89	3
4/12/2025	1,068	641	56	1,012	109	3
4/19/2025	918	566	112	806	133	2
4/26/2025	922	570	109	813	84	2
5/3/2025	886	569	61	825	63	3
5/10/2025	995	580	164	831	87	2
5/17/2025	1,006	622	101	905	96	3
5/24/2025	852	588	43	809	76	2
5/31/2025	793	478	130	663	76	2
6/7/2025	984	613	132	852	97	3
6/14/2025	978	607	63	915	79	2
6/21/2025	922	591	50	872	104	2
6/28/2025	962	561	121	841	77	3
7/5/2025	845	526	4	841	66	2
7/12/2025	1,065	661	22	1,043	78	3
7/19/2025	837	594	59	778	86	2
7/26/2025	931	630	42	889	147	3
8/2/2025	752	524	34	718	105	3
8/9/2025	833	532	77	756	83	3
8/16/2025	788	523	29	759	93	2
8/23/2025	914	609	14	900	89	3
8/30/2025	869	579	13	856	66	3
9/6/2025	860	551	19	841	89	3
9/13/2025	1,027	659	14	1,013	99	3
9/20/2025	916	586	86	830	109	3
9/27/2025	923	629	43	880	95	3
10/4/2025	883	586	19	864	79	3
10/11/2025	945	581	154	791	140	3
10/18/2025	1,031	681	15	1,016	92	3
10/25/2025	998	590	83	915	102	3
11/1/2025	1,187	691	206	981	154	4
11/8/2025	1,368	792	199	1,169	204	4
11/15/2025	1,380	713	225	1,155	225	4
11/22/2025	1,609	890	316	1,293	267	6
11/29/2025	872	561	60	812	129	4
12/6/2025	2,116	1,197	352	1,764	295	8
12/13/2025	2,762	843	1,870	892	160	4
12/20/2025	1,037	614	105	932	109	4
12/27/2025	640	390	76	564	76	2
1/3/2026	647	401	147	500	75	2
Weekly Average	**997**	**608**	**109**	**888**	**107**	**3**
Grand Total	**52,844**	**32,229**	**5,791**	**47,053**	**5,664**	**3**