Speed of Answer						In Seconds - Full Day						Must Not Exceed 45 Seconds
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2006	17	14	15	30	23	19	24	26	28	19	17	7
2007	8	8	25	34	36	20	20	12	20	17	17	5
2008	5	8	15	68	116	32	29	21	23	14	10	5
2009	6	7	16	24	35	16	18	26	49	22	31	9
2010	5	2	106	241	78	39	23	0	145	38	34	18
2011	17	32	31	38	59	49	39	44	34	26	25	18
2012	27	31	45	56	43	41	42	45	45	43	44	24
2013	44	41	38	45	75	34	29	37	35	37	35	29
2014	39	38	40	43	40	38	42	43	44	41	33	36
2015	38	34	42	43	47	43	44	44	42	37	23	20
2016	22	26	44	31	32	45	40	35	41	44	29	21
2017	25	28	38	36	41	39	31	31	33	40	37	28
2018	33	33	41	66	40	32	19	31	26	25	21	9
2019	10	9	14	21	27	23	16	16	18	13	14	10
2020	8	17	19	108	43	31	40	36	43	40	37	33
2021	30	15	22	22	14	22	36	38	31	38	25	33
2022	**33**											

Speed of Answer						In seconds - Peak Hours 7:00AM-12:00PM						
2006	9	9	10	27	20	16	21	38	32	22	18	1
2007	6	6	26	44	38	23	22	15	14	19	22	4
2008	5	7	17	87	147	36	27	27	37	7	8	5
2009	5	5	12	23	42	15	18	31	47	25	48	9
2010	8	20	163	378	105	47	33	0	152	36	35	20
2011	19	28	32	32	59	44	47	44	34	33	32	12
2012	19	31	25	67	26	29	30	39	33	24	25	9
2013	16	26	29	40	66	27	26	39	26	35	37	33
2014	33	38	34	34	45	35	45	38	40	39	37	40
2015	39	35	43	44	45	44	46	41	35	33	27	17
2016	26	27	53	45	63	64	56	50	53	54	36	26
2017	21	27	37	38	37	34	32	30	32	38	37	26
2018	36	30	47	61	36	73	23	34	33	29	24	11
2019	8	7	18	29	47	42	20	19	26	13	12	9
2020	9	10	16	NA	30	18	34	27	37	29	41	24
2021	32	11	16	27	13	24	41	36	38	48	27	42
2022	**34**											

Speed of Answer						In seconds - Highest 8-Hour Period 7:30AM-3:30PM						
2006	11	9	12	30	21	16	22	31	33	27	18	1
2007	7	7	22	39	34	20	19	12	22	17	20	5
2008	6	7	16	77	131	31	22	22	31	8	8	5
2009	5	5	12	21	35	13	15	27	44	22	38	8
2010	7	14	147	340	86	43	28	0	156	38	38	18
2011	19	25	32	34	53	44	45	42	34	29	29	14
2012	19	31	24	67	27	27	28	37	30	27	27	17
2013	20	24	30	36	66	29	25	38	31	35	37	32
2014	32	38	36	36	41	37	47	40	43	40	31	36
2015	39	34	43	43	46	43	43	42	38	38	25	18
2016	29	28	51	38	38	55	47	43	49	54	33	23
2017	25	48	44	44	38	40	33	32	40	42	39	26
2018	39	28	39	61	37	44	21	30	38	33	27	12
2019	9	6	24	27	44	36	19	17	22	12	11	9
2020	9	10	16	NA	45	33	45	36	44	42	41	40
2021	36	12	19	24	12	20	40	40	37	43	25	38
2022	**37**											