

Appendix 6 &

Reservation Data

Month	Calls Offered	Calls Answered	Calls Abandoned	Avg Speed Answered	Avg Talk Time
Jul-15	67,029	65,741	1,288	0:00:14	0:05:15
Aug-15	70,005	68,040	1,965	0:00:19	0:05:16
Sep-15	67,065	65,642	1,423	0:00:23	0:05:30
Oct-15	68,619	67,735	884	0:00:15	0:05:38
Nov-15	65,823	64,935	888	0:00:16	0:05:29
Dec-15	66,560	65,759	801	0:00:14	0:05:22
Jan-16	61,467	60,703	764	0:00:14	0:05:20
Feb-16	65,223	63,936	1,287	0:00:18	0:05:20
Mar-16	70,536	69,381	1,155	0:00:14	0:05:18
Apr-16	68,494	66,995	1,499	0:00:16	0:05:27
May-16	68,754	67,844	910	0:00:15	0:05:28
Jun-16	68,287	66,161	2,126	0:00:31	0:05:37
Jul-16	65,856	64,798	1,058	0:00:18	0:05:30
Aug-16	71,011	68,999	2,012	0:00:27	0:05:41
Sep-16	72,447	69,907	2,540	0:00:36	0:05:34
Oct-16	73,320	69,970	3,350	0:00:53	0:05:57
Nov-16	69,119	67,712	1,407	0:00:24	0:05:29
Dec-16	68,735	67,920	815	0:00:12	0:05:13
Jan-17	69,663	68,842	821	0:00:13	0:05:22
Feb-17	64,170	63,273	897	0:00:14	0:05:27
Mar-17	72,003	70,197	1,806	0:00:26	0:05:22

Where's My Ride Data

Month	Calls Offered	Calls Answered	Calls Abandoned	Avg Speed Answered	Avg Talk Time
Jul-15	54,634	53,599	1,035	0:00:12	0:01:18
Aug-15	53,723	52,605	1,118	0:00:11	0:01:16
Sep-15	56,167	55,121	1,046	0:00:12	0:01:13
Oct-15	60,915	59,723	1,192	0:00:12	0:01:16
Nov-15	56,584	55,768	816	0:00:10	0:01:16
Dec-15	58,987	58,007	980	0:00:10	0:01:16
Jan-16	52,366	50,639	1,727	0:00:19	0:01:15
Feb-16	59,408	58,022	1,386	0:00:14	0:01:14
Mar-16	64,737	63,581	1,156	0:00:10	0:01:14
Apr-16	61,940	59,914	2,026	0:00:15	0:01:13
May-16	60,412	59,108	1,304	0:00:12	0:01:14
Jun-16	63,416	61,511	1,905	0:00:16	0:01:14
Jul-16	60,680	58,726	1,954	0:00:17	0:01:21
Aug-16	67,874	65,970	1,904	0:00:14	0:01:20
Sep-16	84,637	74,064	10,573	0:01:03	0:01:21
Oct-16	82,363	73,151	9,212	0:01:07	0:01:22
Nov-16	80,038	71,880	8,158	0:01:03	0:01:22
Dec-16	73,120	67,513	5,607	0:00:46	0:01:19
Jan-17	67,300	65,782	1,518	0:00:13	0:01:21
Feb-17	65,378	63,954	1,424	0:00:14	0:01:20
Mar-17	77,782	72,447	5,335	0:00:38	0:01:21