MRLD 2018 Contract Liquidated Damages Monthly Operations Report													
Standard	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Annual Total
Night, weekend, holiday	1102	1067	1051	1165	1185	1925	958	2177	2524	2333	2603	3254	21344
Business Hours	13,000	12,204	11,344	12,823	14,599	11,571	15,249	15,487	13,405	16,953	14,511	11,801	162,947
Total Number of Calls	14,102	13,271	12,395	13,988	15,784	13,496	16,207	17,664	15,929	19,286	17,114	15,055	184,291
Abandoned Call Rate	2.71%	2.89%	2.26%	2.31%	2.45%	3.36%	2.64%	3.70%	2.85%	3.50%	4.85%	2.10%	
Hold time of 2 minutes or less	95.07%	95.75%	96.91%	95.80%	96.76%	95.98%	96.23%	94.49%	97.89%	95.00%	93.02%	97.45%	
Hold time of 3 minutes or less	96.95%	97.90%	98.17%	97.95%	98.30%	98.21%	97.89%	97.14%	98.99%	97.05%	94.85%	98.64%	
Hold time of 5 minutes or less	97.96%	99.10%	98.84%	98.97%	98.95%	99.09%	99.08%	98.55%	99.56%	98.19%	96.18%	99.52%	
Average Call Length (seconds)	267	265	262	259	287	283	356	359	341	329	320	323	