

Year	Month	Avg wait time	Calls Abandoned
2015	January	35:25	3,266
2015	February	43:48	3,081
2015	March	35:30	3,417
2015	April	31:49	3,139
2015	May	31:34	2,673
2015	June	29:54	2,920
2015	July	35:59	3,763
2015	August	29:38	3,281
2015	September	31:03	3,422
2015	October	22:46	3,353
2015	November	34:55	2,928
2015	December	60:05	3,169
2016	January	39:57	3,677
2016	February	46:01	3,123
2016	March	40:44	3,164
2016	April	46:03	3,288
2017	May	41:47	3,362
2017	June	35:53	3,510
2017	July	44:16	3,080
2017	August	40:56	3,216
2017	September	39:03	3,437
2017	October	32:18	3,115
2017	November	36:27	3,150
2017	December	38:35	2,757
2017	January	39:28	3,339
2017	February	31:57	3,595
2017	March	36:49	5,682
2017	April	42:06	4,186