



# 988 Contact Center RFP

410-26-84962

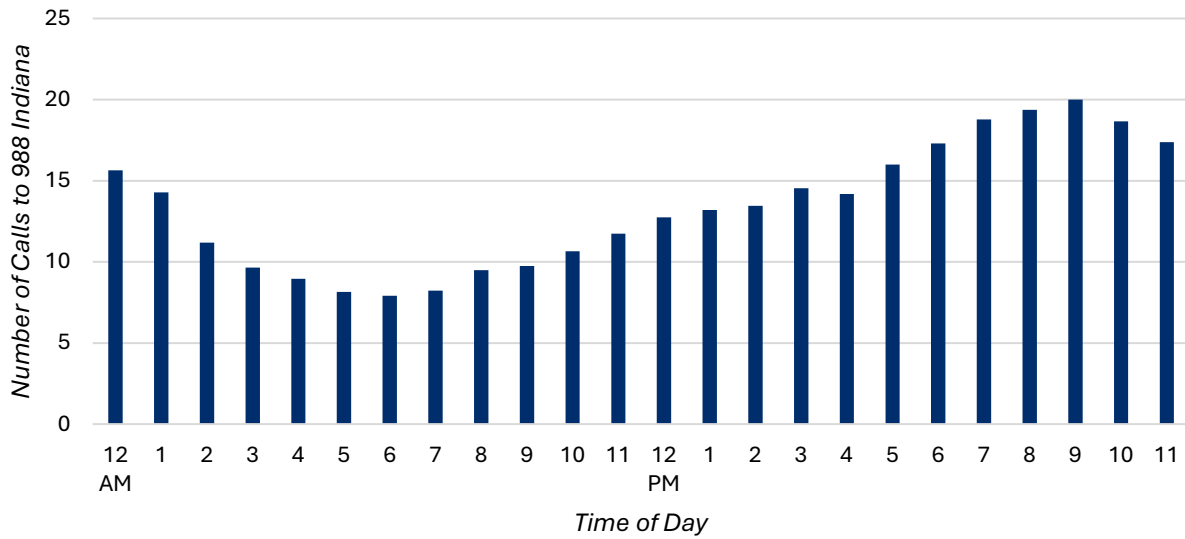
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## Average Call Volume to 988 by Day & by Hour

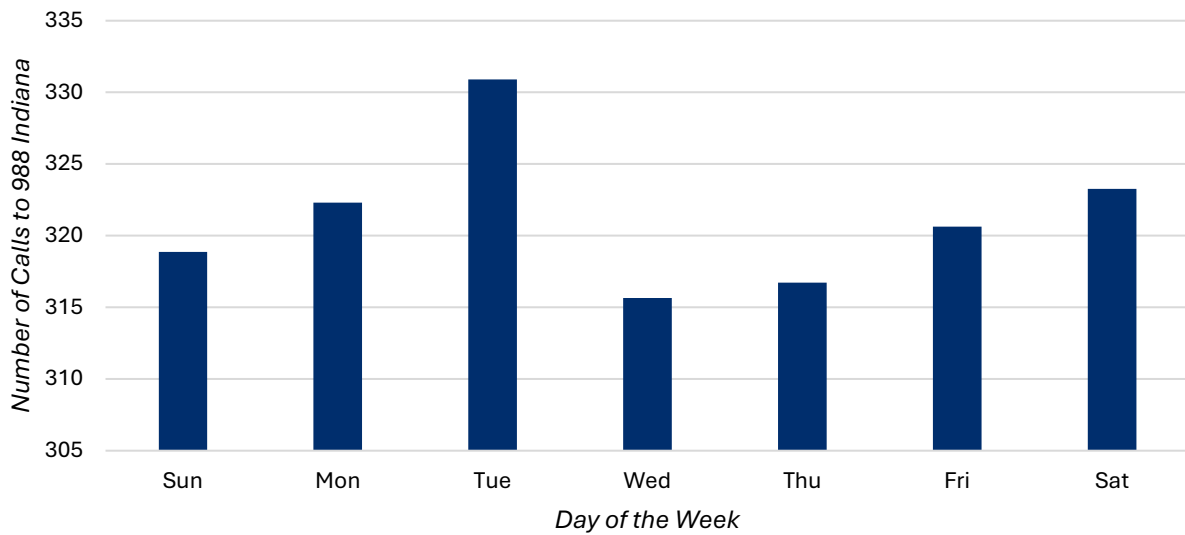
### **Please Note:**

The data and figures contained in this attachment are an example of historical averages for the purposes of RFP 410-26-84962 only and may not accurately reflect the true call volume to 988 in Indiana.

**Average Call Volume to 988  
by Hour Across all Days of the Week**



**Average Total Call Volume to 988  
by Day of the Week**



Number of Calls to 988 in Indiana by Day and by Hour								
Hour	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Hourly Average for All Days
12:00 AM	16	15	16	17	15	15	15	16
1:00 AM	17	13	14	14	13	15	14	14
2:00 AM	12	11	13	10	9	11	12	11
3:00 AM	10	9	10	10	7	10	11	10
4:00 AM	10	9	10	8	9	8	10	9
5:00 AM	9	8	9	8	8	7	8	8
6:00 AM	9	6	8	8	8	8	8	8
7:00 AM	9	8	8	8	8	8	9	8
8:00 AM	8	10	11	11	8	10	9	9
9:00 AM	9	11	10	10	10	10	9	10
10:00 AM	10	11	12	10	11	10	10	11
11:00 AM	12	12	13	10	13	11	11	12
12:00 PM	11	13	14	12	15	11	13	13
1:00 PM	12	14	15	13	13	12	14	13
2:00 PM	13	15	14	14	13	13	13	13
3:00 PM	12	16	15	16	14	14	14	15
4:00 PM	14	13	15	14	15	15	14	14
5:00 PM	15	17	16	16	16	16	16	16
6:00 PM	17	15	19	16	17	16	20	17
7:00 PM	20	17	18	18	18	20	19	19
8:00 PM	20	19	18	18	20	22	20	19
9:00 PM	19	20	20	21	21	20	19	20
10:00 PM	19	22	16	17	19	20	18	19
11:00 PM	15	19	18	16	17	18	18	17
Daily Total	319	322	331	316	317	321	323	321