

## ATTACHMENT D: Call Volumes

**Table 1. ALL HOURS: Estimated call number range per month (most calls are received after business hours)**

Time Frame	(Low End) Calls/Month	(High End) Calls/Month	(All Months) Avg. # of Calls/Month	# of months with less than 400 calls
Last 24 months (10/2013 – 9/2015)	Less than 400	637*	449*	10 out of 21*

\*From 21 months of data available.

**Based on the above estimates, the general range of calls per month expected to be answered by the contractor is between less than 400 to 637 calls.** Approximately 30% of calls received by the answering service will require dispatch services. The vast majority of these calls will be taken during non-business hours. During business hours, normally Peace Corps' staff, not the answering service, receives the calls. However, if calls are missed they will be forwarded to the answering service. Call volume of forwarded calls, if any, would be minimal as Peace Corps' staff receives an average of less than 7 calls per day during business hours.

### **Large Scale Events Causing Sudden Call Volume Increase**

Events that cause sudden and unexpected call-volume increase are rare but can occur at least once a year. With increased communication abilities between Volunteers and their families, the occurrence of call volume surges throughout the year are expected to decrease from previous years. Because the majority of these call volume surges occur due to an unexpected natural disaster or sudden political unrest, they are hard to predict the impact on call volume ahead of time. However, it is important for the answering service to handle call volume surges appropriately. Insufficient staffing can cause calls to be transferred incorrectly, erroneous information, or calls lost during an unexpectedly busy time.

Fortunately, experience from previous call surges demonstrate they are usually brief, with the majority of the call surge occurring right after an event gains worldwide media attention, the majority of calls occurring within the first 12-24 hours of the event, and call volumes tapering off quickly after this time period.

### **Example: Nepal Earthquake, April 2015**

In April 2015, a 7.8 magnitude earthquake occurred in Nepal, with a series of aftershocks. The Peace Corps had 32 Trainees, 53 Volunteers, and a team of staff in the country as the earthquake occurred. The earthquake caused power outages throughout the country and prevented many staff, Volunteers, and Trainees from reaching out to family and friends to confirm their well-being.

Soon after news of the earthquake broke worldwide, family and friends of Volunteers, Trainees, and staff called the Agency Duty Officer line trying to confirm the status of their loved ones. Over a 48-hour period on Saturday and Sunday, around 40 calls came in about the earthquake, with the majority occurring within the first 24 hours.