figure 2.1

(Based on Forecasted Volume at TPH Goal)

Hours of Operation

TPH Goal: xx

Date	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	3PM	4PM	5PM	Total FTE Hours
Mon 07/02		2.6	4.5	4.2	4.3	4.3	3.6	3.7	4.6	3.3	2.1				37.2
Tue 07/03		2.0	4.0	4.0	3.6	3.8	3.4	3.6	3.5	4.0	2.0				34.0
Thu 07/05		2.0	3.7	3.7	4.1	4.3	3.2	3.9	4.1	4.8	3.2				37.0
Fri 07/06		3.2	5.9	5.9	5.1	5.1	5.5	4.8	6.0	6.4	3.3				51.0
Sat 07/07		1.6	4.8	5.8	5.7	5.6									23.4
Weekly Total:		**11.4**	**22.9**	**23.4**	**22.8**	**23.0**	**15.8**	**16.0**	**18.2**	**18.5**	**10.6**				**182.6**

FTE: Full-time equivalent (teller)

TPH: Transactions per Processing Hours