

**Employee and Retiree Service Center
Call Center Statistics**

Month-Year	FY2019				FY2020				FY2021			
	# Total Calls	Avg Calls/Work Day	% calls answered within 60 seconds	Average Wait time in minutes	# Total Calls	Avg Calls/Work Day	% calls answered within 60 seconds	Average Wait time in minutes	# Total Calls	Avg Calls/Work Day	% calls answered within 60 seconds	Average Wait time in minutes
July	6,697	309	34.1%	7.18	5,989	272	36.2%	4.85	5,845	266	38.3%	8.07
August	6,894	291	38.9%	4.43	6,070	276	48.5%	3.02	5,684	284	39.2%	6.38
September	10,846	363	28.7%	6.42	6,543	344	49.3%	2.98	5,807	264	55.6%	3.58
October	6,354	472	21.7%	5.77	10,491	456	44.5%	3.62	6,802	309	48.9%	4.00
November	5,488	334	27.8%	7.75	6,193	326	43.6%	3.72	4,827	268	52.2%	3.45
December	7,205	274	34.7%	4.73	5,672	284	33.2%	4.90	4,237	202	70.7%	1.77
January	6,092	343	22.8%	9.42	7,034	335	33.5%	5.70	4,814	253	65.0%	3.58
February	6,472	338	15.6%	8.73	5,835	307	37.7%	4.40	5,519	290	53.2%	3.27
March	5,618	308	34.7%	5.43	5,944	270	53.5%	3.85	6,381	277	35.9%	5.98
April	6,060	281	35.9%	5.05	4,194	210	76.8%	1.65	6,381	263	45.8%	4.18
May	5,791	275	41.7%	5.05	3,836	192	83.1%	0.87	5,321	266	52.7%	3.18
June	6,363	290	41.6%	4.80	5,440	247	66.6%	2.25	5,691	271	48.4%	3.73
FY Total	79,880				73,241				67,309			

