

**Call volume and wait times (includes all benefit-related calls; for example, Spanish, federal, claim-filing queue, general-inquiry queue)**

<b>January-February 2011</b>	<b>2011 Calls Answered</b>	<b>2011 Average Wait Time</b>	<b>January-February 2010</b>	<b>2010 Calls Answered</b>	<b>2010 Average Wait Time</b>
January	49,264	1:25:00	January	61,245	0:53:08
February	40,818	1:22:58	February	48,434	0:53:04
<b>Total</b>	<b>90,082</b>	<b>1:23:59</b>	<b>Total</b>	<b>109,679</b>	<b>0:53:06</b>

<b>January-December 2010</b>	<b>2010 Calls Answered</b>	<b>2010 Average Wait Time</b>	<b>January-December 2009</b>	<b>2009 Calls Answered</b>	<b>2009 Average Wait Time</b>
January	61,245	0:53:08	January	14,489	1:51:45
February	48,434	0:53:04	February	13,647	1:31:40
March	47,808	0:49:44	March	18,976	1:27:04
April	57,021	0:39:48	April	30,282	1:21:09
May	58,846	1:02:15	May	44,974	1:12:25
June	47,984	0:45:05	June	34,346	1:29:39
July	64,057	0:38:08	July	30,183	1:39:48
August	46,158	1:02:17	August	37,186	2:13:02
September	39,450	1:09:08	September	34,851	1:37:16
October	49,701	1:07:41	October	49,458	1:02:26
November	38,820	1:02:56	November	47,297	0:41:17
December	43,209	1:09:12	December	50,893	0:35:54
<b>Total</b>	<b>602,733</b>	<b>0:56:02</b>	<b>Total</b>	<b>406,582</b>	<b>1:23:37</b>

There are two significant factors that contributed to the decline in calls answered and the increase in average wait time when comparing statistics from 2011 to 2010. Over 15 percent of the call-center staff employed during 2010 have separated from employment with the Colorado Department of Labor and Employment since March 2010 or have moved to other positions within the Department. In 2010 overtime was abundant for call-center staff, but was unavailable during these same months in 2011. The entire Customer Contact Center worked 10-hour shifts in 2010, allowing up to 50-hour workweeks for call-center staff but this is not the case for 2011 due to budget constraints. These two factors alone represent hundreds of hours of phone time and thousands of calls answered in 2010.

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