

January	2	3	4	7	8	9	10	11	14	15	16	17	18	21	22	23	24	25	26	27	28	29	
SPEC TAX INFO																							
<u>Queue 6400 - Spec Tax Info</u>																							
Number of Calls Handled	0	0	0	0	1	1	2	0	0	0	11	45	57	86	61	60	75	401	268	143	476	599	2286
Average Speed of Answer	n/a	n/a	n/a	n/a	:16	:07	2:46	n/a	n/a	n/a	1:19	1:10	2:34	:30	:42	1:00	:43	10:52	12:34	7:46	7:46	6:31	
Longest Queue Time	n/a	n/a	n/a	n/a	:16	:07	7:55	n/a	n/a	n/a	7:45	8:27	12:29	5:19	8:31	14:17	6:34	36:03	31:13	44:11	39:18	33:05	
Abandoned Calls	0	0	0	0	0	0	1	0	0	0	4	2	5	0	0	1	1	74	76	15	48	88	315
<u>Queue 9400 - Spec Tax Info Call Back (CB)</u>																							
Number of CB												1	3	0	2	1	0	145	135	38	98	137	560
Average Speed of CB												11:59	7:49	n/a	7h54	6:58	n/a	12:56	16:37	12:34	25:35	17:06	
Longest Queue Time of CB												11:59	12:36	n/a	15h47	6:58	n/a	34:38	38:18	34:38	16h07	39:01	
Number of Emails	157	177	170	196	176	211	199	210	198	229	203	310	6	68	71	44	120	5			168	389	
Oldest Email	14-Nov	14-Nov	14-Nov	14-Nov	14-Nov	14-Nov	17-Nov	18-Dec	28-Dec	01-Jan	03-Jan	07-Jan	10-Jan	10-Jan	16-Jan	22-Jan	22-Jan	22-Jan			22-Jan	22-Jan	
Most Recent Email	02-Jan	03-Jan	04-Jan	07-Jan	08-Jan	09-Jan	10-Jan	11-Jan	14-Jan	15-Jan	16-Jan	17-Jan	18-Jan	21-Jan	22-Jan	23-Jan	24-Jan	24-Jan			28-Jan	29-Jan	
SPEC TAX - TIER 1 (Service BC Contact Centre)																							
Number of Calls Received	17	20	23	23	27	54	51	50	81	56	191	435	329	459	332	424	1710	3498	2463	1286	5622	6155	23306
Average Speed of Answer	0:02:06	0:00:25	0:02:11	0:02:50	0:02:58	0:03:00	0:02:33	0:01:49	0:01:07	0:02:33	0:04:09	0:06:01	0:05:44	0:02:57	0:00:31	0:00:22	0:37:09	0:25:49	0:12:25	0:04:29	0:19:46	0:20:28	
Answered Calls	17	20	21	20	26	49	45	45	74	48	161	345	281	413	330	420	735	1885	1862	1168	2559	2659	
Average Handle Time	0:05:12	0:04:02	0:03:51	0:05:08	0:04:43	0:03:32	0:03:05	0:03:49	0:03:36	0:03:16	0:03:44	0:03:33	0:03:59	0:04:55	0:05:34	0:06:08	0:06:36	0:04:53	0:05:06	0:05:51	0:05:05	0:05:04	
Abandonment Rate	0.00%	0.00%	8.70%	13.04%	3.70%	7.41%	5.88%	10.00%	4.94%	10.71%	10.99%	19.31%	13.07%	7.84%	0.30%	0.71%	55.20%	42.40%	23.51%	8.94%	39.08%	43.18%	
Maximum Wait time	0:12:40	0:03:21	0:13:47	0:16:31	0:17:09	0:15:19	0:16:33	0:13:16	0:10:31	0:15:02	0:22:40	0:39:14	0:53:46	0:37:24	0:11:25	0:18:24	2:00:48	2:00:44	0:58:47	0:53:55	2:00:54	2:00:51	
FTEs dedicated to staffing the speculation tax information line (1 833 554-2323) and email between January 1-29, 2015																							
Revenue Division - PTB	61																						
Revenue Division - RMO	55																						
Service BC Contact Centre	50																						
	166																						