

## OIA 2122-0081 Appendix A

**Table one: Breakdown of online and paper applications received in the month October 2020**

Channel	Application received Oct-2020	Started Processing
Digital	1,633	940
Non-Digital	1,057	996
All	2,690	1,936

**Table two: Breakdown of processing times for total number of paper applications received in the month October 2020**

Frequency	Average	Median	Maximum	Minimum
803	21.94	17	201	3

**Table three: Breakdown of processing times for paper applications received in the month October 2020, by office location**

Location	Frequency	Average	Median	Maximum	Minimum
Christchurch	188	24.48	21.5	152	7
Auckland	305	17.39	15	95	3
Manukau	109	40.88	22	201	5
Wellington	201	16.19	14	125	3

**Table four: Breakdown of processing times for total number of online applications received in the month October 2020**

Frequency	Average	Median	Maximum	Minimum
149	27.06	32	122	2

**Table five: Breakdown of processing times for online applications received in the month October 2020, by office location**

Location	Frequency	Average	Median	Maximum	Minimum
Christchurch	74	37.09	37	108	5
Auckland	29	30	11	122	4
Wellington	46	9.07	8	34	2

Notes on the data:

- Location is based on processing location.
- Processing time is measured in working days.
- The processing time is from when an application is allocated to a citizenship trained Life and Identity Services Officer (LISO) until a decision is made.
- Not all applications that have begun being processed have been completed (approved or declined), therefore the number of started processing is higher than the completed number.
- Processing time for completed applications is from date assigned to a LISO for processing, to when a decision is made (approved or declined).
- Frequency indicates a count of the applications that have been completed processing (i.e. have received a decision).

- Average – Is calculated by adding together all of the weekdays taken for all applications which were received during the month in question and which have received an outcome, then dividing by the number of applications.
- Median – The middle value of week days taken when listing the applications from the highest to lowest number of days.
- Maximum – The application(s) which took the longest number of days to process.
- Minimum – Application(s) which took the least amount of days to process.

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