

OIA 2122-0173 Appendix A

Table one: Breakdown of processing times (date created to decision date) for total number of paper applications received in October 2020

Frequency	Average	Median	Maximum	Minimum
848	102.27	48	232	3

Table two: Breakdown of processing times (date created to decision date) for paper applications received in October 2020, by office location

Location	Frequency	Average	Median	Maximum	Minimum
Christchurch	199	117.3	181	227	14
Auckland	339	142.65	197	232	4
Manukau	109	42.36	22	206	5
Wellington	201	51.79	17	222	3

Table three: Breakdown of processing times (date created to decision date) for total number of online applications received in October 2020

Frequency	Average	Median	Maximum	Minimum
758	220.73	226	243	9

Table four: Breakdown of processing times (date created to decision date) for online applications received in October 2020, by office location

Location	Frequency	Average	Median	Maximum	Minimum
Christchurch	448	222.81	224	243	14
Auckland	134	210.72	228	243	9
Wellington	176	223.05	227	240	14

Notes on the data:

- Location is based on processing location.
- Processing time is measured in working days.
- 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 the application is submitted/created in the system 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 week days taken for all applicants from (created of application for non-digital) and (date submitted for digital) to Decision date, then dividing by the number of applications.
- Median – The middle value of week days taken when listing the processing time (from created/submitted to decision) from the highest to lowest number of days.
- Maximum – The applicants that took the longest number of week days to process (from created/submitted to decision).
- Minimum – The applicants that took the least amount of week days to to process (from created/submitted to decision).