



15 March 2022

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Mike

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Tēnā koe Mike

OIA request 21/22 0589 - Request for Contact Centre statistics

Thank you for your Official Information Act (Act) request received by the Department of Internal Affairs (Department) on 24 February 2022.

You requested –

- *The number of calls to the Births Deaths and Marriages number (0800 22 52 52) between 1 and 24 february, by day, that were answered by a person (i.e. not resolved through the automated menu)*
- *The number of staff on duty by day*
- *The average handle time of calls by day*
- *The number of calls that were terminated by customers after waiting longer than 20 minutes*

In response to your request, please find attached Appendix A which provides a breakdown of the information you seek.

As this information may be of interest to other members of the public, the Department has decided to proactively release a copy of this response on the DIA website. All requestor data, including your name and contact details, will be removed prior to release. The released response will be made available here: <https://www.dia.govt.nz/Official-Information-Act-Requests-2>.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Ngā mihi

Anne-Claire Wyseur

Manager Operational Policy and Official Correspondence (Acting)
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