

1 November 2012

S Lamb
fyi-request-605-d6776d82@requests.fyi.org.nz

Dear S Lamb

Thank you for your request made under the Official Information Act 1982, received on 14 October 2012. You requested the following:

"I understand that the Inland Revenue Department (IRD) records information on average waiting times for calls to the IRD call centre to be answered, (Question PQ 23739 (2010)), what has been the average waiting time for each been from 2010-2012?"

Information to be released

The requested information is in the following table.

Month/Year	Average wait time in minutes and seconds
Jul 2010	04:56
Aug 2010	03:51
Sep 2010	03:27
Oct 2010	03:57
Nov 2010	02:42
Dec 2010	02:04
Jan 2011	02:06
Feb 2011	01:50
Mar 2011	02:55
Apr 2011	02:08
May 2011	03:13
Jun 2011	03:05
Jul 2011	03:31
Aug 2011	03:25
Sep 2011	03:23
Oct 2011	02:26
Nov 2011	02:17
Dec 2011	01:50
Jan 2012	02:04
Feb 2012	03:10
Mar 2012	03:18
Apr 2012	02:31
May 2012	04:03
Jun 2012	04:39
Jul 2012	03:57

This fully covers the information you requested. Thank you for your enquiry.

Yours sincerely

A handwritten signature in blue ink, appearing to read "D.M. McDermott", with a long horizontal stroke extending to the right from the end of the name.

Denis McDermott
Customer Service Manager-Interactional