



24 January 2024

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 5 December 2023. You requested the following:

1. *The number of dropped calls from the IRD contact line, broken down by:*
 - a. *average per week and month for the financial years ending 30 Jun 2021, 2022 and 2023.*
 - b. *times of dropped calls, broken down into hourly increments (or nearest possible measurement) for the financial years ending 30 Jun 2021, 2022 and 2023.*
2. *Any internal policies or documents that cover IRD's KPIs relating to dropped calls and contact line performance, as well as any relevant policies incentivising staff around contact line performance. Please provide this information in an accessible, searchable format.*

Items 1a and 1b

Inland Revenue do not measure calls in the manner you requested ('dropped'), as answered, capped, or abandoned. I am releasing data for these three categories for the financial years ending 30 June 2021, 2022, and 2023. Data up until the beginning of November 2023 is provided where available.

Monthly averages are released to you and attached to this response as **Appendix A**. Inland Revenue offices were closed from 18/08/2021 to 20/08/2021 (outside Auckland/Coromandel), to 31/08/2021 where during this time staff worked from home. Due to lower contact centre staffing levels, some calls had to be capped. Additionally, there was a major data outage from 10-17 November 2022. The total of answered, capped and abandoned called were reconstructed using available data.

Weekly averages are attached to this response as **Appendix B**. The first and last weeks in each financial year has been fleshed out to a full week (instead of partial weeks) using data from previous and subsequent financial years.

Hourly breakdowns are attached to this response as **Appendix C**. This data is separated into calls answered, capped, and abandoned. The data has been rounded to the nearest call and times of dropped calls are allocated within hour increments (e.g., if in the 0800 column, the call was answered between 0800 and 0900). Calls that were answered outside the core hours of 8am to 8pm, or subsequently when voice hours were reduced, outside 8am to 6pm, have been excluded from the data provided. The excluded call totals will be relatively very small (<1%).

Item 2

Inland Revenue does not have Key Performance Indicators (KPIs) specifically aligned to voice performance, nor have any policies that incentivise staff in relation to contact line performance. Therefore, your request for internal policies or documents relating to Inland Revenue's KPIs for contact line performance is refused under section 18(e) of the OIA as the documents alleged to contain the information do not exist.

Customers contact Inland Revenue through a range of channels, and resources and efforts are balanced across these. Some key points regarding Inland Revenue's approach to managing changing customer demand are:

- Customers use of digital channels has increased over time since Inland Revenue's organisational transformation.
- Voice volumes have decreased along with a corresponding increase in web messages and use of digital self-service.
- Inland Revenue serve customers across both voice and web channels.
- Inland Revenue coach staff on first contact resolution, encouraging people to deal with all matters on a customer account, as capability allows, and thereby reducing a need for re-contact.
- Prioritising some customer groups – encouraging use of the best channel to service needs, e.g., Families contacts are generally complex and sometimes best served through the voice channel.

Right of review

If you disagree with my decision on your OIA request, you can ask an Inland Revenue review officer to review my decision. To ask for an internal review, please email the Commissioner of Inland Revenue at: CommissionersCorrespondence@ird.govt.nz.

Alternatively, under section 28(3) of the OIA, you have the right to ask the Ombudsman to investigate and review my decision. You can contact the office of the Ombudsman by email at: info@ombudsman.parliament.nz.

If you choose to have an internal review, you can still ask the Ombudsman for a review.

Publishing of OIA response

We intend to publish our response to your request on Inland Revenue's website (ird.govt.nz) as this information may be of interest to other members of the public. This letter, with your personal details removed, will be published in its entirety. Publishing responses increases the availability of information to the public and is consistent with the OIA's purpose of enabling more effective participation in the making and administration of laws and policies and promoting the accountability of officials.

Thank you for your request.

Yours sincerely



Jane Elley

Customer Segment Leader, Individuals

Appendices

Appendix A

Call centre monthly summaries 1 July 2020- 30 October 2021

Monthly Call Profile: 1 July 2020 to 30 June 2021

	Jul 20	Aug 20	Sep 20	Oct 20	Nov 20	Dec 20	Jan 21	Feb 21	Mar 21	Apr 21	May 21	Jun 21	YTD ROLLUP
Answered	228,390	161,038	147,594	116,017	119,322	88,594	102,581	122,027	139,913	105,127	134,345	189,926	1,654,874
Capped	17,820	1,375	705	5,152	11,092	3,999	14,906	19,729	59,217	153,705	109,386	246,351	643,437
Abandoned	10,611	9,225	6,012	13,222	17,123	10,730	12,999	15,307	19,361	16,192	19,838	26,279	176,899

Monthly Call Profile: 1 July 2021 to 30 June 2022

	Jul 21	Aug 21	Sep 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	YTD ROLLUP
Answered	150,123	106,079	113,626	69,420	112,133	82,242	94,248	104,940	113,344	109,329	127,562	143,245	1,326,291
Capped	184,742	139,656	63,774	34,119	54,648	20,683	20,644	55,165	77,604	74,147	84,560	102,805	912,547
Abandoned	24,189	13,099	9,371	7,655	12,307	6,373	7,750	10,644	11,064	8,883	11,551	11,502	134,388

Monthly Call Profile: 1 July 2022 to 30 June 2023

	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	YTD ROLLUP
Answered	133,786	165,541	113,320	103,645	99,165	76,234	94,534	104,152	97,773	87,587	118,334	145,906	1,339,977
Capped	78,361	67,451	20,225	12,570	9,706	7,037	17,784	22,187	59,723	91,262	133,181	129,296	648,783
Abandoned	10,705	14,533	7,577	6,559	7,479	5,815	11,322	11,337	13,968	13,366	16,135	22,483	141,279

Monthly Call Profile: 1 July 2023 to 31 October 2023

	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24	Apr 24	May 24	Jun 24	YTD ROLLUP
Answered	110,000	103,482	99,421	92,012									478,257
Capped	81,367	37,455	9,187	21,827									165,556
Abandoned	18,914	16,889	11,451	5,938									57,823

Appendix B

Call centre weekly summaries 29 June 2020- 5 November 2023

Weekly Call Profile: 29 June 2020 to 27 June 2021

Please note: week 27 includes 29 - 30 June 2020 as well as the 1 - 4 July 2020.

WEEK	PERIOD	ANSWERED CALLS	ABANDONED CALLS	CAPPED CALLS
27	29 Jun 2020 to 05 Jul 2020	59,850	4,711	7,452
28	06 Jul 2020 to 12 Jul 2020	56,663	4,519	9,828
29	13 Jul 2020 to 19 Jul 2020	46,008	1,708	1,707
30	20 Jul 2020 to 26 Jul 2020	45,023	1,076	419
31	27 Jul 2020 to 02 Aug 2020	47,183	1,233	2,076
32	03 Aug 2020 to 09 Aug 2020	41,913	1,853	578
33	10 Aug 2020 to 16 Aug 2020	38,017	1,625	470
34	17 Aug 2020 to 23 Aug 2020	36,586	2,185	280
35	24 Aug 2020 to 30 Aug 2020	36,419	3,059	47
36	31 Aug 2020 to 06 Sep 2020	33,583	2,311	705
37	07 Sep 2020 to 13 Sep 2020	34,362	1,390	
38	14 Sep 2020 to 20 Sep 2020	35,352	1,007	
39	21 Sep 2020 to 27 Sep 2020	32,577	978	
40	28 Sep 2020 to 04 Oct 2020	28,824	1,658	
41	05 Oct 2020 to 11 Oct 2020	26,850	2,428	
42	12 Oct 2020 to 18 Oct 2020	28,086	2,981	630
43	19 Oct 2020 to 25 Oct 2020	27,793	3,470	622
44	26 Oct 2020 to 01 Nov 2020	23,432	3,512	3,900
45	02 Nov 2020 to 08 Nov 2020	28,029	3,874	18
46	09 Nov 2020 to 15 Nov 2020	27,440	4,141	4,205
47	16 Nov 2020 to 22 Nov 2020	29,920	4,064	3,959
48	23 Nov 2020 to 29 Nov 2020	27,726	4,269	2,910
49	30 Nov 2020 to 06 Dec 2020	27,284	3,536	650
50	07 Dec 2020 to 13 Dec 2020	26,138	3,516	2,031
51	14 Dec 2020 to 20 Dec 2020	24,557	2,920	1,318
52	21 Dec 2020 to 27 Dec 2020	16,822	1,533	
1	28 Dec 2020 to 03 Jan 2021			
2	04 Jan 2021 to 10 Jan 2021	18,476	2,448	6,107
3	11 Jan 2021 to 17 Jan 2021	28,237	3,116	805
4	18 Jan 2021 to 24 Jan 2021	29,023	3,696	3,226
5	25 Jan 2021 to 31 Jan 2021	26,845	3,739	4,768
6	01 Feb 2021 to 07 Feb 2021	27,476	3,454	3,904
7	08 Feb 2021 to 14 Feb 2021	28,196	3,396	1,992
8	15 Feb 2021 to 21 Feb 2021	32,056	3,948	8,576
9	22 Feb 2021 to 28 Feb 2021	34,299	4,509	5,257
10	01 Mar 2021 to 07 Mar 2021	35,088	4,635	9,049
11	08 Mar 2021 to 14 Mar 2021	30,802	4,030	7,091
12	15 Mar 2021 to 21 Mar 2021	29,273	3,874	6,372
13	22 Mar 2021 to 28 Mar 2021	27,727	4,460	14,952
14	29 Mar 2021 to 04 Apr 2021	24,026	3,304	23,177
15	05 Apr 2021 to 11 Apr 2021	25,278	4,033	40,557
16	12 Apr 2021 to 18 Apr 2021	24,944	4,354	42,888

WEEK	PERIOD	ANSWERED CALLS	ABANDONED CALLS	CAPPED CALLS
17	19 Apr 2021 to 25 Apr 2021	26,220	4,067	42,541
18	26 Apr 2021 to 02 May 2021	22,265	2,974	26,506
19	03 May 2021 to 09 May 2021	25,409	4,279	40,914
20	10 May 2021 to 16 May 2021	27,798	5,815	26,948
21	17 May 2021 to 23 May 2021	38,358	4,257	4,972
22	24 May 2021 to 30 May 2021	32,542	4,018	8,032
23	31 May 2021 to 06 Jun 2021	45,645	6,545	61,245
24	07 Jun 2021 to 13 Jun 2021	42,264	5,590	62,686
25	14 Jun 2021 to 20 Jun 2021	45,825	6,224	71,927
26	21 Jun 2021 to 27 Jun 2021	41,405	5,811	50,360
	YTD Rollup	1,655,914	176,133	618,657

Weekly Call Profile: 28 June 2021 to 26 June 2022

Please note: week 27 includes 28 - 30 June 2021 as well as the 1 - 3 July 2021. Week 26 includes 20 - 25 June 2022.

WEEK	PERIOD	ANSWERED CALLS	ABANDONED CALLS	CAPPED CALLS
7	28 Jun 2021 to 04 Jul 2021	41,965	5,770	35,222
28	05 Jul 2021 to 11 Jul 2021	42,117	5,896	60,407
29	12 Jul 2021 to 18 Jul 2021	31,666	6,433	44,726
30	19 Jul 2021 to 25 Jul 2021	29,642	4,981	37,452
31	26 Jul 2021 to 01 Aug 2021	29,177	4,510	35,377
32	02 Aug 2021 to 08 Aug 2021	28,704	4,507	21,137
33	09 Aug 2021 to 15 Aug 2021	27,025	4,242	22,668
34	16 Aug 2021 to 22 Aug 2021	21,997	2,477	13,537
35	23 Aug 2021 to 29 Aug 2021	19,897	1,348	59,326
36	30 Aug 2021 to 05 Sep 2021	20,395	1,415	48,543
37	06 Sep 2021 to 12 Sep 2021	24,531	1,813	20,399
38	13 Sep 2021 to 19 Sep 2021	31,203	2,540	6,157
39	20 Sep 2021 to 26 Sep 2021	27,871	2,397	4,578
40	27 Sep 2021 to 03 Oct 2021	21,971	2,138	9,223
41	04 Oct 2021 to 10 Oct 2021	19,655	1,944	6,204
42	11 Oct 2021 to 17 Oct 2021	19,018	2,281	10,547
43	18 Oct 2021 to 24 Oct 2021	15,136	1,666	7,851
44	25 Oct 2021 to 31 Oct 2021	11,722	1,357	7,373
45	01 Nov 2021 to 07 Nov 2021	25,273	3,074	14,009
46	08 Nov 2021 to 14 Nov 2021	23,750	2,816	18,752
47	15 Nov 2021 to 21 Nov 2021	25,906	2,893	11,691
48	22 Nov 2021 to 28 Nov 2021	25,678	2,626	8,718
49	29 Nov 2021 to 05 Dec 2021	25,460	2,052	5,191
50	06 Dec 2021 to 12 Dec 2021	24,086	1,969	8,123
51	13 Dec 2021 to 19 Dec 2021	24,959	1,968	6,279
52	20 Dec 2021 to 26 Dec 2021	19,263	1,282	2,568
1	27 Dec 2021 to 02 Jan 2022			
2	03 Jan 2022 to 09 Jan 2022	11,061	1,051	4,631
3	10 Jan 2022 to 16 Jan 2022	24,826	1,986	2,392
4	17 Jan 2022 to 23 Jan 2022	26,993	2,418	7,377
5	24 Jan 2022 to 30 Jan 2022	27,492	2,079	6,244
6	31 Jan 2022 to 06 Feb 2022	25,322	2,231	7,976
7	07 Feb 2022 to 13 Feb 2022	25,946	2,362	13,253
8	14 Feb 2022 to 20 Feb 2022	25,409	2,836	15,280
9	21 Feb 2022 to 27 Feb 2022	26,864	2,828	14,466
10	28 Feb 2022 to 06 Mar 2022	23,712	2,779	16,351
11	07 Mar 2022 to 13 Mar 2022	25,115	2,567	11,067
12	14 Mar 2022 to 20 Mar 2022	22,740	2,350	18,819
13	21 Mar 2022 to 27 Mar 2022	24,601	2,154	18,142
14	28 Mar 2022 to 03 Apr 2022	28,183	2,269	21,711
15	04 Apr 2022 to 10 Apr 2022	33,503	2,760	31,945
16	11 Apr 2022 to 17 Apr 2022	21,347	1,936	18,856
17	18 Apr 2022 to 24 Apr 2022	24,807	1,886	10,761
18	25 Apr 2022 to 01 May 2022	23,940	1,849	8,289
19	02 May 2022 to 08 May 2022	27,268	2,118	17,493

WEEK	PERIOD	ANSWERED CALLS	ABANDONED CALLS	CAPPED CALLS
20	09 May 2022 to 15 May 2022	26,695	2,407	14,590
21	16 May 2022 to 22 May 2022	27,305	2,645	13,800
22	23 May 2022 to 29 May 2022	26,170	2,515	16,587
23	30 May 2022 to 05 Jun 2022	43,972	3,988	38,854
24	06 Jun 2022 to 12 Jun 2022	34,127	2,516	21,926
25	13 Jun 2022 to 19 Jun 2022	34,918	2,646	20,567
26	20 Jun 2022 to 26 Jun 2022	23,440	2,134	21,607
	YTD Rollup	1,323,823	135,705	919,042

Weekly Call Profile: 27 June 2022 to 2 July 2023

Please note: week 27 includes 27 - 30 June 2022 as well as the 1 - 2 July 2022. Week 26 includes 1 July 2023.

WEEK	PERIOD	ANSWERED CALLS	ABANDONED CALLS	CAPPED CALLS
27	27 Jun 2022 to 03 Jul 2022	33,382	2,634	25,967
28	04 Jul 2022 to 10 Jul 2022	31,801	2,368	30,759
29	11 Jul 2022 to 17 Jul 2022	31,833	2,172	17,284
30	18 Jul 2022 to 24 Jul 2022	30,025	2,589	11,364
31	25 Jul 2022 to 31 Jul 2022	33,657	3,026	14,928
32	01 Aug 2022 to 07 Aug 2022	49,244	5,305	35,807
33	08 Aug 2022 to 14 Aug 2022	37,232	3,216	12,217
34	15 Aug 2022 to 21 Aug 2022	31,228	2,585	7,083
35	22 Aug 2022 to 28 Aug 2022	27,709	2,003	7,607
36	29 Aug 2022 to 04 Sep 2022	34,509	2,249	6,776
37	05 Sep 2022 to 11 Sep 2022	27,415	1,738	7,439
38	12 Sep 2022 to 18 Sep 2022	25,996	1,838	4,861
39	19 Sep 2022 to 25 Sep 2022	25,397	1,582	2,630
40	26 Sep 2022 to 02 Oct 2022	20,641	1,643	3,262
41	03 Oct 2022 to 09 Oct 2022	27,971	1,763	1,428
42	10 Oct 2022 to 16 Oct 2022	24,503	1,309	280
43	17 Oct 2022 to 23 Oct 2022	25,865	1,332	2,025
44	24 Oct 2022 to 30 Oct 2022	19,785	1,573	8,091
45	31 Oct 2022 to 06 Nov 2022	22,990	2,013	3,113
46	07 Nov 2022 to 13 Nov 2022	22,056	1,684	2,067
47	14 Nov 2022 to 20 Nov 2022	21,075	1,437	1,561
48	21 Nov 2022 to 27 Nov 2022	23,188	1,772	1,685
49	28 Nov 2022 to 04 Dec 2022	23,485	1,843	2,456
50	05 Dec 2022 to 11 Dec 2022	24,229	1,676	3,891
51	12 Dec 2022 to 18 Dec 2022	24,528	1,655	1,239
52	19 Dec 2022 to 25 Dec 2022	18,859	1,747	1,471
53	26 Dec 2022 to 01 Jan 2023			
1	02 Jan 2023 to 08 Jan 2023	11,949	1,107	1,139
2	09 Jan 2023 to 15 Jan 2023	22,044	2,726	4,931
3	16 Jan 2023 to 22 Jan 2023	26,846	3,153	4,445
4	23 Jan 2023 to 29 Jan 2023	25,578	3,306	5,433
5	30 Jan 2023 to 05 Feb 2023	22,487	3,040	5,180
6	06 Feb 2023 to 12 Feb 2023	28,061	2,016	1,838
7	13 Feb 2023 to 19 Feb 2023	24,105	3,078	9,894
8	20 Feb 2023 to 26 Feb 2023	27,061	2,989	4,029
9	27 Feb 2023 to 05 Mar 2023	21,841	2,888	8,270
10	06 Mar 2023 to 12 Mar 2023	21,068	2,639	7,946
11	13 Mar 2023 to 19 Mar 2023	20,863	2,737	9,082
12	20 Mar 2023 to 26 Mar 2023	21,459	3,161	16,996
13	27 Mar 2023 to 02 Apr 2023	23,742	3,894	20,570
14	03 Apr 2023 to 09 Apr 2023	23,868	3,802	21,380
15	10 Apr 2023 to 16 Apr 2023	21,895	2,968	22,829
16	17 Apr 2023 to 23 Apr 2023	21,882	3,481	29,647
17	24 Apr 2023 to 30 Apr 2023	19,297	3,008	17,347
18	01 May 2023 to 07 May 2023	24,037	3,197	22,162

WEEK	PERIOD	ANSWERED CALLS	ABANDONED CALLS	CAPPED CALLS
19	08 May 2023 to 14 May 2023	22,061	3,015	24,475
20	15 May 2023 to 21 May 2023	23,433	3,236	20,725
21	22 May 2023 to 28 May 2023	24,814	3,353	18,915
22	29 May 2023 to 04 Jun 2023	39,324	5,589	58,630
23	05 Jun 2023 to 11 Jun 2023	30,763	4,780	49,723
24	12 Jun 2023 to 18 Jun 2023	35,714	5,645	18,635
25	19 Jun 2023 to 25 Jun 2023	33,266	5,202	25,199
26	26 Jun 2023 to 02 Jul 2023	31,454	4,736	24,928
	YTD Rollup	1,367,515	143,498	671,639

Weekly Call Profile: 3 July 2023 to 5 November 2023

Please note: week 27 starts 3 July 2023.

WEEK	PERIOD	ANSWERED CALLS	ABANDONED CALLS	CAPPED CALLS
27	03 Jul 2023 to 09 Jul 2023	28,599	4,863	37,133
28	10 Jul 2023 to 16 Jul 2023	23,294	3,915	16,430
29	17 Jul 2023 to 23 Jul 2023	26,905	4,925	15,668
30	24 Jul 2023 to 30 Jul 2023	25,559	4,285	9,508
31	31 Jul 2023 to 06 Aug 2023	21,803	3,848	10,216
32	07 Aug 2023 to 13 Aug 2023	21,993	3,657	8,254
33	14 Aug 2023 to 20 Aug 2023	22,409	3,522	6,810
34	21 Aug 2023 to 27 Aug 2023	24,216	3,705	7,826
35	28 Aug 2023 to 03 Sep 2023	22,472	3,692	8,272
36	04 Sep 2023 to 10 Sep 2023	24,331	4,009	1,320
37	11 Sep 2023 to 17 Sep 2023	24,206	2,981	1,410
38	18 Sep 2023 to 24 Sep 2023	24,156	2,064	1,346
39	25 Sep 2023 to 01 Oct 2023	22,334	1,653	2,901
40	02 Oct 2023 to 08 Oct 2023	22,695	1,334	1,002
41	09 Oct 2023 to 15 Oct 2023	22,254	1,309	1,749
42	16 Oct 2023 to 22 Oct 2023	20,339	1,312	3,367
43	23 Oct 2023 to 29 Oct 2023	17,087	1,385	9,681
44	30 Oct 2023 to 05 Nov 2023	21,637	1,465	10,513
	YTD Rollup	416,289	53,924	153,406

Appendix C

Hourly summaries: broken down by calls answered

1 July 2020 to 30 June 2021

Month	Day	Average Day Answered Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
Jul 2020	Mon	717	1201	1197	1280	1243	1212	1123	1100	908	368	242	184
	Tue	814	1293	1271	1388	1335	1241	1164	1131	870	356	222	171
	Wed	756	1180	1195	1207	1143	1115	1038	1057	871	342	231	179
	Thu	618	1042	1072	1071	960	935	916	878	760	310	187	142
	Fri	601	941	824	1002	943	926	874	846	637	242	138	88
	Sat		292	251	227	205							
Aug 2020	Mon	599	925	954	997	936	901	888	882	695	268	158	117
	Tue	615	979	986	965	891	919	883	875	680	266	144	109
	Wed	558	838	859	862	780	761	743	743	553	215	121	94
	Thu	523	807	811	843	749	770	764	717	572	202	114	85
	Fri	509	805	815	809	760	733	731	684	503	166	98	60
	Sat		195	148	151	136							
Sep 2020	Mon	527	836	844	848	780	756	769	731	600	270	152	103
	Tue	527	864	856	836	738	760	731	705	595	242	134	96
	Wed	530	780	769	803	693	689	650	646	555	213	128	92
	Thu	491	780	769	740	675	681	631	619	515	198	127	80
	Fri	490	737	724	696	651	625	606	594	437	169	81	47
	Sat		152	124	101	91							
Oct 2020	Mon	423	666	649	681	612	605	583	565	488	165	113	73
	Tue	507	751	766	731	664	664	678	639	493	159	114	75
	Wed	507	726	672	699	618	603	544	615	457	137	112	89
	Thu	442	646	617	635	507	546	499	525	426	128	98	73
	Fri	417	603	539	579	493	482	477	473	365	112	77	50

Month	Day	Average Day Answered Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
	Sat		121	93	91	87							
Nov 2020	Mon	501	739	703	714	655	663	623	622	518	176	149	119
	Tue	519	750	707	667	620	625	611	604	478	227	170	117
	Wed	494	705	615	631	567	597	558	566	475	158	136	108
	Thu	446	653	629	633	538	586	535	541	464	169	117	95
	Fri	448	568	549	569	479	477	457	404	332	132	95	59
	Sat		133	100	95	92							
Dec 2020	Mon	514	673	660	656	589	624	632	546	410	138	127	92
	Tue	491	709	609	619	575	603	560	534	436	166	125	100
	Wed	447	595	560	548	491	515	503	507	393	148	108	85
	Thu	367	509	482	504	446	442	358	392	292	102	79	62
	Fri	388	520	488	508	492	423	417	400	314	115	84	57
	Sat		116	96	86	89							
Jan 2021	Mon	443	662	662	653	606	612	605	622	484	124	109	81
	Tue	447	690	650	673	615	589	606	589	508	145	114	86
	Wed	450	648	616	648	562	567	557	604	466	147	120	82
	Thu	404	591	552	610	548	552	540	543	466	126	105	83
	Fri	395	560	524	504	500	491	505	509	417	121	79	59
	Sat		134	105	102	95							
Feb 2021	Mon	469	702	661	687	693	709	672	648	505	147	113	98
	Tue	540	833	796	817	781	786	757	722	589	182	140	137
	Wed	488	808	738	728	627	669	631	644	538	163	123	140
	Thu	485	789	719	724	726	778	698	658	576	183	128	109
	Fri	506	711	682	671	631	613	612	576	456	108	77	48
	Sat		176	136	133	129							
Mar 2021	Mon	476	731	725	780	746	747	673	710	526	189	145	126
	Tue	540	787	737	727	670	682	633	652	506	179	135	124
	Wed	489	709	661	670	669	653	628	658	491	171	141	135

Month	Day	Average Day Answered Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
	Thu	480	685	632	626	573	619	618	598	466	163	120	105
	Fri	409	582	564	636	542	543	530	504	402	140	100	64
	Sat		158	112	109	119							
Apr 2021	Mon	420	580	565	624	508	520	502	503	378	162	125	120
	Tue	562	712	731	702	594	684	659	651	510	193	166	128
	Wed	492	619	588	639	566	559	527	571	431	173	170	151
	Thu	469	616	592	607	577	565	510	540	443	191	146	122
	Fri	474	614	558	592	512	494	514	486	392	150	117	74
	Sat		193	126	121	148							
May 2021	Mon	569	826	861	852	762	795	713	753	572	200	149	155
	Tue	568	801	784	822	703	744	662	678	503	201	165	149
	Wed	501	701	650	691	683	645	612	640	463	172	162	151
	Thu	489	666	601	582	583	627	565	596	465	177	143	123
	Fri	457	660	596	636	577	538	539	519	407	144	113	81
	Sat		189	156	137	145							
Jun 2021	Mon	896	1140	1161	1238	1065	1113	981	945	663	216	154	176
	Tue	923	1267	1223	1265	1174	1183	976	1004	730	228	178	187
	Wed	905	1158	1155	1139	1003	979	902	892	680	249	171	175
	Thu	573	798	833	910	828	915	831	786	570	237	163	152
	Fri	573	833	814	906	806	768	702	658	494	203	176	155
	Sat		280	162	162	197							

1 July 2021 to 30 June 2022

Month	Day	Average Day Answered Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
Jul 2021	Mon	524	756	762	828	839	865	771	741	568	191	164	158
	Tue	651	903	844	877	851	880	783	761	589	190	154	141
	Wed	593	809	748	731	721	683	653	636	490	187	138	125
	Thu	540	753	718	815	743	754	697	642	469	177	136	125
	Fri	463	653	637	747	642	647	606	547	427	153	107	87
	Sat		216	160	148	173							
Aug 2021	Mon	367	541	632	666	567	600	528	548	411	134	66	47
	Tue	475	644	634	656	560	612	523	516	372	149	58	38
	Wed	381	575	599	591	519	499	468	469	351	129	47	32
	Thu	388	568	535	515	472	511	438	440	348	125	44	31
	Fri	313	494	541	525	436	480	416	375	305	114	31	28
	Sat		139	116	104	100							
Sep 2021	Mon	449	706	740	752	636	667	562	560	422	156		
	Tue	506	708	752	719	550	620	543	525	359	145		
	Wed	419	613	638	618	528	541	452	472	326	132		
	Thu	436	642	648	633	533	538	523	495	364	148		
	Fri	423	615	665	638	519	530	449	446	320	130		
	Sat		151	109	105	102							
Oct 2021	Mon	367	520	540	540	490	481	428	452	326	110		
	Tue	387	538	559	572	474	510	496	467	314	97		
	Wed	359	498	494	488	407	440	415	418	291	97		
	Thu	352	448	383	595	445	474	435	352	252	78		
	Fri	293	565	565	471	467	437	329	306	204	66		
	Sat		135	95	85	95							
Nov 2021	Mon	483	684	694	720	603	635	545	574	367	91		
	Tue	499	714	733	754	598	685	571	546	346	113		

Month	Day	Average Day Answered Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
	Wed	480	670	695	663	536	586	530	495	341	108		
	Thu	419	562	555	586	482	525	478	474	303	78		
	Fri	410	546	619	598	458	471	439	414	275	94		
	Sat		137	99	100	110							
Dec 2021	Mon	395	621	740	721	591	638	597	603	400	151		
	Tue	471	640	705	694	590	643	565	544	366	105		
	Wed	352	482	505	522	413	444	392	378	240	75		
	Thu	299	441	452	451	386	390	344	332	228	55		
	Fri	253	347	393	386	281	277	211	212	141	53		
	Sat		132	100	92	86							
Jan 2022	Mon	375	626	664	692	551	612	556	548	404	88		
	Tue	488	762	753	800	646	701	653	621	429	110		
	Wed	430	688	666	683	528	602	561	555	392	92		
	Thu	350	565	530	550	440	491	455	474	321	68		
	Fri	320	545	527	542	436	488	451	436	298	60		
	Sat		137	100	97	99							
Feb 2022	Mon	433	631	656	655	557	601	578	574	383	65		
	Tue	572	820	823	818	692	757	673	657	424	93		
	Wed	596	813	734	698	626	697	613	643	413	93		
	Thu	504	743	628	680	546	638	583	564	354	58		
	Fri	397	608	540	577	476	498	467	471	294	63		
	Sat		146	88	102	107							
Mar 2022	Mon	483	644	677	689	560	660	580	594	339	106		
	Tue	523	696	698	680	578	642	564	571	329	122		
	Wed	490	670	650	594	542	613	518	519	325	105		
	Thu	441	602	578	566	472	523	466	474	289	75		
	Fri	321	446	501	500	432	466	427	428	258	73		
	Sat		159	122	109	118							

Month	Day	Average Day Answered Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
Apr 2022	Mon	504	687	655	678	550	650	603	584	339	70		
	Tue	727	893	900	912	685	796	693	687	362	99		
	Wed	713	830	785	779	644	748	661	643	341	97		
	Thu	658	840	782	771	634	703	625	573	333	89		
	Fri	587	729	679	711	499	583	524	512	271	90		
	Sat		157	107	114	104							
May 2022	Mon	623	789	852	840	712	739	725	737	428	147		
	Tue	702	827	824	823	703	766	690	749	391	129		
	Wed	616	765	727	693	595	645	570	569	296	110		
	Thu	505	590	570	570	496	585	517	547	315	87		
	Fri	461	539	562	572	473	503	445	492	298	94		
	Sat		191	140	125	130							
Jun 2022	Mon	622	806	824	789	709	758	691	764	442	144		
	Tue	774	916	942	981	768	941	854	859	415	188		
	Wed	791	970	962	918	790	938	789	837	453	190		
	Thu	704	813	768	762	663	766	673	713	399	155		
	Fri	714	840	881	779	644	678	675	704	407	180		
	Sat		266	182	194	172							

1 July 2022 to 30 June 2023

Month	Day	Average Day Answered Calls by Hour (Beginning)									
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700
Jul 2022	Mon	545	740	798	790	708	755	682	764	372	168
	Tue	629	792	805	798	668	750	676	727	419	113
	Wed	661	790	691	739	616	748	644	708	433	162
	Thu	611	737	749	751	622	721	638	689	385	144
	Fri	591	752	741	764	606	656	631	669	405	129
	Sat		264	195	195	207					
Aug 2022	Mon	733	1040	1042	1040	869	985	905	926	595	208
	Tue	779	1001	965	937	855	916	866	867	601	190
	Wed	698	888	838	806	706	833	707	737	463	167
	Thu	574	789	700	751	636	720	647	677	416	131
	Fri	525	702	707	702	585	651	596	625	397	125
	Sat		246	193	172	160					
Sep 2022	Mon	508	730	729	768	630	666	653	651	416	172
	Tue	551	746	695	678	616	612	580	624	433	146
	Wed	466	651	623	597	521	549	538	584	367	130
	Thu	498	678	647	612	586	584	555	578	415	139
	Fri	456	630	626	582	528	541	488	490	346	124
	Sat		172	137	127	108					
Oct 2022	Mon	449	685	730	724	630	660	618	655	448	153
	Tue	499	732	755	760	649	559	593	621	418	166
	Wed	444	631	632	592	538	530	535	563	344	130
	Thu	436	614	598	594	547	522	515	507	362	149
	Fri	350	519	548	526	478	454	444	453	302	99
	Sat		144	105	103	94					

Month	Day	Average Day Answered Calls by Hour (Beginning)									
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700
Nov 2022	Mon	460	651	666	638	559	527	541	584	365	122
	Tue	505	679	656	628	491	528	493	476	333	107
	Wed	468	630	619	559	492	493	465	490	318	91
	Thu	408	551	544	533	462	477	442	468	308	108
	Fri	274	460	535	505	425	426	431	422	238	88
	Sat		115	84	84	70					
Dec 2022	Mon	440	663	697	670	539	584	546	568	394	146
	Tue	554	706	701	661	537	552	514	514	358	134
	Wed	412	570	568	506	462	479	460	458	321	95
	Thu	363	519	598	528	467	477	451	443	301	111
	Fri	332	463	478	454	382	401	307	305	209	75
	Sat		129	93	91	66					
Jan 2023	Mon	399	581	611	609	472	490	500	483	296	75
	Tue	582	742	742	699	532	547	539	507	345	87
	Wed	453	608	655	585	509	506	473	519	286	93
	Thu	421	591	608	550	457	522	491	495	322	98
	Fri	394	557	564	520	443	452	449	461	268	84
	Sat		127	86	84	73					
Feb 2023	Mon	491	732	686	703	604	608	552	585	350	79
	Tue	597	830	789	731	532	641	566	592	381	102
	Wed	599	870	733	672	579	602	590	624	382	109
	Thu	545	744	682	647	582	587	560	574	365	94
	Fri	432	651	605	575	491	494	438	508	313	64
	Sat		176	132	112	107					
Mar 2023	Mon	488	655	589	591	431	503	441	498	283	55

Month	Day	Average Day Answered Calls by Hour (Beginning)									
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700
	Tue	554	694	635	571	449	490	503	499	293	63
	Wed	438	597	552	509	416	444	425	504	302	59
	Thu	426	540	500	478	387	430	393	456	260	53
	Fri	409	527	478	454	329	379	361	379	229	42
	Sat		154	103	101	99					
Apr 2023	Mon	536	674	656	648	484	578	530	580	362	48
	Tue	594	685	773	679	508	656	586	663	389	78
	Wed	588	776	715	637	529	554	570	615	370	94
	Thu	513	614	576	550	455	529	503	554	358	72
	Fri	451	564	517	484	381	424	422	483	296	67
	Sat		208	137	145	134					
May 2023	Mon	525	739	754	733	555	628	558	625	385	128
	Tue	580	778	785	735	555	596	588	613	397	104
	Wed	515	705	661	605	517	536	515	570	331	92
	Thu	440	583	598	582	413	489	456	534	346	92
	Fri	376	544	523	548	390	468	418	459	286	83
	Sat		145	93	92	91					
Jun 2023	Mon	720	829	934	881	705	823	685	774	466	126
	Tue	750	931	931	911	776	861	799	767	426	115
	Wed	663	916	874	764	686	785	749	768	430	127
	Thu	779	901	869	841	756	796	741	759	433	127
	Fri	673	800	834	770	652	761	608	658	415	105
	Sat		223	126	146	136					

1 July 2023 to 31 October 2023

Month	Day	Average Day Answered Calls by Hour (Beginning)									
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700
Jul 2023	Mon	583	718	779	677	578	642	562	619	373	75
	Tue	653	784	718	699	613	664	561	640	395	86
	Wed	608	746	698	558	534	600	546	606	403	108
	Thu	560	734	628	617	509	614	540	561	368	77
	Fri	454	631	598	552	483	484	482	536	315	68
	Sat		201	136	126	136					
Aug 2023	Mon	517	695	675	647	472	568	488	564	316	81
	Tue	588	726	636	604	401	505	487	487	330	77
	Wed	495	657	567	475	433	448	439	517	324	51
	Thu	420	569	502	470	385	455	410	456	292	54
	Fri	382	521	435	488	387	420	370	429	261	65
	Sat		170	122	98	107					
Sep 2023	Mon	468	689	673	650	490	540	475	571	334	97
	Tue	560	762	730	675	447	502	496	521	330	73
	Wed	508	650	597	589	452	483	481	516	351	90
	Thu	438	599	562	555	432	485	456	476	328	80
	Fri	415	550	535	498	406	453	395	433	270	78
	Sat		151	121	111	92					
Oct 2023	Mon	382	591	633	637	473	514	514	495	335	112
	Tue	450	641	672	643	455	516	488	515	341	90
	Wed	410	586	530	525	417	448	438	481	306	84
	Thu	396	557	505	519	415	459	437	454	331	66
	Fri	340	510	512	491	399	437	379	302	210	57
	Sat		127	97	87	82					

Hourly summaries: broken down by calls abandoned

1 July 2020 to 30 June 2021

Month	Day	Average Day Abandoned Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
Jul 2020	Mon	21	55	84	74	65	63	43	33	59	47	38	12
	Tue	25	59	89	91	80	57	51	45	90	62	30	16
	Wed	19	49	76	54	43	53	41	34	34	43	20	6
	Thu	13	33	41	31	31	28	34	31	33	19	7	6
	Fri	14	25	30	34	36	36	26	27	21	6	6	1
	Sat	0	13	19	20	9	0	0	0	0	0	0	0
Aug 2020	Mon	15	33	62	53	47	46	42	28	40	58	19	4
	Tue	17	37	65	53	49	44	36	25	74	61	14	6
	Wed	27	32	54	51	43	37	33	28	68	62	23	3
	Thu	8	26	54	48	33	24	35	26	42	45	19	5
	Fri	20	30	49	52	49	36	40	32	37	26	4	1
	Sat	0	16	13	20	9	0	0	0	0	0	0	0
Sep 2020	Mon	17	20	48	37	26	25	17	13	21	30	8	1
	Tue	16	28	54	45	24	18	16	11	16	26	9	1
	Wed	26	32	53	45	41	26	24	23	35	39	9	1
	Thu	15	19	40	34	24	17	17	17	14	6	10	1
	Fri	17	27	42	29	30	21	22	14	17	12	2	3
	Sat	0	7	9	5	1	0	0	0	0	0	0	0
Oct 2020	Mon	9	32	72	70	57	49	57	60	132	59	16	1
	Tue	37	48	93	65	59	46	52	60	118	95	39	10
	Wed	32	51	59	63	50	58	45	58	175	122	47	10
	Thu	19	40	55	52	39	41	44	46	121	68	24	3

Month	Day	Average Day Abandoned Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
	Fri	26	49	54	52	51	48	48	39	91	42	13	1
	Sat	0	1	4	10	2	0	0	0	0	0	0	0
Nov 2020	Mon	24	51	56	63	84	75	79	62	149	140	76	20
	Tue	35	54	64	67	61	66	59	64	172	142	54	16
	Wed	54	52	58	65	68	70	78	72	163	134	78	29
	Thu	39	47	68	51	53	44	48	52	143	110	51	13
	Fri	33	52	62	52	64	59	63	58	117	67	27	1
	Sat	0	8	10	11	6	0	0	0	0	0	0	0
Dec 2020	Mon	22	46	55	78	58	55	55	60	107	88	38	13
	Tue	20	51	58	52	45	55	48	58	126	101	33	3
	Wed	25	48	53	47	59	43	48	54	93	73	26	3
	Thu	24	39	41	42	46	55	40	44	100	70	27	1
	Fri	21	42	50	49	58	48	54	48	87	58	24	1
	Sat	0	7	9	14	4	0	0	0	0	0	0	0
Jan 2021	Mon	33	44	60	49	50	52	37	54	153	113	59	8
	Tue	36	42	61	63	56	53	46	66	164	153	59	8
	Wed	39	51	51	45	61	55	48	56	124	90	36	7
	Thu	35	46	43	60	58	52	49	45	133	89	31	2
	Fri	37	52	50	49	49	54	47	50	98	71	22	2
	Sat	0	5	8	13	6	0	0	0	0	0	0	0
Feb 2021	Mon	26	44	58	58	52	57	49	56	130	114	48	17
	Tue	34	65	55	67	63	54	57	67	185	158	84	20
	Wed	32	59	51	57	56	60	60	87	189	141	69	19
	Thu	50	58	54	55	56	64	55	59	166	140	66	13
	Fri	26	51	54	59	58	55	65	95	109	63	8	0

Month	Day	Average Day Abandoned Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
	Sat	0	27	17	15	8	0	0	0	0	0	0	0
Mar 2021	Mon	45	54	72	56	58	62	52	80	148	146	82	26
	Tue	40	52	63	56	59	58	59	70	181	163	83	21
	Wed	54	47	55	54	58	55	61	77	172	137	61	16
	Thu	24	50	53	55	50	54	49	80	159	142	84	23
	Fri	36	46	52	44	57	41	58	68	128	96	35	1
	Sat	0	12	15	16	24	0	0	0	0	0	0	0
Apr 2021	Mon	116	53	62	82	46	74	56	96	91	108	60	12
	Tue	111	55	69	61	52	59	58	67	164	151	82	16
	Wed	126	62	48	48	61	50	50	69	141	94	59	24
	Thu	94	62	50	48	54	53	46	51	131	163	91	21
	Fri	102	63	56	52	54	53	54	54	114	87	33	1
	Sat	0	47	17	20	12	0	0	0	0	0	0	0
May 2021	Mon	96	67	68	66	64	60	63	81	180	159	73	18
	Tue	52	61	64	61	68	68	59	76	147	128	50	12
	Wed	64	58	55	58	70	66	62	80	160	112	61	12
	Thu	60	75	87	60	62	52	49	56	133	109	40	4
	Fri	66	52	54	53	52	56	47	62	125	82	36	4
	Sat	0	23	26	30	23	0	0	0	0	0	0	0
Jun 2021	Mon	83	88	71	75	84	87	83	71	223	184	97	28
	Tue	96	88	83	78	79	83	74	91	239	199	108	22
	Wed	68	70	77	81	80	68	75	97	271	276	131	41
	Thu	104	71	61	69	76	68	76	91	227	215	120	30
	Fri	90	62	63	58	73	61	63	82	192	165	101	32
	Sat	0	87	63	31	40	0	0	0	0	0	0	0

1 July 2021 to 30 June 2022

Month	Day	Average Day Abandoned Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
Jul 2021	Mon	88	71	81	70	63	62	59	83	192	165	98	36
	Tue	91	134	121	64	68	70	58	71	222	159	106	27
	Wed	97	84	65	56	55	74	65	86	165	152	75	24
	Thu	103	78	74	62	63	57	69	85	146	137	80	27
	Fri	85	72	58	57	64	65	66	88	189	124	69	23
	Sat	0	46	24	14	21	0	0	0	0	0	0	0
Aug 2021	Mon	48	49	37	49	47	43	45	42	127	88	31	12
	Tue	46	54	47	53	38	49	45	55	101	74	40	12
	Wed	52	49	50	49	38	46	36	48	108	75	44	11
	Thu	31	40	43	46	42	39	43	43	125	78	41	10
	Fri	42	45	36	50	41	44	31	37	74	63	25	6
	Sat	0	19	14	13	14	0	0	0	0	0	0	0
Sep 2021	Mon	25	39	51	59	58	51	52	60	82	28	0	0
	Tue	25	33	41	48	55	42	39	46	50	19	0	0
	Wed	19	32	40	38	43	43	40	38	69	23	0	0
	Thu	16	29	40	49	48	45	44	38	59	17	0	0
	Fri	25	35	51	49	45	42	41	44	60	17	0	0
	Sat	0	19	21	14	16	0	0	0	0	0	0	0
Oct 2021	Mon	29	43	49	58	55	69	46	30	47	30	0	0
	Tue	36	48	53	46	42	44	48	46	64	22	0	0
	Wed	32	44	39	53	48	44	43	50	55	19	0	0
	Thu	49	41	41	57	58	45	40	35	42	21	0	0
	Fri	49	66	47	37	53	48	27	30	39	17	0	0
	Sat	0	36	19	15	8	0	0	0	0	0	0	0

Month	Day	Average Day Abandoned Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
Nov 2021	Mon	62	51	63	53	55	51	49	75	99	37	0	0
	Tue	51	51	55	48	54	51	53	77	84	28	0	0
	Wed	47	54	53	56	55	52	45	63	74	33	0	0
	Thu	56	49	52	53	54	47	47	67	96	27	0	0
	Fri	53	52	57	49	61	49	40	53	65	23	0	0
	Sat	0	20	16	13	13	0	0	0	0	0	0	0
Dec 2021	Mon	36	35	45	39	43	35	27	41	62	17	0	0
	Tue	35	25	44	37	35	27	31	51	87	23	0	0
	Wed	21	20	24	29	31	17	29	30	42	14	0	0
	Thu	20	20	23	24	30	23	26	24	46	10	0	0
	Fri	30	25	31	31	32	33	23	26	30	10	0	0
	Sat	0	25	12	11	8	0	0	0	0	0	0	0
Jan 2022	Mon	26	25	39	44	44	38	37	40	52	15	0	0
	Tue	30	30	47	50	60	48	47	50	54	27	0	0
	Wed	26	34	43	39	49	31	36	41	64	23	0	0
	Thu	35	38	45	45	46	39	37	37	38	23	0	0
	Fri	48	39	44	43	43	34	43	41	66	28	0	0
	Sat	0	22	13	11	8	0	0	0	0	0	0	0
Feb 2022	Mon	44	59	48	56	53	49	56	80	105	31	0	0
	Tue	43	55	69	74	60	63	64	74	87	32	0	0
	Wed	51	55	64	50	52	53	48	63	73	27	0	0
	Thu	35	50	54	63	50	42	44	41	91	22	0	0
	Fri	51	60	42	46	56	47	43	52	65	25	0	0
	Sat	0	51	19	14	11	0	0	0	0	0	0	0
Mar 2022	Mon	35	47	42	48	44	37	42	60	77	28	0	0

Month	Day	Average Day Abandoned Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
	Tue	34	50	57	57	42	52	40	55	75	22	0	0
	Wed	29	48	54	45	40	47	43	58	100	25	0	0
	Thu	45	34	50	40	48	44	33	40	78	24	0	0
	Fri	57	55	57	54	49	51	46	40	60	19	0	0
	Sat	0	20	15	19	5	0	0	0	0	0	0	0
Apr 2022	Mon	76	46	44	49	36	41	35	78	78	27	0	0
	Tue	59	51	67	66	41	47	37	53	87	21	0	0
	Wed	49	51	55	53	52	39	43	65	65	30	0	0
	Thu	43	51	48	47	44	33	46	63	87	25	0	0
	Fri	35	34	40	41	47	43	38	61	59	18	0	0
	Sat	0	13	14	7	3	0	0	0	0	0	0	0
May 2022	Mon	49	51	52	63	57	57	52	60	94	24	0	0
	Tue	59	59	66	63	52	56	52	59	94	38	0	0
	Wed	34	40	53	49	50	41	42	57	72	24	0	0
	Thu	40	49	48	43	42	53	49	59	92	22	0	0
	Fri	47	51	51	44	47	37	40	47	54	23	0	0
	Sat	0	9	7	20	9	0	0	0	0	0	0	0
Jun 2022	Mon	36	51	45	53	47	60	47	62	97	48	0	0
	Tue	58	50	48	63	50	49	56	94	93	44	0	0
	Wed	56	55	57	62	47	46	48	60	99	38	0	0
	Thu	30	50	53	57	51	44	53	67	74	33	0	0
	Fri	34	40	56	52	55	57	48	63	87	36	0	0
	Sat	0	34	21	41	21	0	0	0	0	0	0	0

1 July 2022 to 30 June 2023

Month	Day	Average Day Abandoned Calls by Hour (Beginning)									
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700
Jul 2022	Mon	30	37	46	52	44	47	58	57	64	17
	Tue	42	42	47	44	52	50	56	65	102	22
	Wed	48	31	47	51	53	56	55	55	112	29
	Thu	47	43	40	41	47	45	41	51	83	38
	Fri	35	53	46	37	51	46	36	50	76	31
	Sat	0	30	21	29	13	0	0	0	0	0
Aug 2022	Mon	61	88	110	89	90	97	79	98	104	29
	Tue	69	62	55	53	59	56	45	62	106	33
	Wed	46	59	65	62	73	55	62	58	94	16
	Thu	51	64	67	65	69	62	68	56	71	13
	Fri	43	37	37	43	48	43	46	53	73	26
	Sat	0	13	17	21	5	0	0	0	0	0
Sep 2022	Mon	20	25	43	30	44	27	26	36	52	13
	Tue	35	39	52	41	50	51	36	41	81	24
	Wed	42	40	50	32	38	29	25	44	65	21
	Thu	41	35	34	28	36	24	22	39	60	16
	Fri	37	32	32	30	37	26	33	25	36	11
	Sat	0	4	11	15	2	0	0	0	0	0
Oct 2022	Mon	17	28	35	29	38	27	25	39	68	12
	Tue	16	25	31	31	37	22	26	39	46	13
	Wed	45	27	45	32	36	30	30	47	56	9
	Thu	41	40	27	34	27	27	32	40	50	12
	Fri	39	36	37	27	35	25	24	34	51	12
	Sat	0	11	6	14	6	0	0	0	0	0

Nov 2022	Mon	23	19	26	37	54	44	31	43	72	15
	Tue	21	32	36	44	40	39	33	46	59	16
	Wed	35	32	41	31	50	33	33	52	56	10
	Thu	27	32	28	33	41	33	34	39	62	16
	Fri	27	26	20	24	32	27	23	43	38	7
	Sat	0	9	11	15	2	0	0	0	0	0
Dec 2022	Mon	23	24	34	30	38	34	29	36	59	25
	Tue	25	27	41	37	44	39	30	34	50	7
	Wed	39	40	36	40	40	28	35	46	77	15
	Thu	45	32	40	36	30	30	32	30	57	10
	Fri	29	29	39	41	49	26	21	23	27	5
	Sat	0	12	8	12	3	0	0	0	0	0
Jan 2023	Mon	26	42	60	57	90	64	53	76	84	28
	Tue	26	37	48	67	81	67	60	75	92	31
	Wed	26	34	42	60	69	59	53	60	81	14
	Thu	39	48	76	62	68	50	57	58	94	19
	Fri	39	57	58	54	66	69	61	57	72	16
	Sat	0	15	20	17	4	0	0	0	0	0
Feb 2023	Mon	27	47	51	50	77	64	60	82	100	22
	Tue	25	50	71	63	72	61	61	72	86	27
	Wed	37	81	76	61	78	57	54	64	86	32
	Thu	46	62	49	55	46	39	51	61	86	20
	Fri	30	34	68	52	62	72	64	71	108	31
	Sat	0	37	22	21	3	0	0	0	0	0
Mar 2023	Mon	18	61	67	72	60	70	56	74	96	15
	Tue	42	58	78	75	66	52	63	87	82	27
	Wed	58	54	64	70	77	60	63	58	93	27

	Thu	50	55	62	45	52	46	48	60	100	25
	Fri	52	67	59	74	59	55	48	73	87	19
	Sat	0	17	16	32	7	0	0	0	0	0
Apr 2023	Mon	118	176	165	126	58	65	64	75	111	14
	Tue	94	63	99	70	73	51	63	69	87	35
	Wed	101	75	86	73	68	56	52	73	98	30
	Thu	148	78	66	60	59	58	56	81	111	38
	Fri	103	81	79	55	57	62	44	64	89	30
	Sat	0	34	24	47	19	0	0	0	0	0
May 2023	Mon	73	76	86	86	78	85	69	66	87	32
	Tue	78	79	88	82	87	73	74	82	98	35
	Wed	69	71	74	73	70	73	66	74	84	26
	Thu	73	62	61	50	58	53	51	62	107	17
	Fri	58	59	68	64	63	55	58	61	66	25
	Sat	0	51	23	31	13	0	0	0	0	0
Jun 2023	Mon	84	90	113	124	110	110	98	118	111	62
	Tue	87	121	138	110	117	136	125	117	106	30
	Wed	68	103	141	116	113	116	108	113	116	21
	Thu	89	133	145	141	120	116	103	122	118	36
	Fri	60	96	125	116	100	116	87	90	113	34
	Sat	0	78	41	40	23	0	0	0	0	0

1 July 2023 to 31 October 2023

Month	Day	Average Day Abandoned Calls by Hour (Beginning)									
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700
Jul 2023	Mon	57	91	148	111	99	102	88	103	129	34
	Tue	61	103	119	98	114	140	88	106	114	41
	Wed	79	98	137	86	95	101	81	95	97	41
	Thu	60	101	103	101	117	104	89	82	109	32
	Fri	76	88	95	85	91	87	73	75	91	30
	Sat		45	35	43	21					
Aug 2023	Mon	30	74	95	92	74	89	76	91	85	27
	Tue	33	83	112	99	84	91	81	69	98	36
	Wed	36	53	99	81	95	78	65	65	108	35
	Thu	40	72	87	82	63	59	66	69	90	24
	Fri	61	91	86	90	86	71	68	66	72	25
	Sat		17	25	30	9					
Sep 2023	Mon	26	47	68	58	75	83	66	53	81	20
	Tue	29	52	60	76	70	73	47	73	107	37
	Wed	38	52	72	69	65	61	52	45	67	24
	Thu	39	38	52	49	52	49	46	40	59	14
	Fri	37	53	66	67	61	61	58	44	60	18
	Sat		5	6	12	0					
Oct 2023	Mon	13	17	26	26	44	24	34	27	43	15
	Tue	22	32	43	38	30	32	37	32	46	23
	Wed	21	23	29	29	38	39	23	30	47	18
	Thu	24	22	36	30	33	34	33	23	34	21
	Fri	13	20	25	24	33	29	17	10	16	8
	Sat		3	8	13	2					

Hourly summaries: broken down by calls capped

1 July 2020 to 30 June 2021

Month	Day	Average Day Capped Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
Jul 2020	Mon	4	52	119	147	135	169	218	240	303	163	94	65
	Tue	6	28	138	439	152	55	61	102	77	85	39	57
	Wed	5	7	44	94	38	41	40	12	4	17	0	2
	Thu	4	6	31	104	98	100	84	69	13	11	3	5
	Fri	5	11	37	70	55	54	47	35	18	8	4	4
	Sat		0	7	16	11	0	0	0	0	0	0	0
Aug 2020	Mon	3	2	2	5	3	2	4	4	1	0	0	0
	Tue	1	3	4	5	39	40	29	22	2	0	0	0
	Wed	2	5	0	0	1	12	12	10	30	5	1	0
	Thu	0	1	0	0	0	0	0	0	0	0	0	0
	Fri	0	3	3	0	33	12	21	17	0	0	0	0
	Sat		0	0	0	0							
Sep 2020	Mon	0	0	0	0	0	0	0	0	0	0	0	0
	Tue	0	0	0	0	0	0	0	0	0	0	0	0
	Wed	0	0	5	26	36	18	16	0	0	0	0	0
	Thu	0	0	11	11	0	2	0	3	0	0	0	0
	Fri	0	0	0	20	1	0	0	0	0	0	0	0
	Sat		0	0	0	0							
Oct 2020	Mon	0	0	0	0	0	0	0	44	65	14	3	0
	Tue	0	0	0	31	126	120	80	101	131	47	21	18
	Wed	0	0	0	31	37	35	64	40	63	28	34	12
	Thu	0	0	0	18	3	11	8	14	3	6	7	1

Month	Day	Average Day Capped Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
	Fri	0	0	9	4	0	0	0	35	19	3	0	0
	Sat		0	0	0	0							
Nov 2020	Mon	0	0	0	0	0	4	55	17	158	19	3	11
	Tue	0	0	0	0	50	159	195	148	154	28	12	31
	Wed	0	0	0	0	0	89	129	185	190	66	56	27
	Thu	0	0	0	31	61	64	118	169	137	28	3	8
	Fri	0	0	0	0	0	21	49	89	85	42	18	1
	Sat		0	0	0	0							
Dec 2020	Mon	0	0	0	0	1	35	59	46	36	15	25	2
	Tue	0	0	0	0	23	33	75	45	95	17	1	0
	Wed	0	0	0	19	28	34	45	11	89	6	0	0
	Thu	0	0	0	11	13	15	40	7	22	13	2	0
	Fri	0	0	0	0	0	0	5	122	122	9	0	0
	Sat		0	0	0	0							
Jan 2021	Mon	0	0	0	0	38	104	137	88	89	16	4	0
	Tue	0	0	135	381	130	166	186	138	75	1	0	0
	Wed	0	0	76	141	148	172	136	78	106	45	17	0
	Thu	0	0	0	18	37	43	64	138	81	16	11	1
	Fri	0	0	0	53	168	118	143	175	161	12	3	0
	Sat		0	0	0	0							
Feb 2021	Mon	0	0	0	17	44	31	12	0	35	25	10	0
	Tue	0	0	48	133	186	187	162	148	236	66	54	15
	Wed	0	0	0	43	215	210	317	409	371	176	96	37
	Thu	0	129	379	268	112	66	115	82	71	10	6	3
	Fri	0	0	0	44	52	108	131	74	39	4	0	0

Month	Day	Average Day Capped Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
	Sat		0	0	0	0							
Mar 2021	Mon	0	0	148	448	443	449	469	402	508	159	76	34
	Tue	0	0	90	367	480	540	458	359	430	176	89	22
	Wed	0	242	272	489	434	447	449	403	426	157	92	23
	Thu	0	0	22	145	211	284	277	299	318	42	7	4
	Fri	0	0	22	106	86	221	271	213	198	35	5	0
	Sat		0	15	27	19							
Apr 2021	Mon	0	815	1225	1205	1208	1282	1357	1307	1317	580	304	208
	Tue	40	757	1461	1386	1347	1191	1042	1037	930	380	166	91
	Wed	32	666	1211	1260	1098	1103	1267	1179	1072	440	122	64
	Thu	0	321	894	839	872	839	856	888	637	111	29	16
	Fri	0	177	827	784	803	808	774	757	450	112	10	0
	Sat		0	149	242	222							
May 2021	Mon	22	888	1201	1381	1336	1203	1103	1069	937	326	251	139
	Tue	0	86	538	570	542	531	613	505	480	131	65	24
	Wed	0	321	574	585	437	419	390	418	436	128	34	8
	Thu	0	48	547	728	583	492	457	430	337	72	3	0
	Fri	17	174	257	402	437	523	605	506	339	75	12	0
	Sat		0	8	72	43							
Jun 2021	Mon	0	705	1690	1598	1743	1722	1752	1776	1813	981	954	666
	Tue	92	1187	1767	1661	1412	1349	1367	1592	1461	829	746	507
	Wed	82	656	1119	995	1037	939	1080	1165	1060	430	308	301
	Thu	90	1220	1519	1239	1213	1083	1098	1070	1033	429	307	235
	Fri	56	686	1331	1176	1056	1113	1143	1174	975	369	136	58
	Sat		28	347	569	358							

1 July 2021 to 30 June 2022

Month	Day	Average Day Capped Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
Jul 2021	Mon	21	489	1040	1265	1081	1064	1104	1055	1176	519	369	279
	Tue	67	871	1407	1252	1188	1112	1220	1248	1179	564	339	278
	Wed	85	858	1340	1219	1221	1122	1187	1212	1078	450	324	238
	Thu	116	635	967	845	685	721	728	774	783	257	135	100
	Fri	20	435	788	752	698	516	617	642	514	110	13	20
	Sat		3	147	319	196							
Aug 2021	Mon	411	849	917	938	910	773	857	691	632	253	43	42
	Tue	361	750	1062	1041	930	922	980	827	736	239	26	27
	Wed	271	460	646	633	644	616	633	644	515	202	11	24
	Thu	185	307	583	699	586	447	603	504	362	108	4	5
	Fri	167	421	639	703	713	600	739	701	609	139	0	0
	Sat		169	183	232	185							
Sep 2021	Mon	131	210	237	252	286	335	356	377	259	144		
	Tue	166	244	256	257	286	260	369	350	374	141		
	Wed	279	354	355	449	408	402	508	448	396	167		
	Thu	116	173	193	276	276	267	295	313	314	117		
	Fri	155	233	293	316	323	342	344	342	265	77		
	Sat		93	90	82	69							
Oct 2021	Mon	9	24	181	202	285	273	368	299	270	139		
	Tue	9	51	325	272	293	215	223	247	282	152		
	Wed	11	77	156	286	323	191	293	257	309	160		
	Thu	8	109	359	155	259	234	279	181	177	92		
	Fri	26	314	370	137	184	156	184	174	195	118		
	Sat		32	57	72	25							

Month	Day	Average Day Capped Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
Nov 2021	Mon	11	167	352	363	321	372	350	462	443	299		
	Tue	20	101	303	216	267	222	238	347	395	237		
	Wed	0	95	211	202	269	259	307	400	456	222		
	Thu	46	148	228	221	245	240	263	284	326	248		
	Fri	16	126	167	77	137	292	333	349	317	112		
	Sat		23	67	80	43							
Dec 2021	Mon	33	96	126	101	139	138	173	150	190	113		
	Tue	0	78	166	99	173	98	129	137	207	127		
	Wed	7	83	105	56	123	96	125	131	172	106		
	Thu	0	14	54	25	54	80	74	78	131	108		
	Fri	2	81	107	127	94	106	144	125	124	71		
	Sat		17	21	27	13							
Jan 2022	Mon	0	20	79	87	108	109	99	116	152	97		
	Tue	0	0	33	129	67	65	48	56	72	98		
	Wed	3	55	91	64	81	66	22	35	16	33		
	Thu	0	35	136	139	197	187	195	207	203	148		
	Fri	53	217	233	258	259	225	202	208	158	86		
	Sat		2	10	25	26							
Feb 2022	Mon	0	205	539	575	578	551	465	440	510	264		
	Tue	11	174	507	596	399	296	270	293	361	256		
	Wed	74	434	446	408	482	322	321	254	389	243		
	Thu	0	86	110	142	149	134	119	116	198	135		
	Fri	0	128	275	265	311	343	364	313	302	131		
	Sat		173	170	141	57							
Mar 2022	Mon	0	129	369	489	640	416	494	481	484	181		

Month	Day	Average Day Capped Calls by Hour (Beginning)											
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900
	Tue	0	212	571	479	510	396	428	392	425	165		
	Wed	0	108	262	371	424	334	376	434	661	218		
	Thu	2	60	293	477	510	445	471	431	368	187		
	Fri	41	275	431	374	400	374	402	404	283	88		
	Sat		9	53	56	13							
Apr 2022	Mon	55	761	1021	904	969	737	647	643	627	268		
	Tue	169	642	983	885	746	518	615	530	563	188		
	Wed	45	491	573	544	489	357	353	394	496	153		
	Thu	0	207	431	281	404	188	253	257	402	162		
	Fri	0	289	345	317	437	377	356	337	354	83		
	Sat		0	0	10	6							
May 2022	Mon	224	683	809	666	772	647	559	544	661	264		
	Tue	76	547	819	555	525	381	468	242	467	201		
	Wed	8	281	370	296	306	201	259	297	391	109		
	Thu	1	322	531	402	421	235	250	215	292	119		
	Fri	8	448	494	400	458	391	377	294	268	63		
	Sat		0	0	0	0							
Jun 2022	Mon	27	567	788	687	856	640	738	582	636	323		
	Tue	76	857	1055	712	1012	641	757	651	920	366		
	Wed	84	642	624	542	642	350	489	388	617	235		
	Thu	13	255	599	598	694	478	449	388	550	200		
	Fri	0	501	472	501	623	446	492	431	395	95		
	Sat		10	71	111	64							

1 July 2022 to 30 June 2023

Month	Day	Average Day Capped Calls by Hour (Beginning)									
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700
Jul 2022	Mon	34	180	417	464	528	409	429	316	303	169
	Tue	109	447	565	569	549	495	573	462	532	245
	Wed	170	496	626	522	522	418	460	407	475	216
	Thu	117	377	484	468	541	414	530	454	509	219
	Fri	6	159	403	312	316	241	417	248	278	110
	Sat		0	39	142	29					
Aug 2022	Mon	43	245	358	256	528	360	376	351	630	528
	Tue	66	417	602	390	447	325	299	246	478	413
	Wed	50	306	356	263	305	190	250	257	438	353
	Thu	37	253	429	266	300	227	292	245	298	152
	Fri	0	22	143	189	267	224	263	200	210	115
	Sat		1	8	37	32					
Sep 2022	Mon	0	25	86	80	149	115	70	59	146	91
	Tue	0	131	214	253	207	188	162	101	168	145
	Wed	29	137	141	174	196	149	181	107	156	95
	Thu	13	67	65	85	111	64	64	42	87	66
	Fri	0	39	45	73	88	101	85	51	40	22
	Sat		0	0	0	0					
Oct 2022	Mon	0	12	34	30	43	29	53	12	30	40
	Tue	0	0	138	63	37	35	46	50	129	67
	Wed	0	25	50	74	91	131	120	90	120	78
	Thu	0	45	90	87	100	102	117	75	104	53
	Fri	1	65	69	53	88	132	116	95	104	18
	Sat		0	2	3	3					

Month	Day	Average Day Capped Calls by Hour (Beginning)									
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700
Nov 2022	Mon	0	0	0	5	13	25	48	30	66	53
	Tue	0	6	25	125	146	70	113	55	173	73
	Wed	0	2	77	84	96	107	103	94	121	72
	Thu	0	0	0	0	30	21	18	16	41	14
	Fri	0	31	10	16	8	9	11	8	74	15
	Sat		0	0	0	0					
Dec 2022	Mon	0	0	0	0	0	0	13	12	44	36
	Tue	0	0	0	22	55	73	99	82	111	52
	Wed	0	26	75	76	129	129	93	90	83	60
	Thu	0	17	55	65	93	56	62	58	85	42
	Fri	0	0	0	0	22	39	44	35	49	17
	Sat		0	0	0	0					
Jan 2023	Mon	0	15	30	48	88	89	154	199	181	91
	Tue	0	1	29	46	248	153	234	199	201	104
	Wed	0	47	64	70	134	107	104	47	147	80
	Thu	0	0	0	62	98	81	101	69	104	46
	Fri	2	52	80	105	157	125	142	111	121	64
	Sat		1	1	7	13					
Feb 2023	Mon	0	49	147	234	168	141	149	91	219	143
	Tue	15	103	283	198	239	208	161	156	231	122
	Wed	12	117	215	225	211	188	173	120	209	111
	Thu	0	13	99	95	82	103	96	45	100	98
	Fri	0	0	11	17	39	33	45	31	55	33
	Sat		56	96	78	20					
Mar 2023	Mon	0	37	162	244	401	365	351	291	316	159

Month	Day	Average Day Capped Calls by Hour (Beginning)									
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700
	Tue	1	32	466	425	466	519	451	368	396	167
	Wed	0	122	335	322	340	361	373	243	279	165
	Thu	13	97	282	324	342	363	323	221	264	138
	Fri	2	108	267	320	377	395	375	290	240	130
	Sat		1	10	33	10					
Apr 2023	Mon	28	338	490	423	640	593	466	473	391	248
	Tue	462	798	1250	1067	1044	773	690	649	631	385
	Wed	179	530	651	601	633	628	557	470	502	242
	Thu	114	729	764	775	776	616	651	477	349	193
	Fri	48	367	546	555	669	637	634	444	338	157
	Sat		8	69	70	53					
May 2023	Mon	209	868	1070	908	1029	927	915	828	846	486
	Tue	141	716	854	810	947	869	769	684	691	442
	Wed	83	613	786	754	813	777	693	522	630	318
	Thu	19	300	429	417	453	455	438	268	204	137
	Fri	51	429	468	420	548	521	481	344	247	103
	Sat		56	109	87	69					
Jun 2023	Mon	23	377	654	669	857	699	742	572	781	614
	Tue	179	792	1064	1062	1167	990	904	988	1225	954
	Wed	385	331	744	765	806	864	824	775	960	626
	Thu	52	374	649	515	666	590	603	456	680	523
	Fri	7	128	239	297	434	376	438	341	444	279
	Sat		206	404	412	294					

1 July 2023 to 31 October 2023

Month	Day	Average Day Capped Calls by Hour (Beginning)									
		0800	0900	1000	1100	1200	1300	1400	1500	1600	1700
Jul 2023	Mon	6	127	219	421	501	452	611	624	593	447
	Tue	52	236	564	602	547	406	468	510	563	379
	Wed	87	290	391	698	636	562	598	549	549	362
	Thu	14	175	367	356	369	275	314	428	422	317
	Fri	0	165	378	548	630	570	506	418	371	206
	Sat		17	96	194	109					
Aug 2023	Mon	0	11	58	140	299	333	332	229	343	163
	Tue	0	10	149	184	300	316	307	303	290	128
	Wed	0	7	63	256	212	258	287	123	195	127
	Thu	0	3	14	105	212	208	266	143	183	111
	Fri	0	30	133	262	213	276	243	126	132	84
	Sat		0	2	9	1					
Sep 2023	Mon	0	0	0	0	36	42	49	39	79	74
	Tue	0	0	0	2	55	43	131	69	109	95
	Wed	0	0	0	2	67	97	108	57	80	88
	Thu	0	0	0	0	37	54	69	44	45	72
	Fri	0	19	44	53	75	68	114	59	56	36
	Sat		0	0	0	0					
Oct 2023	Mon	0	43	88	86	122	121	135	88	91	73
	Tue	0	94	161	314	254	205	194	154	145	82
	Wed	5	14	46	138	141	213	190	142	163	101
	Thu	0	9	109	126	121	141	130	52	74	60
	Fri	0	44	59	99	104	88	117	43	51	26
	Sat		0	0	3	1					