

18 June 2019

G S  
fyi-request-10359-e73f9af6@requests.fyi.org.nz

Dear G S

Thank you for your request made under the Official Information Act 1982 (OIA), received on 21 May 2019. You requested:

1. *The number of employees at the IRD call center, employed to take calls.*
2. *The average number of employees at the call center "actively at work answering calls" between 8am to 8pm on a normal weekday.*
3. *How the above has changed over the last 5 years?*
4. *Number of calls that wait for more than 45 minutes before getting answered for the year 2018.*
5. *Number of calls waiting more than 1 hour before getting answered for the year 2018.*
6. *Number of callers requesting a call back, but weren't called back in 2018 and 2019.*

***Number of employees at Inland Revenue's call centre, employed to take calls***

As at 24 May 2019, we have 649.4 full-time equivalent (FTE) employees at our call centre who are employed to take calls.

***Average number of employees at the call centre "actively at work answering calls" between 8am to 8pm on a normal weekday***

The average number of call centre employees who are actively at work and answering calls between 8am to 8pm on a normal weekday varies. However, for the weekdays in the week starting 5 May 2019, we had an average of 496.8 FTE employees at the call centre who were at work and actively answering calls between 8am to 8pm.

Outside of peak periods, call centre employees may be involved in work other than taking calls—such as being in training, coaching or meetings—as these are scheduled for less busy times. Employees may also be on leave.

***How has the above changed over the last five years?***

Table 1 below sets out the number of FTE employees who were employed in the call centre to take calls. The numbers are for 1 January from 2016 to 2019.

*Table 1: Average number of FTE call-centre employees from 2016 to 2019*

<b>Date</b>	<b>FTE call-centre employees</b>
1 January 2016	487.6
1 January 2017	453.8
1 January 2018	446.2
1 January 2019	590.2

***Calls waiting for more than 45 minutes before being answered in 2018***

In 2018, 7,765 calls were waiting for more than 45 minutes to be answered (0.3% of all answered calls).

***Calls waiting more than 1 hour before getting answered in 2018***

In 2018, 1,974 calls were waiting for more than one hour to be answered (0.1% of all answered calls).

***Callers requesting a call back who were not called back in 2018 and 2019***

We do not have records of call backs that were not attempted. Accordingly, I am refusing this part of your request under section 18(e) of the OIA on the basis that the document you have requested does not exist.

**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](mailto: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

Thank you for your request. I trust that the information provided is of assistance to you.

Yours sincerely



Jane Elley  
**Acting Customer Segment Lead – Individuals**  
**Individuals Customer Segment**