

OIA 21/22 0589 - Appendix A

Date	Answered Volume	Life and Identity Services Officers on duty	Average call handle time	Calls abandoned after waiting over 20 minutes
1 February 2022	536	60	0:11:21	6
2 February 2022	548	71	0:09:40	0
3 February 2022	550	70	0:10:16	1
4 February 2022	482	63	0:10:47	0
8 February 2022	558	69	0:10:52	13
9 February 2022	566	65	0:10:36	0
10 February 2022	522	62	0:10:30	0
11 February 2022	432	58	0:12:07	3
14 February 2022	557	64	0:10:20	1
15 February 2022	426	70	0:12:36	9
16 February 2022	433	67	0:10:55	16
17 February 2022	413	64	0:11:33	4
18 February 2022	321	56	0:12:43	30
21 February 2022	307	62	0:11:17	107
22 February 2022	310	63	0:11:58	113
23 February 2022	340	64	0:10:34	82
24 February 2022	281	63	0:12:01	113

Please note:

- Not all Life and Identity Services Officers on duty are trained in answering the Births, Deaths and Marriages Contact Centre phone line.