



15 September 2025

Dear [REDACTED]

Thank you for your request made under the Official Information Act 1982 (OIA), received on 20 August 2025. You requested the following:

I am requesting the following information under the Official Information Act:

For each of the last 12 months:

- 1. The min, max, average, median number of staff answering calls, summarized by the department/team, hour of day (during calling hours) and month (e.g. June 2025 1pm-2pm).*
- 2. The min, max, average, median number of incoming calls, summarized by the phone number, hour of day and month (e.g. June 2025 1pm-2pm).*
- 3. The min, max, average, median number of incoming calls responded to by a human, summarized by the phone number, hour of day and month (e.g. June 2025 1pm-2pm).*
- 4. The min, max, average, median number of incoming calls where IRD ended the call due to lack of capacity, summarized by the phone number, hour of day and month (e.g. June 2025 1pm-2pm).*
- 5. The min, max, median, average, and 90th and 99th percentile of the response time to MyIR messages in days.*
- 6. The total number of hours in each month where a phone number was marked as unavailable during official calling hours on the IRD website contact pages wait times.*

For each of the last 5 years:

- 7. Number of MyIR messages received*
- 8. Number of MyIR messages responded to*
- 9. Average delay in responding to MyIR messages*
- 10. Number of phone calls made to any IRD number*
- 11. Number of phone calls answered by a human*
- 12. Number of phone calls where the customer performed an action through an automated menu*
- 13. Number of phone calls where the call ended with no human response and no automated action performed by the customer*
- 14. What actions are management taking to improve the responsiveness to messages and calls?*

Item 1

Inland Revenue does not report on the number of staff answering calls.

The OIA only applies to information that is already held by agencies, and there is no obligation to create information in order to respond to a request.

The data request would require substantial analysis or manual effort to be created. Therefore, I have decided to refuse this part of your request under section 18(g) of the OIA, as the information is not held by Inland Revenue.

Items 2, 3 and 4

Please see attached as **Appendix A**, the following tables:

- *Table 1: Number of incoming calls*
- *Table 2: Number of calls responded to by a human*
- *Table 3: Number of incoming calls where IRD ended the call due to lack of capacity*

We have interpreted the last 12 months to be for the most recent financial year (1 July 2024 – 30 June 2025).

Total calls have been included in these tables to provide context.

In *Table 1*, 'Incoming calls' includes all calls answered, calls abandoned by the customer (where the customer hung up) and capped (where Inland Revenue has ended the call). In *Table 2*, 'calls responded' is interpreted to mean calls answered by a human. In *Table 3*, 'IR ended the call' is interpreted to mean capped calls.

As outlined in the response to **Item 1**, Inland Revenue is not obligated to create new information in order to respond to a request. In order to determine the phone number a customer dialled and identify the different paths taken through automated routing to the resulting connection would require extensive manual effort, or analysis in order to create the information requested.

Therefore, your request for a breakdown by the phone number for Items 1-3 is refused under section 18(g) of the OIA, as the information is not held by Inland Revenue.

Item 5

Inland Revenue measures the response time for myIR messages from the date we received the myIR message to the date we replied (and the work item is closed) in working days. Customers can send queries of varying complexity through this channel. In 2024–25, myIR messages were responded to within an average of 8 working days. In some cases, the myIR message remains open to ensure visibility of the customer's request until all related activities are completed. There are often many sequential elements and actions to ensure we adequately address a customer's request, or time taken to clarify the customer's unique situation. Other contact may have occurred outside of the myIR message between Inland Revenue and the customer over this time.

Inland Revenue measures the timeliness of our responses to myIR messages through the external performance measure *Percentage of correspondence completed within 10 working days* (target: 70%), which includes paper correspondence and myIR messages. Inland Revenue achieved this measure in the 2024–25 year.

Table 4: Response times to myIR messages (in working days)

Response Time (Day)	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	Mar 25	Apr 25	May 25	Jun 25
Min	0	0	0	0	0	0	0	0	0	0	0	0
Max	913	1142	823	607	839	781	366	1122	1082	717	569	497
Average	11	11	9	8	7	6	5	7	7	6	7	8
Median	8	7	6	5	5	3	4	6	6	5	6	8
90th Percentile	20	22	19	17	12	12	9	12	10	11	12	12
99th Percentile	41	53	50	55	48	50	44	36	33	27	27	25

0 = Inland Revenue responded on the same day we received the message.

Item 6

When inbound phone numbers on Inland Revenue’s website (www.ird.govt.nz) display the message “Call wait times are unavailable”, this means Inland Revenue is not currently able to estimate the wait time for that specific line, not that the phone line is unavailable. Similarly, when inbound phone numbers display the message “We can’t answer your call right now...”, this means that Inland Revenue is managing the number of calls waiting to be answered as available resources are stretched.

Inland Revenue does not collate the total duration that phone numbers on Inland Revenue’s website may be noted as such. Accordingly, your request for the total number of hours in each month where a phone number was marked as unavailable during official calling hours is also refused under section 18(g) of the OIA.

Items 7,8 and 9

The table on the following page provides the total number of web messages received, responded to and the average delay in response to responding to myIR message.

The ‘average delay in responding to MyIR messages’ is interpreted to mean the average working days to respond to a myIR message. For example, in the 2024-25 financial year, the average number of days to complete and respond to a web message was 8 days.

Table 5: Total number of myIR messages received, responded to and time to respond

Financial Year	myIR messages received	myIR messages responded to	Average working days to respond to myIR messages
2020-21	1,311,500	1,272,300	5
2021-22	1,615,100	1,589,300	8
2022-23	1,463,650	1,476,900	10
2023-24	1,362,050	1,367,350	9
2024-25	1,314,650	1,323,050	8

myIR messages received and responded to have been rounded to the nearest 50.

Item 10,11 and 13

The table below provides the total number of calls made to Inland Revenue, answered by a human, and calls ended without an answer. We've interpreted question 13 to be for the number of calls made to Inland Revenue's contact centre where the call has ended without being answered by Inland Revenue.

Table 6: Number of phone calls made, answered by a human and calls ended without an answer

Financial Year		2020-21	2021-22	2022-23	2023-24	2024-25
Calls made to Contact Centre*		2,475,200	2,373,250	2,130,050	1,962,750	2,007,650
Answered Calls		1,654,850	1,326,300	1,340,000	1,394,650	1,496,100
Calls Ended without Answer	Abandoned by Customer	176,900	134,400	141,300	154,200	158,100
	Ended by IR	643,450	912,550	648,800	413,900	353,450

*Totals may not add up due to rounding. All numbers have been rounded to the nearest 50.

Item 12

The table below provides the number of calls where the customer interacted with one or more of Inland Revenue's self-service options. These are calls where the customer interacted with the self-service options and ended the call or progressed to the contact centre.

Table 7: Number of phone calls where the customer performed an action through an automated menu

Financial Year	Annual Total
2020-21	647,900
2021-22	780,250
2022-23	758,900
2023-24	617,800
2024-25	593,600

Item 14

We introduced a new external measure in 2024/25 to measure the percentage of calls answered, this target is 60% of calls answered and we achieved 74.5%. We continually look for ways to reduce the need for customers to contact Inland Revenue for simple queries or where they can self-manage. One example is the introduction of a navigational assistant to help people wanting to change their address, which reduced the number of customer queries asking for guidance on how to do this. We balance our resources across the channels customers use to contact us, based on priorities. Additional focus has been placed on responding to messages and calls over the latter part of the 2024/25 financial year, as we do each year once we are outside of our peak times. We actively monitor our responsiveness to messages and calls, and this is supported by a new operational planning tool that went live in August.

Right of review

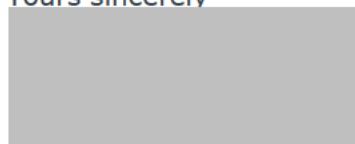
If you disagree with my decision on your OIA request, you have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the OIA. You can contact the office of the Ombudsman by email at: info@ombudsman.parliament.nz.

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, may 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 again for your request.

Yours sincerely



Michael Waller

Segment Management Lead - Individuals

Appendix A

Table 1: Number of incoming calls

Month	Call Category		8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
Jul 2024	Incoming Calls	Min	450	750	750	700	650	650	650	600	450	150
Jul 2024	Incoming Calls	Max	800	1,300	1,800	1,900	2,000	2,050	2,050	2,100	1,800	900
Jul 2024	Incoming Calls	Average	600	950	1,100	1,200	1,100	1,150	1,150	1,050	850	400
Jul 2024	Incoming Calls	Median	700	1,300	1,800	1,900	1,150	950	950	800	800	800
Jul 2024	Incoming Calls	Total	13,950	21,350	25,700	27,250	24,850	26,400	26,150	24,250	20,000	9,200
Aug 2024	Incoming Calls	Min	400	600	600	750	650	700	650	600	400	150
Aug 2024	Incoming Calls	Max	650	1,000	1,000	1,100	950	1,050	1,050	950	850	350
Aug 2024	Incoming Calls	Average	550	750	850	900	800	850	850	750	550	200
Aug 2024	Incoming Calls	Median	450	700	800	750	700	850	650	650	700	650
Aug 2024	Incoming Calls	Total	11,600	16,850	18,400	19,950	17,450	18,750	18,250	16,800	12,450	4,900
Sep 2024	Incoming Calls	Min	350	600	600	600	500	550	550	500	350	100
Sep 2024	Incoming Calls	Max	650	850	900	950	1,000	1,000	850	800	600	300
Sep 2024	Incoming Calls	Average	500	750	750	750	650	700	700	650	450	150
Sep 2024	Incoming Calls	Median	550	750	600	600	600	600	600	600	600	600
Sep 2024	Incoming Calls	Total	10,850	15,600	15,650	15,650	13,750	15,100	14,200	13,500	9,350	3,400
Oct 2024	Incoming Calls	Min	400	550	600	550	500	550	500	550	350	0
Oct 2024	Incoming Calls	Max	650	900	1,100	1,150	1,000	950	1,050	1,000	900	400
Oct 2024	Incoming Calls	Average	500	700	800	800	700	700	700	700	550	200
Oct 2024	Incoming Calls	Median	450	800	800	850	700	550	600	600	600	600
Oct 2024	Incoming Calls	Total	10,700	15,900	17,100	17,450	15,150	15,900	15,550	15,700	11,850	4,300
Nov 2024	Incoming Calls	Min	300	550	500	550	450	400	450	400	300	100
Nov 2024	Incoming Calls	Max	550	850	1,100	1,000	1,000	1,050	1,000	950	700	450

Month	Call Category		8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
Nov 2024	Incoming Calls	Average	450	700	750	800	650	750	700	650	500	250
Nov 2024	Incoming Calls	Median	400	600	600	650	500	600	550	550	550	550
Nov 2024	Incoming Calls	Total	9,450	14,950	15,900	16,600	13,850	15,650	14,650	13,550	10,450	4,850
Dec 2024	Incoming Calls	Min	300	300	350	300	300	250	450	400	250	100
Dec 2024	Incoming Calls	Max	550	800	850	800	750	800	750	850	700	400
Dec 2024	Incoming Calls	Average	400	600	650	650	600	600	600	600	450	200
Dec 2024	Incoming Calls	Median	500	500	500	500	500	500	500	500	500	500
Dec 2024	Incoming Calls	Total	7,150	10,600	11,100	11,050	10,000	10,300	9,550	9,250	6,850	2,800
Jan 2025	Incoming Calls	Min	300	450	500	500	400	450	450	500	350	100
Jan 2025	Incoming Calls	Max	800	1,100	1,250	1,450	1,300	1,350	1,300	1,050	750	350
Jan 2025	Incoming Calls	Average	500	800	850	850	800	800	800	750	550	200
Jan 2025	Incoming Calls	Median	600	600	600	600	600	600	600	600	600	600
Jan 2025	Incoming Calls	Total	9,950	15,550	16,950	17,450	15,950	16,300	15,950	14,900	10,900	3,950
Feb 2025	Incoming Calls	Min	550	750	800	750	600	700	700	700	450	100
Feb 2025	Incoming Calls	Max	750	1,700	2,550	2,500	1,900	1,650	1,350	1,250	1,150	500
Feb 2025	Incoming Calls	Average	650	950	1,100	1,150	1,000	1,000	900	850	700	250
Feb 2025	Incoming Calls	Median	550	800	800	800	800	800	800	800	800	800
Feb 2025	Incoming Calls	Total	12,000	18,150	20,950	21,750	18,950	19,200	17,450	16,500	13,400	5,200
Mar 2025	Incoming Calls	Min	450	700	700	700	650	700	650	650	450	100
Mar 2025	Incoming Calls	Max	750	1,200	1,600	1,500	1,450	1,550	1,450	1,450	1,100	550
Mar 2025	Incoming Calls	Average	600	950	1,000	1,050	950	950	950	850	650	250
Mar 2025	Incoming Calls	Median	650	650	650	650	650	650	650	650	700	700
Mar 2025	Incoming Calls	Total	12,300	19,550	21,450	22,350	19,550	20,400	19,900	18,150	14,150	5,200
Apr 2025	Incoming Calls	Min	600	850	850	800	750	800	750	600	550	100
Apr 2025	Incoming Calls	Max	1,000	1,700	1,700	2,200	2,050	1,900	1,600	1,600	1,250	550

Month	Call Category		8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
Apr 2025	Incoming Calls	Average	750	1,100	1,200	1,300	1,150	1,200	1,100	1,000	750	250
Apr 2025	Incoming Calls	Median	750	1,050	850	850	850	850	850	850	800	800
Apr 2025	Incoming Calls	Total	13,850	21,200	22,400	24,750	21,400	22,950	20,700	19,250	14,150	5,100
May 2025	Incoming Calls	Min	500	800	800	850	750	750	700	700	450	100
May 2025	Incoming Calls	Max	850	1,450	1,650	1,600	1,350	1,400	1,300	1,300	850	300
May 2025	Incoming Calls	Average	600	950	1,000	1,100	950	1,000	950	900	650	200
May 2025	Incoming Calls	Median	600	900	850	750	800	800	800	800	800	800
May 2025	Incoming Calls	Total	13,400	21,200	22,450	24,150	20,450	21,800	21,250	20,100	13,950	4,800
Jun 2025	Incoming Calls	Min	600	1,000	1,050	1,050	900	950	900	1,050	700	150
Jun 2025	Incoming Calls	Max	2,000	4,100	5,000	4,150	4,350	3,300	2,950	3,300	2,850	1,350
Jun 2025	Incoming Calls	Average	950	1,600	2,050	2,000	1,950	1,850	1,750	1,750	1,400	650
Jun 2025	Incoming Calls	Median	2,000	4,100	5,000	2,700	2,050	1,950	2,000	1,250	1,250	1,200
Jun 2025	Incoming Calls	Total	17,950	30,450	38,700	38,250	37,150	34,700	33,050	32,900	26,900	12,800

Table 2: Number of calls responded to by a human

Month	Call Category		8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
Jul 2024	Answered	Min	450	650	650	650	550	600	600	600	400	100
Jul 2024	Answered	Max	700	950	900	900	750	800	800	900	550	250
Jul 2024	Answered	Average	550	800	800	800	650	700	700	700	500	200
Jul 2024	Answered	Median	650	800	850	900	700	650	650	650	650	650
Jul 2024	Answered	Total	13,150	18,100	18,350	18,150	15,000	15,600	15,550	16,150	11,000	4,200
Aug 2024	Answered	Min	400	500	550	550	450	500	400	500	300	50
Aug 2024	Answered	Max	650	850	850	850	650	700	700	650	450	150
Aug 2024	Answered	Average	500	700	700	650	550	550	550	600	350	100
Aug 2024	Answered	Median	450	600	700	650	600	650	550	550	550	500
Aug 2024	Answered	Total	11,100	15,000	14,900	14,750	11,800	12,600	12,250	12,800	8,250	2,550
Sep 2024	Answered	Min	350	550	550	550	450	500	450	450	250	50
Sep 2024	Answered	Max	650	850	850	750	650	700	700	700	450	150
Sep 2024	Answered	Average	500	700	700	650	550	600	550	550	350	100
Sep 2024	Answered	Median	500	700	550	550	550	550	550	550	550	550
Sep 2024	Answered	Total	10,450	14,750	14,300	13,950	11,600	12,450	11,900	12,050	7,600	1,850
Oct 2024	Answered	Min	350	450	500	500	400	400	400	450	300	0
Oct 2024	Answered	Max	600	800	850	850	650	700	650	650	500	150
Oct 2024	Answered	Average	450	650	650	650	550	550	550	550	400	100
Oct 2024	Answered	Median	450	750	800	800	650	500	500	500	500	500
Oct 2024	Answered	Total	10,200	14,650	14,550	14,050	11,550	12,000	11,650	12,300	8,500	2,300
Nov 2024	Answered	Min	300	450	350	400	250	350	350	300	200	50
Nov 2024	Answered	Max	550	750	700	750	550	650	650	600	400	150
Nov 2024	Answered	Average	400	600	600	600	450	550	500	500	350	100
Nov 2024	Answered	Median	400	550	550	550	450	500	450	450	450	450

Month	Call Category		8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
Nov 2024	Answered	Total	8,900	12,850	12,600	12,800	9,450	11,200	10,450	10,350	7,050	1,800
Dec 2024	Answered	Min	300	300	350	300	200	250	350	350	250	50
Dec 2024	Answered	Max	550	750	750	700	550	600	600	600	400	100
Dec 2024	Answered	Average	400	600	600	550	450	500	500	500	350	100
Dec 2024	Answered	Median	450	450	450	450	450	450	450	450	450	450
Dec 2024	Answered	Total	6,850	9,950	10,050	9,750	7,950	8,650	7,850	7,850	5,300	1,500
Jan 2025	Answered	Min	250	400	450	450	350	350	350	400	300	100
Jan 2025	Answered	Max	700	900	950	950	750	800	800	800	500	150
Jan 2025	Answered	Average	450	700	700	700	600	600	600	600	400	100
Jan 2025	Answered	Median	550	550	500	500	550	550	550	550	550	550
Jan 2025	Answered	Total	9,450	14,000	14,300	13,650	12,050	12,200	12,000	12,150	8,400	2,500
Feb 2025	Answered	Min	550	650	650	600	550	600	500	550	300	100
Feb 2025	Answered	Max	750	1,150	1,100	1,100	900	900	850	800	600	200
Feb 2025	Answered	Average	600	850	850	800	700	750	700	700	450	150
Feb 2025	Answered	Median	550	750	700	650	650	650	650	650	600	600
Feb 2025	Answered	Total	11,550	15,850	15,800	15,400	13,200	13,850	13,300	13,200	8,850	2,550
Mar 2025	Answered	Min	450	700	600	600	600	600	600	600	400	50
Mar 2025	Answered	Max	700	1,050	1,100	1,100	800	900	900	900	550	100
Mar 2025	Answered	Average	550	850	850	850	700	750	700	700	450	100
Mar 2025	Answered	Median	600	600	600	600	600	600	600	600	600	600
Mar 2025	Answered	Total	11,750	18,100	17,450	17,450	14,350	15,500	15,000	14,850	9,650	2,100
Apr 2025	Answered	Min	600	850	750	800	650	700	700	550	450	50
Apr 2025	Answered	Max	900	1,150	1,150	1,150	950	1,000	950	1,000	650	150
Apr 2025	Answered	Average	700	1,000	950	950	750	800	800	800	550	100
Apr 2025	Answered	Median	750	800	750	750	750	750	750	700	700	700

Month	Call Category		8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
Apr 2025	Answered	Total	13,200	18,650	17,650	17,850	14,400	15,600	15,550	15,400	10,600	2,350
May 2025	Answered	Min	450	700	650	700	550	600	600	650	400	50
May 2025	Answered	Max	750	1,000	950	1,000	750	800	800	850	550	150
May 2025	Answered	Average	600	850	850	850	650	750	700	750	500	150
May 2025	Answered	Median	550	900	800	700	700	650	650	650	650	650
May 2025	Answered	Total	12,750	18,800	18,150	18,700	14,800	16,100	15,500	16,100	11,000	2,850
Jun 2025	Answered	Min	500	700	700	750	550	750	600	650	450	100
Jun 2025	Answered	Max	1350	1,750	1,650	1,800	1,400	1,600	1,500	1,600	950	300
Jun 2025	Answered	Average	850	1,200	1,200	1,200	1,000	1,100	1,000	1,100	700	200
Jun 2025	Answered	Median	1,350	1,700	1,650	1,450	1,200	1,200	1,200	900	850	850
Jun 2025	Answered	Total	16,300	22,800	22,450	23,200	18,650	20,500	19,350	20,700	13,750	4,000

Table 3: Number of incoming calls where IRD ended the call due to lack of capacity

Month	Call Category		8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
Jul 2024	Ended by IR	Min	0	0	0	0	0	0	0	0	0	0
Jul 2024	Ended by IR	Max	0	350	850	950	1,150	1,250	1,200	1,250	1,250	700
Jul 2024	Ended by IR	Average	0	50	200	300	300	350	350	250	300	200
Jul 2024	Ended by IR	Median	0	350	850	850	400	200	200	100	50	50
Jul 2024	Ended by IR	Total	0	1,400	4,700	6,350	6,900	7,950	7,950	5,850	6,900	4,200
Aug 2024	Ended by IR	Min	0	0	0	0	0	0	50	0	0	0
Aug 2024	Ended by IR	Max	50	200	350	350	300	400	400	300	400	250
Aug 2024	Ended by IR	Average	0	0	50	150	150	200	200	100	150	100
Aug 2024	Ended by IR	Median	0	0	0	0	0	50	50	50	50	50
Aug 2024	Ended by IR	Total	50	500	1,550	3,300	3,800	4,400	4,300	2,650	2,850	1,750
Sep 2024	Ended by IR	Min	0	0	0	0	0	0	0	0	0	0
Sep 2024	Ended by IR	Max	0	50	100	150	450	300	250	100	250	150
Sep 2024	Ended by IR	Average	0	0	0	50	50	100	50	50	50	50
Sep 2024	Ended by IR	Median	0	0	0	0	0	0	0	0	0	0
Sep 2024	Ended by IR	Total	0	50	300	750	1,250	1,750	1,500	850	950	900
Oct 2024	Ended by IR	Min	0	0	0	0	0	0	0	0	0	0
Oct 2024	Ended by IR	Max	0	150	250	300	350	350	400	400	400	200
Oct 2024	Ended by IR	Average	0	0	50	100	100	100	100	100	100	50
Oct 2024	Ended by IR	Median	0	0	0	0	0	0	0	0	0	0
Oct 2024	Ended by IR	Total	0	250	1,250	1,900	2,100	2,500	2,600	2,350	2,400	1,450
Nov 2024	Ended by IR	Min	0	0	0	0	0	0	0	0	0	0
Nov 2024	Ended by IR	Max	100	200	500	400	500	450	550	400	400	350
Nov 2024	Ended by IR	Average	0	50	100	150	150	150	150	100	100	100
Nov 2024	Ended by IR	Median	0	0	50	50	50	50	50	50	50	50

Month	Call Category		8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
Nov 2024	Ended by IR	Total	200	1,250	2,200	2,650	3,100	3,150	3,200	2,300	2,450	2,500
Dec 2024	Ended by IR	Min	0	0	0	0	0	0	0	0	0	0
Dec 2024	Ended by IR	Max	0	50	100	100	200	150	200	200	300	250
Dec 2024	Ended by IR	Average	0	0	0	50	50	50	50	50	50	50
Dec 2024	Ended by IR	Median	0	0	0	0	0	0	0	0	0	0
Dec 2024	Ended by IR	Total	0	100	300	500	1,000	750	1,000	850	1,050	900
Jan 2025	Ended by IR	Min	0	0	0	0	0	0	0	0	0	0
Jan 2025	Ended by IR	Max	100	300	400	600	500	550	500	300	300	250
Jan 2025	Ended by IR	Average	0	50	50	150	100	150	150	100	100	50
Jan 2025	Ended by IR	Median	0	0	0	0	0	0	0	0	0	0
Jan 2025	Ended by IR	Total	100	700	1,500	2,550	2,300	2,700	2,700	1,750	1,650	1,000
Feb 2025	Ended by IR	Min	0	0	0	0	0	0	0	0	0	0
Feb 2025	Ended by IR	Max	0	800	1,700	1,800	1,250	950	650	550	650	400
Feb 2025	Ended by IR	Average	0	50	200	250	200	200	150	150	200	100
Feb 2025	Ended by IR	Median	0	0	0	0	0	0	0	0	0	0
Feb 2025	Ended by IR	Total	0	1,200	3,650	5,100	4,100	3,850	3,050	2,400	3,500	2,150
Mar 2025	Ended by IR	Min	0	0	0	0	0	0	0	0	0	0
Mar 2025	Ended by IR	Max	150	300	500	650	500	500	500	500	500	450
Mar 2025	Ended by IR	Average	0	50	150	150	150	150	200	100	150	100
Mar 2025	Ended by IR	Median	0	0	0	0	0	0	0	0	0	0
Mar 2025	Ended by IR	Total	150	550	2,650	3,450	3,600	3,550	3,700	2,300	3,250	2,350
Apr 2025	Ended by IR	Min	0	0	0	0	0	0	0	0	0	0
Apr 2025	Ended by IR	Max	50	500	600	1,100	1,150	900	600	550	650	400
Apr 2025	Ended by IR	Average	0	100	150	300	300	300	200	150	150	100
Apr 2025	Ended by IR	Median	0	150	0	0	0	0	0	0	0	0

Month	Call Category		8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM
Apr 2025	Ended by IR	Total	50	1,500	3,150	5,500	5,350	5,750	4,050	3,000	2,600	2,100
May 2025	Ended by IR	Min	0	0	0	0	0	0	0	0	0	0
May 2025	Ended by IR	Max	100	450	650	650	500	550	500	500	300	200
May 2025	Ended by IR	Average	0	50	100	150	150	150	150	100	100	50
May 2025	Ended by IR	Median	0	0	0	0	0	0	0	0	0	0
May 2025	Ended by IR	Total	150	900	2000	3350	3150	3400	3750	2400	1650	1200
Jun 2025	Ended by IR	Min	0	0	0	0	0	0	0	0	0	0
Jun 2025	Ended by IR	Max	450	2050	3000	2000	2950	1750	1500	1750	1850	1100
Jun 2025	Ended by IR	Average	0	300	650	600	800	550	550	500	600	450
Jun 2025	Ended by IR	Median	450	2050	3000	900	650	550	650	50	50	50
Jun 2025	Ended by IR	Total	450	5,250	12,450	11,700	15,250	10,750	10,500	9,500	11,150	8,100