

17 November 2020

Cameron Houston  
fyi-request-14082-3f97efc7@requests.fyi.org.nz

Ref: OIA-7323

Dear Cameron

**Request made under the Official Information Act 1982**

Thank you for your email of 5 November 2020 requesting the following information under the Official Information Act 1982 (the Act):

*You currently have the message "Currently, we are experiencing higher than normal volumes of calls and emails,....." message displayed on your website*

*Requests are as follows:*

- 1 - What was the date was this message added to the site?*
- 2 - What is the current daily wait times for a call to be answered?*
- 3 - What is the target wait time for calls?*

Your questions and my responses are outlined below.

**1 - What was the date was this message added to the site?**

The messaging was added to the 'Contact us' page on the Waka Kotahi website on 22 May 2020.

**2 - What is the current daily wait times for a call to be answered?**

The below table outlines the daily average wait times over the previous fortnight.

<b>Date:</b>	<b>Average Wait Time (h:mm:ss)</b>
2-11-2020	0:10:47
3-11-2020	0:09:36
4-11-2020	0:14:39
5-11-2020	0:13:59
6-11-2020	0:14:17

**3 - What is the target wait time for calls?**

In response to the way in which customers prefer to contact us (i.e. contact via email), Waka Kotahi is making changes to how we distribute resources, in order to meet this demand. As such, there is currently no target applied to wait times. Instead, variables such as average speed of answer, average handle time and abandonment rates are tracked. I am therefore

refusing this part of your request under section 18(e) of the Act as the information does not exist.

Under section 28 of the Act, you have the right to ask the Ombudsman to review my decision to refuse this information. The contact details for the Ombudsman can be located at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz).

If you would like to discuss this reply with Waka Kotahi, please contact Chelsea Wehipeihana, Customer Advisor – Ministerials by email to [Chelsea.Wehipeihana@nzta.govt.nz](mailto:Chelsea.Wehipeihana@nzta.govt.nz).

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Charlton', with a long horizontal stroke extending to the right.

**Michelle Charlton**  
Senior Manager, Customer Services