

Executive Council Office - MAB Inquiry Desk

Inquiry Desk Services	2024/2025 Projection	2023/24 (to 31-Jan)	2022/2023 Actuals	2021/2022 Actuals	2020/2021 Actuals	2019/2020 Actuals
Services Provided in English						
Telephone	9,500	9,065	6,029	8,462	8,831	8,450
Counter	5,000	4,537	2,883	2,668	2,633	3,182
Written	3,000	2,457	2,889	4,594	3,990	363
Tours	100	116	10	-	-	36
Transcripts - data collected starting 2023/24	450	349				
Subtotal	18,050	16,524	11,811	15,724	15,454	12,031

Services Provided in French						
Telephone	50	37	77	75	45	26
Counter	10	2	60	60	25	8
Written	400	389	202	40	290	4
Tours	5	1	-	-	-	1
Subtotal	465	429	339	175	360	39

Summary: Totals

Telephone	9,550	9,102	6,106	8,537	8,876	8,476
Counter	5,010	4,539	2,943	2,728	2,658	3,190
Written	3,400	2,846	3,091	4,634	4,280	367
Tours	105	117	10	-	-	37
Transcripts - data collected starting 2023/24	915	778				
Total	18,980	17,382	12,150	15,899	15,814	12,070

Cash Desk Services	2024/2025 Projection	2023/24 (to 31-Jan)	2022/2023 Actuals	2021/2022 Actuals	2020/2021 Actuals	2019/2020 Actuals
<i>All data collected starting 2023/24</i>						
General Inquiries	300	267				
AP-Telephone	300	268				
AP-Counter	500	474				
AR-Telephone	300	229				
AR-Counter	500	496				
Taxation-Telephone	100	59				
Taxation-Counter	100	45				
Fin Ops-Telephone	10	4				
Fin Ops-Counter	10	-				
Total	2,120	1,842	-	-	-	-

Projected Averages to Year-End:

Telephone Calls: 600 calls per month (February & March)

Counter: 260 interactions per month (February & March)

Emails: 450 per month (February & March)