

Executive Council Office - MAB Inquiry Desk

Inquiry Desk: Totals	2022/2023 Projection	2021/2022 (To Date)	2020/2021 Actuals	2019/2020 Actuals	2018/2019 Actuals
Telephone	8,000	8,462	8,831	8,450	7,454
Counter	3,000	2,668	2,633	3,182	2,214
Written	500	4,594	3,990	363	258
tours	35	-	-	36	52

Services Provided in French

Telephone	50	75	45	26	38
Counter	40	60	25	8	27
Written	25	40	290	4	17
Tours	15	-	-	1	6

Summary: Totals

Telephone	8,050	8,537	8,876	8,476	7,492
Counter	3,040	2,728	2,658	3,190	2,241
Written	525	4,634	4,280	367	275
Tours	50	-	-	37	58

Projected Averages to Year-End:

Telephone Calls: 800 calls per month (February & March)

Counter: 260 interactions per month (February & March)

Emails: 450 per month (February & March)