

Executive Council Office - MAB Inquiry Desk

Inquiry Desk: Totals	2023/2024 Projection	2022/2023 (to date)	2021/2022 Actuals	2020/2021 Actuals	2019/2020 Actuals
Telephone	8,000	6,029	8,462	8,831	8,450
Counter	3,000	2,852	2,668	2,633	3,182
Written	3,500	2,859	4,594	3,990	363
Tours	35	10	-	-	36

Services Provided in French

Telephone	50	75	75	45	26
Counter	40	60	60	25	8
Written	200	200	40	290	4
Tours	10	-	-	-	1

Summary: Totals

Telephone	8,050	6,104	8,537	8,876	8,476
Counter	3,040	2,912	2,728	2,658	3,190
Written	3,700	3,059	4,634	4,280	367
Tours	45	10	-	-	37

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)