



Driving
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Freedom of Information response

Our reference: **IA/00627/13**

I would ask under the freedom of information act for the statistics of call waiting times over the past two years

Please find tables below showing the average delay (hours:minutes:seconds) in answering calls and maximum delay in answering calls for our call centre, by month, for the last 2 years.

Please note that the maximum delay will be for one phone call only. The information provided below does not take into account the actual number of call received per month which fluctuates and will increase if the internet booking system is unavailable. If customers are not happy to wait to be answered, we do offer a call assist service where they can leave their details and we will call them back.

2011

		November	December
Avg Delay	00:01:29	00:00:44	00:00:42
Max Delay	00:17:15	00:14:12	00:24:33



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2012

		February	March	April	May	June	July	August	September	October	November	December
Avg Delay	00:00:25	00:00:55	00:00:33	00:01:07	00:01:12	00:00:56	00:00:55	00:00:52	00:00:50	00:00:39	00:00:31	00:00:27
Max Delay	00:06:01	00:12:39	00:12:25	00:12:31	00:51:46	00:13:33	00:12:39	00:16:02	00:12:58	00:13:10	00:10:48	00:11:35

2013

		February	March	April	May	June	July	August	September	October
Avg Delay	00:00:45	00:00:43	00:00:48	00:01:14	00:02:19	00:02:35	00:03:28	00:07:03	00:08:20	00:04:45
Max Delay	00:10:06	00:11:49	00:12:46	00:28:54	01:22:58	00:35:38	00:28:36	01:13:52	00:55:30	00:40:48



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