

# Citizen Services Report

12 April 2022

Action: Provide call times and idle data times.

The table below displays the combined Average Handle Time and Occupancy for the period 01 January 2022 to 31 March 2022.

Period	Average Handle Time	Occupancy (%)
January 2022	11min 33 sec	86.7%
February 2022	11min 21 sec	84.4%
March 2022	11min 05 sec	86.6%
Jan 2022 – Mar 2022 combined	11min 19 sec	85.9%

The **Average Handle Time** is the average time spent talking to citizens and time spent processing the request or updating systems after the call with the citizen has ended.

**Occupancy** is calculated as a percentage and represents the amount of time that advisors spend on call-related activity while they are logged in and expected to be taking calls.

It is typical for contact centre occupancy to lie between 80 and 85%. (source: [www.callcentrehelper.com](http://www.callcentrehelper.com))