

EXECUTIVE COUNCIL OFFICE



Executive Council Office - Jim Smith Building Inquiry Desk

Inquiry Desk Services	2025-26 Projection	2024-25 (to 30-Sep)	2023-24 Actuals	2022-23 Actuals	2021-22 Actuals	2020-21 Actuals
Services Provided in English						
Telephone	5,100	2,366	7,994	6,029	8,462	8,831
Counter	2,600	986	4,073	2,883	2,668	2,633
Written	1,400	648	2,075	2,889	4,594	3,990
Tours	25	18	61	10	-	-
Transcripts - data collected starting 2023/24	270	220	390			
Subtotal	9,395	4,238	14,593	11,811	15,724	15,454
Services Provided in French						
Telephone	125	100	84	77	75	45
Counter	25	-	-	60	60	25
Written	220	129	525	202	40	290
Tours	2	2	1	-	-	-
Subtotal	372	231	610	339	175	360
Summary: Totals						
Telephone	5,225	2,466	8,078	6,106	8,537	8,876
Counter	2,625	986	4,073	2,943	2,728	2,658
Written	1,620	777	2,600	3,091	4,634	4,280
Tours	27	20	62	10	-	-
Transcripts - data collected starting 2023/24	642	451				
Total	10,139	4,700	14,813	12,150	15,899	15,814
Cash Desk Services						
All data collected starting 2023/24						
General Inquiries	250	93	267			
AP-Telephone	250	103	268			
AP-Counter	350	34	474			
AR-Telephone	200	38	229			
AR-Counter	700	662	496			
Taxation-Telephone	50	22	59			
Taxation-Counter	25	4	45			
Fin Ops-Telephone	15	9	4			
Fin Ops-Counter	-	2	-			
Total	1,840	967	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)