



**An Roinn Gnóthaí Eachtracha agus Trádála**

Oifig na bPasanna, Teach Knockmaun, 42-47 Sráid an Mhóta Íochtarach,  
Baile Átha Cliath 2 D02 TN83

---

**Department of Foreign Affairs and Trade**

Passport Office, Knockmaun House, 42-47 Mount Street Lower, Dublin 2 D02 TN83

Mr. Thomas Witter

7th June, 2018.

Ref: FOI/REQ/18/123.

Dear Mr. Witter,

I refer to the request which you have made under the Freedom of Information Act 2014, in which you requested the following:

**The number of staff who are part of the dedicated customer communications team tasked to the passport office.**

**The number of calls answered daily for the last 60 days.**

**The number of Web chats dealt with daily for the last 60 days.**

**The number of contact us emails dealt with (Daily) in the last 60 days.**

**The number of hours where any of the 3 communications services were unavailable in the last 60 days- ideally broken down by each contact method.**

I refer also to the acknowledgement of your request which was sent to you on 16 May, 2018.

I am the Deciding Officer in this case. I have identified 1 record that falls within the scope of your request. The record is for 63 days from Monday, 5<sup>th</sup> March to Friday, 4<sup>th</sup> May. Excluding a holiday day on Monday, 19<sup>th</sup> March for St. Patrick's Day, Good Friday on 30<sup>th</sup> March, Easter Monday on 2<sup>nd</sup> April and weekends there are 42 working days (Monday to Friday). The record is attached. I have made a decision to grant the record.

The Passport Service is currently in its peak season for passport demand. The Communications Unit in the Passport Office is receiving large volumes of communications through its phone, web chat and email services. It makes every effort to respond to as many customer queries as possible and in recent weeks, has allocated additional resources to the Communications Unit to respond to customer queries. There are 21 officers currently assigned to the Communications Unit in the Passport Office. There were no days/hours on these 42 working days when the 3 communications services were unavailable.

Our record shows the number of phone calls and web chats answered daily. Our current system for managing our email workflow does not allow for the extraction of accurate figures for emails issued on a daily basis so we have provided a record of the emails issued per week. For the same reason, the total number of emails issued is likely to be higher than the figures indicated.

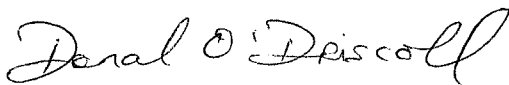
In summary, on the 42 working days the total number of Phone calls answered were 19,725, the total number of Web chats answered were 5,304 and the total number of emails answered were 13,678.

### **Right of Appeal**

Should you wish to appeal this decision, you may do so in writing to the Freedom of Information Unit, Department of Foreign Affairs and Trade, 76-78 Harcourt Street, Dublin 2 or by email to [foi@dfa.ie](mailto:foi@dfa.ie). A fee applies for an appeal for access to non-personal information; the level of this fee has been set at €30. For methods of payment, please contact FOI Unit at [foi@dfa.ie](mailto:foi@dfa.ie), or 01-4082857.

You should make your appeal within 4 weeks (20 working days) from the date of this notification. However, the making of a late appeal may be permitted in appropriate circumstances. The appeal will involve a complete reconsideration of the matter by a more senior member of the staff of this Department.

Yours sincerely,



Donal O'Driscoll  
Passport Service