

# Daily Contact Centre Wait Times

April 2018

Date	Shortest Wait Time	Longest Wait Time	Average Wait Time
Monday, April 2, 2018 – STAT	–	–	–
Tuesday, April 3, 2018	0:05:46	1:24:58	1:06:05
Wednesday, April 4, 2018	0:05:50	0:57:34	0:33:18
Thursday, April 5, 2018	0:03:04	0:36:26	0:19:24
Friday, April 6, 2018	0:04:20	1:11:35	0:45:39
Monday, April 9, 2018	0:16:38	1:18:18	0:49:15
Tuesday, April 10, 2018	0:03:33	0:33:07	0:19:25
Wednesday, April 11, 2018	0:02:49	0:44:10	0:25:29
Thursday, April 12, 2018	0:02:04	0:41:46	0:17:34
Friday, April 13, 2018	0:03:48	0:46:12	0:27:46
Monday, April 16, 2018	0:04:15	1:12:08	0:45:25
Tuesday, April 17, 2018	0:07:48	0:43:59	0:23:07
Wednesday, April 18, 2018	0:03:46	0:26:36	0:17:15
Thursday, April 19, 2018	0:05:25	0:30:15	0:13:07
Friday, April 20, 2018	0:04:14	0:53:47	0:36:32
Monday, April 23, 2018	0:04:32	0:55:20	0:38:58
Tuesday, April 24, 2018	0:04:12	0:40:00	0:21:52
Wednesday, April 25, 2018	0:05:01	1:11:30	0:50:32
Thursday, April 26, 2018	0:03:52	0:55:40	0:33:01
Friday, April 27, 2018	0:15:11	1:30:50	1:06:07
Monday, April 30, 2018	0:04:10	1:23:32	0:56:50

# Daily Contact Centre Wait Times

May 2018

Date	Shortest Wait Time	Longest Wait Time	Average Wait Time
Tuesday, May 1, 2018	0:15:34	0:45:29	0:31:33
Wednesday, May 2, 2018	0:13:00	0:32:00	0:21:00
Thursday, May 3, 2018	0:04:32	0:33:44	0:21:13
Friday, May 4, 2018	0:03:52	0:41:58	0:25:10
Monday, May 7, 2018	0:04:06	1:06:04	0:42:38
Tuesday, May 8, 2018	0:04:05	0:38:56	0:22:18
Wednesday, May 9, 2018	0:03:10	0:45:20	0:16:57
Thursday, May 10, 2018	0:00:38	0:18:23	0:06:23
Friday, May 11, 2018	0:04:23	0:44:53	0:23:25
Monday, May 14, 2018	0:03:30	0:26:40	0:17:15
Tuesday, May 15, 2018	0:00:49	0:26:38	0:14:59
Wednesday, May 16, 2018	0:00:25	0:21:22	0:08:14
Thursday, May 17, 2018	0:05:20	0:39:22	0:17:44
Friday, May 18, 2018	0:11:50	0:58:36	0:35:37
Monday, May 21 - STAT	-	-	-
Tuesday, May 22, 2018*	0:04:52	1:46:38	1:23:41
Wednesday, May 23, 2018*	0:05:42	1:57:32	1:28:36
Thursday, May 24, 2018*	0:14:07	1:43:04	1:14:52
Friday, May 25, 2018*	0:04:55	2:05:54	1:17:11
Monday, May 28, 2018	-	-	-
Tuesday, May 29, 2018	-	-	-
Wednesday, May 30, 2018	-	-	-
Thursday, May 31, 2018	0:10:50	1:33:13	0:31:22

Due to technical difficulties with contact centre system upgrades, data is not available for May 28 – May 30, 2018.

\*Cheque issue week.

# Daily Contact Centre Wait Times

June 2018

Date	Shortest Wait Time	Longest Wait Time	Average Wait Time
Friday, June 1, 2018	0:03:59	1:22:03	0:53:08
Monday, June 4, 2018	0:00:00	1:12:27	0:49:40
Tuesday, June 5, 2018	0:04:31	0:43:23	0:30:10
Wednesday, June 6, 2018	0:03:14	0:39:38	0:17:27
Thursday, June 7, 2018	0:01:54	0:23:53	0:12:30
Friday, June 8, 2018	0:03:33	0:59:40	0:35:49
Monday, June 11, 2018	0:04:06	0:46:37	0:30:16
Tuesday, June 12, 2018	0:04:10	0:28:26	0:14:56
Wednesday, June 13, 2018	0:02:56	0:34:56	0:16:53
Thursday, June 14, 2018	0:00:53	0:29:43	0:13:22
Friday, June 15, 2018	0:04:03	0:48:02	0:26:43
Monday, June 18, 2018	0:04:38	1:16:48	0:54:14
Tuesday, June 19, 2018	0:02:27	0:20:37	0:12:00
Wednesday, June 20, 2018	0:00:32	0:19:59	0:10:20
Thursday, June 21, 2018	0:02:55	0:18:42	0:12:23
Friday, June 22, 2018	0:04:37	0:38:19	0:20:14
Monday, June 25, 2018*	0:01:16	0:36:23	0:20:19
Tuesday, June 26, 2018*	0:01:04	0:21:38	0:07:08
Wednesday, June 27, 2018*	0:04:34	1:12:31	0:46:47
Thursday, June 28, 2018*	0:04:19	0:56:05	0:24:50
Friday, June 29, 2018*	0:04:58	1:31:28	1:02:29

\*Cheque issue week.

# Daily Contact Centre Wait Times

July 2018

Date	Shortest Wait Time	Longest Wait Time	Average Wait Time
Monday, July 2, 2018 - STAT	-	-	-
Tuesday, July 3, 2018	0:16:49	1:39:55	1:19:06
Wednesday, July 4, 2018	0:03:57	0:36:38	0:29:10
Thursday, July 5, 2018	0:03:20	0:35:14	0:20:21
Friday, July 6, 2018	0:03:01	0:55:45	0:32:37
Monday, July 9, 2018	0:03:54	1:16:47	0:46:40
Tuesday, July 10, 2018	0:01:30	0:28:15	0:09:14
Wednesday, July 11, 2018	0:00:15	0:09:30	0:05:06
Thursday, July 12, 2018	0:00:16	0:12:25	0:04:54
Friday, July 13, 2018	0:02:33	0:46:47	0:24:49
Monday, July 16, 2018	0:02:48	1:02:23	0:42:03
Tuesday, July 17, 2018	0:02:42	0:19:21	0:10:23
Wednesday, July 18, 2018	0:00:46	0:23:43	0:10:56
Thursday, July 19, 2018	0:00:11	0:26:18	0:09:57
Friday, July 20, 2018	0:03:58	1:05:32	0:41:19
Monday, July 23, 2018*	0:01:25	1:02:12	0:34:44
Tuesday, July 24, 2018*	0:03:47	0:30:17	0:20:12
Wednesday, July 25, 2018*	-	-	-
Thursday, July 26, 2018*	0:03:54	0:53:34	0:34:29
Friday, July 27, 2018*	0:07:21	1:35:44	1:11:49
Monday, July 30, 2018	0:16:42	1:56:48	1:26:11
Tuesday, July 31, 2018	0:02:41	0:49:57	0:27:54

Due to technical difficulties, data is not available for July 25, 2018.

\*Cheque issue week

# Daily Contact Centre Wait Times

August 2018

Date	Shortest Wait Time	Longest Wait Time	Average Wait Time
Wednesday, August 1, 2018	0:03:44	0:40:16	0:23:34
Thursday, August 2, 2018	0:02:33	0:28:14	0:15:33
Friday, August 3, 2018	0:03:01	1:08:48	0:44:31
Monday, August 6, 2018 - STAT	-	-	-
Tuesday, August 7, 2018	0:04:43	0:26:45	0:23:21
Wednesday, August 8, 2018	0:00:31	0:23:46	0:13:38
Thursday, August 9, 2018	0:00:44	0:18:23	0:11:50
Friday, August 10, 2018	0:05:05	0:28:54	0:22:43
Monday, August 13, 2018	0:04:10	0:34:16	0:24:20
Tuesday, August 14, 2018	0:00:56	0:20:19	0:11:02
Wednesday, August 15, 2018	0:01:03	0:10:53	0:06:14
Thursday, August 16, 2018	0:00:32	0:14:21	0:06:05
Friday, August 17, 2018	0:14:02	0:45:05	0:28:17
Monday, August 20, 2018*	0:04:39	0:31:48	0:22:56
Tuesday, August 21, 2018*	0:00:13	0:11:36	0:05:31
Wednesday, August 22, 2018*	0:05:37	1:03:24	0:46:18
Thursday, August 23, 2018*	0:04:52	0:35:55	0:25:06
Friday, August 24, 2018*	0:04:21	1:18:17	0:57:43
Monday, August 27, 2018	0:03:47	0:46:31	0:36:08
Tuesday, August 28, 2018	0:00:15	0:16:09	0:06:32
Wednesday, August 29, 2018	0:00:47	0:17:10	0:06:29
Thursday, August 30, 2018	0:00:12	0:09:33	0:03:16
Friday, August 31, 2018	0:02:42	0:23:34	0:14:39

\*Cheque issue week

# Daily Contact Centre Wait Times

September 2018

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, September 3, 2018 - STAT	-	-	-	-	-
Tuesday, September 4, 2018	0:16:05	1:17:52	<b>0:51:20</b>	10.6%	2.7%
Wednesday, September 5, 2018	0:00:08	0:26:09	<b>0:12:28</b>	28.4%	23.6%
Thursday, September 6, 2018	0:00:34	0:15:15	<b>0:06:17</b>	75.5%	71.4%
Friday, September 7, 2018	0:04:20	0:45:27	<b>0:27:08</b>	9.9%	4.1%
Monday, September 10, 2018	0:04:03	0:35:49	<b>0:23:15</b>	11.5%	4.7%
Tuesday, September 11, 2018	0:00:07	0:12:07	<b>0:03:13</b>	94.7%	90.6%
Wednesday, September 12, 2018	0:00:21	0:13:35	<b>0:03:59</b>	87.4%	83.8%
Thursday, September 13, 2018	0:00:12	0:11:05	<b>0:03:17</b>	94.4%	91.3%
Friday, September 14, 2018	0:03:07	0:32:07	<b>0:18:08</b>	25.1%	18.6%
Monday, September 17, 2018	0:04:04	0:38:43	<b>0:22:19</b>	13.4%	6.7%
Tuesday, September 18, 2018	0:00:07	0:16:18	<b>0:06:08</b>	67.4%	62.9%
Wednesday, September 19, 2018	0:00:07	0:21:31	<b>0:04:25</b>	84.9%	81.5%
Thursday, September 20, 2018	0:00:07	0:12:19	<b>0:03:57</b>	91.0%	87.7%
Friday, September 21, 2018	0:01:13	0:15:44	<b>0:08:07</b>	66.6%	61.9%
Monday, September 24, 2018*	0:01:01	0:25:54	<b>0:13:07</b>	28.2%	23.4%
Tuesday, September 25, 2018*	0:00:05	0:21:36	<b>0:06:07</b>	73.2%	70.6%
Wednesday, September 26, 2018*	0:04:11	0:53:37	<b>0:34:34</b>	9.9%	3.1%
Thursday, September 27, 2018*	0:01:28	0:25:51	<b>0:13:28</b>	32.3%	27.9%
Friday, September 28, 2018*	0:03:24	1:02:50	<b>0:35:37</b>	11.6%	4.0%

\*Cheque issue week

Definition of Terms	
Shortest Average Wait Time	Shortest average time between when the call was received and the caller was connected to staff (data collected in 15 minute intervals)
Longest Average Wait Time	Longest average time between when the call was received and the caller was connected to staff (data collected in 15 minute intervals)
Average Wait Time	The average amount of time between when the call was received and the caller was connected to staff
Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes

# Daily Contact Centre Wait Times

October 2018

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, October 1, 2018	0:04:46	1:07:21	<b>0:44:55</b>	10.9%	3.3%
Tuesday, October 2, 2018	0:03:13	0:26:17	<b>0:14:13</b>	22.5%	18.1%
Wednesday, October 3, 2018	0:00:51	0:26:00	<b>0:10:58</b>	50.5%	46.3%
Thursday, October 4, 2018	0:00:06	0:11:07	<b>0:03:52</b>	92.7%	90.1%
Friday, October 5, 2018	0:02:35	0:33:41	<b>0:17:04</b>	26.7%	21.5%
Monday, October 8, 2018 - STAT	-	-	-	-	-
Tuesday, October 9, 2018	0:04:02	0:36:49	<b>0:22:26</b>	10.0%	4.3%
Wednesday, October 10, 2018	0:03:47	0:20:16	<b>0:12:07</b>	39.8%	35.2%
Thursday, October 11, 2018	0:00:08	0:23:53	<b>0:10:12</b>	46.1%	41.3%
Friday, October 12, 2018	0:03:36	0:46:24	<b>0:29:50</b>	11.6%	4.2%
Monday, October 15, 2018	0:04:27	1:01:21	<b>0:38:04</b>	11.1%	2.9%
Tuesday, October 16, 2018	0:00:29	0:17:09	<b>0:06:34</b>	81.7%	77.9%
Wednesday, October 17, 2018	0:00:43	0:14:57	<b>0:05:39</b>	88.8%	84.2%
Thursday, October 18, 2018	0:00:09	0:35:40	<b>0:14:50</b>	27.9%	23.4%
Friday, October 19, 2018	0:08:58	0:35:29	<b>0:20:44</b>	15.3%	9.4%
Monday, October 22, 2018*	0:04:29	0:46:28	<b>0:31:05</b>	9.4%	2.8%
Tuesday, October 23, 2018*	0:00:38	0:13:28	<b>0:07:36</b>	65.2%	61.2%
Wednesday, October 24, 2018*	0:10:31	0:54:06	<b>0:39:13</b>	10.9%	3.1%
Thursday, October 25, 2018*	0:04:09	0:31:13	<b>0:20:48</b>	9.3%	3.5%
Friday, October 26, 2018*	0:04:47	0:56:51	<b>0:41:23</b>	10.2%	2.5%
Monday, October 29, 2018	0:04:14	0:48:28	<b>0:35:04</b>	9.8%	3.4%
Tuesday, October 30, 2018	0:02:48	0:13:53	<b>0:09:03</b>	57.3%	52.5%
Wednesday, October 31, 2018	0:00:17	0:08:08	<b>0:03:34</b>	97.5%	95.9%

\*Cheque issue week

Definition of Terms	
Shortest Average Wait Time	Shortest average time between when the call was received and the caller was connected to staff (data collected in 15 minute intervals)
Longest Average Wait Time	Longest average time between when the call was received and the caller was connected to staff (data collected in 15 minute intervals)
Average Wait Time	The average amount of time between when the call was received and the caller was connected to staff
Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes

# Daily Contact Centre Wait Times

November 2018

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Thursday, November 1, 2018	0:00:26	0:11:30	<b>0:03:07</b>	92.7%	90.9%
Friday, November 2, 2018	0:03:45	0:33:04	<b>0:21:48</b>	8.0%	3.5%
Monday, November 5, 2018	0:03:24	0:44:36	<b>0:32:13</b>	8.6%	3.5%
Tuesday, November 6, 2018	0:00:25	0:14:02	<b>0:06:27</b>	69.1%	66.8%
Wednesday, November 7, 2018	0:00:07	0:19:56	<b>0:08:08</b>	66.0%	62.7%
Thursday, November 8, 2018	0:00:09	0:14:29	<b>0:07:10</b>	71.3%	68.2%
Friday, November 9, 2018	0:02:37	0:50:47	<b>0:26:09</b>	16.2%	7.2%
Monday, November 12, 2018 - STAT	-	-	-	-	-
Tuesday, November 13, 2018	0:15:20	1:23:01	<b>0:57:08</b>	16.6%	2.4%
Wednesday, November 14, 2018	0:00:29	0:23:28	<b>0:12:43</b>	39.0%	33.4%
Thursday, November 15, 2018	0:03:06	0:20:24	<b>0:13:42</b>	14.1%	8.3%
Friday, November 16, 2018	0:03:06	0:34:05	<b>0:18:04</b>	14.9%	8.3%
Monday, November 19, 2018*	0:01:39	0:33:09	<b>0:18:58</b>	17.5%	10.2%
Tuesday, November 20, 2018*	0:00:11	0:14:18	<b>0:05:08</b>	90.1%	87.6%
Wednesday, November 21, 2018*	0:03:16	1:02:13	<b>0:43:53</b>	14.6%	3.2%
Thursday, November 22, 2018*	0:04:15	0:38:56	<b>0:25:53</b>	12.3%	4.8%
Friday, November 23, 2018*	0:03:49	1:14:16	<b>0:46:50</b>	14.8%	2.9%
Monday, November 26, 2018	0:03:39	0:48:13	<b>0:34:20</b>	13.4%	5.2%
Tuesday, November 27, 2018	0:00:57	0:16:30	<b>0:09:07</b>	57.4%	53.2%
Wednesday, November 28, 2018	0:00:11	0:12:30	<b>0:05:20</b>	86.8%	84.4%
Thursday, November 29, 2018	0:00:07	0:13:04	<b>0:03:21</b>	90.3%	88.2%
Friday, November 30, 2018	0:01:24	0:16:53	<b>0:10:11</b>	42.1%	37.8%

\*Cheque issue week

Definition of Terms	
Shortest Average Wait Time	Shortest average time between when the call was received and the caller was connected to staff (data collected in 15 minute intervals)
Longest Average Wait Time	Longest average time between when the call was received and the caller was connected to staff (data collected in 15 minute intervals)
Average Wait Time	The average amount of time between when the call was received and the caller was connected to staff
Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes



# Daily Contact Centre Wait Times

December 2018

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, December 3, 2018	0:01:44	0:24:10	<b>0:16:08</b>	21.2%	13.1%
Tuesday, December 4, 2018	0:03:08	0:19:02	<b>0:09:45</b>	52.9%	47.3%
Wednesday, December 5, 2018	0:00:06	0:10:37	<b>0:05:43</b>	93.9%	89.9%
Thursday, December 6, 2018	0:00:30	0:09:27	<b>0:04:02</b>	92.9%	90.2%
Friday, December 7, 2018	0:00:35	0:19:36	<b>0:09:12</b>	55.6%	51.4%
Monday, December 10, 2018	0:03:13	0:32:00	<b>0:22:17</b>	12.2%	5.1%
Tuesday, December 11, 2018	0:00:31	0:11:40	<b>0:05:55</b>	81.2%	78.0%
Wednesday, December 12, 2018	0:00:06	0:13:11	<b>0:04:22</b>	83.9%	81.4%
Thursday, December 13, 2018	0:00:06	0:15:35	<b>0:05:51</b>	87.1%	84.9%
Friday, December 14, 2018	0:00:18	0:19:58	<b>0:08:01</b>	69.3%	65.5%
Monday, December 17, 2018*	0:00:31	0:25:31	<b>0:15:38</b>	16.4%	10.6%
Tuesday, December 18, 2018*	0:00:08	0:26:01	<b>0:10:11</b>	61.6%	56.8%
Wednesday, December 19, 2018*	0:03:55	1:01:49	<b>0:44:32</b>	13.8%	2.9%
Thursday, December 20, 2018*	0:03:24	0:20:34	<b>0:12:08</b>	30.0%	26.0%
Friday, December 21, 2018*	0:03:31	0:47:34	<b>0:32:29</b>	11.7%	3.4%
Monday, December 24, 2018	0:00:05	0:24:24	<b>0:04:40</b>	92.2%	90.5%
Tuesday, December 25, 2018 - STAT	-	-	-	-	-
Wednesday, December 26, 2018 - STAT	-	-	-	-	-
Thursday, December 27, 2018	0:00:11	0:10:41	<b>0:03:02</b>	95.6%	93.2%
Friday, December 28, 2018	0:00:16	0:18:32	<b>0:07:03</b>	68.1%	65.7%
Monday, December 31, 2018	0:00:13	0:11:23	<b>0:03:40</b>	91.4%	88.8%

\*Cheque issue week

Definition of Terms	
Shortest Average Wait Time	Shortest average time between when the call was received and the caller was connected to staff (data collected in 15 minute intervals)
Longest Average Wait Time	Longest average time between when the call was received and the caller was connected to staff (data collected in 15 minute intervals)
Average Wait Time	The average amount of time between when the call was received and the caller was connected to staff
Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes