

Annual Report - Contact Centre Wait Times

Fiscal year ending **March 31, 2020**

The Ministry has prepared this statement, for the fiscal period April 01, 2019 to March 31, 2020, as a response to the Office of the Ombudsperson's Holding Pattern: Call Wait Time for Income and Disability Assistance report, released April 2018.

As of April 2018, the Ministry has publicly published monthly Daily Contact Centre Wait Times (Call Wait Time) reports (Appendix A), per the Ombudsperson's Recommendation 1. These monthly Call Wait Time reports are used to calculate the service standards for Recommendation 3 of the Ombudsperson's report. The Ministry asserts that the results disclosed in the monthly Call Wait Time reports, calculated and summarized from the call data information, are complete and accurate.

The Ministry's published monthly Call Wait Time reports include:

1. the daily averages for shortest wait time;
2. the daily averages for longest wait time;
3. the average wait time based on data collected in 15-minute intervals;
4. the daily percentage of calls answered within 10 minutes; and
5. the percentage of calls answered or abandoned within 10 minutes.

Per the Ombudsperson's report, the Ministry has contracted MNP LLP to perform an independent performance audit.



David Galbraith, Deputy Minister

September 10, 2020

Date



Debi Upton, Assistant Deputy Minister,
Service Delivery Division

September 8, 2020

Date

Independent Practitioner's Reasonable Assurance Report on the Ministry's Call Wait Time Reports

To the Minister of Social Development and Poverty Reduction:

We have undertaken a reasonable assurance engagement of the accompanying statement and assertion from The Ministry of Social Development and Poverty Reduction ("The Ministry") on the Daily Contact Centre Wait Times reports ("Call Wait Time Reports", or "Subject Matter") for the period April 01, 2019 to March 31, 2020.

The Ministry has asserted that the results disclosed in the monthly Call Wait Time Reports, which are calculated and summarized from call data information, are complete and accurate. Our engagement was performed in accordance with the criteria defined by the Ministry, i.e., whether the following five metrics included in the Ministry's Call Wait Time Reports are complete and accurate ("the criteria"):

- Average Wait Time: The average amount of time between when the call was received, and the caller was connected to staff;
- 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); and
- Service Level% #1: the daily percentage of calls answered within 10 minutes; and
- Service Level% #2: the percentage of calls answered or abandoned within 10 minutes.

Ministry's Responsibility

The Ministry is identified as the responsible party and evaluator. It is responsible for the Call Wait Time Reports, for selecting the applicable criteria used and evaluating the Call Wait Time Reports against the applicable criteria. The Ministry is also responsible for such internal controls as it determines necessary to enable the preparation of Call Wait Time Reports such that the reports are free from material misstatement, whether due to fraud or error.

Our Responsibility

Our responsibility is to express a reasonable assurance opinion on the Ministry's assertion based on the evidence we have obtained. We conducted our reasonable assurance engagement in accordance with Canadian Standards on Assurance Engagements 3000, *Attestation engagements other than audits or reviews of historical financial information* as set out in the Chartered Professional Accountants (CPA) Handbook - Assurance. This standard requires that we plan and perform this engagement to obtain reasonable assurance about whether the Call Wait Time Reports are free from material misstatement.

Reasonable assurance is a high level of assurance but is not a guarantee that an engagement conducted in accordance with this standard will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the decisions of users of our report. The nature, timing and extent of procedures selected depends on our professional judgment, including an assessment of the risk of material misstatement, whether due to fraud or error, and involves obtaining evidence about the preparation of the Call Wait Time Reports in accordance with the applicable criteria.

Our audit involves performing procedures to obtain evidence about the fairness of the Call Wait Time Reports based on the criteria and the suitability of the design of the Ministry's internal controls to meet the applicable criteria. Our procedures included:

1. assessing the risk that the Call Wait Time Reports is not fairly presented, and that the controls were not suitably designed to meet the applicable criteria,
2. testing the design of those controls that we consider necessary to provide reasonable assurance that the applicable criteria were met, and
3. evaluating the overall presentation of the Call Wait Time Reports.

We believe the evidence obtained is sufficient and appropriate to provide a basis for our opinion.

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the Chartered Professional Accountants of British Columbia's (CPABC) Code of Professional Conduct, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies Canadian Standard on Quality Control 1, *Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance Engagements* and, accordingly, maintains a comprehensive system of quality control, including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Opinion

In our opinion, the Call Wait Time Reports of the Ministry for the period from April 01, 2019 to March 31, 2020, are prepared, in all material respects, in accordance with the criteria.

Restricted Use

Our reasonable assurance report has been prepared to report to the Ministry to assist in determining whether the Subject Matter has complied with the criteria. As a result, our reasonable assurance report may not be suitable for another purpose or another party.

If any unauthorized party obtains this report, such party agrees that any use of the report, in whole or in part, is their sole responsibility and at their sole and exclusive risk; that they may not rely on the report; that they do not acquire any rights as a result of such access and that MNP LLP does not assume any duty, obligation, responsibility or liability to them.

Victoria, British Columbia

September 4, 2020

MNP LLP

Chartered Professional Accountants

Appendix A – April 2019-March 2020 Daily Contact Centre Wait Times

These reports can be found in their original formats on the Ministry Reports page:

<https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/social-development-poverty-reduction/ministry-reports>

Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

April 2019

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, April 1, 2019	0:02:29	0:27:41	0:15:04	23.1%	20.1%
Tuesday, April 2, 2019	0:00:16	0:09:57	0:03:38	95.3%	93.6%
Wednesday, April 3, 2019	0:00:08	0:06:18	0:01:31	98.8%	95.3%
Thursday, April 4, 2019	0:00:08	0:05:13	0:01:19	98.6%	96.6%
Friday, April 5, 2019	0:00:12	0:15:03	0:03:51	91.0%	89.1%
Monday, April 8, 2019	0:00:11	0:20:23	0:09:40	55.3%	52.9%
Tuesday, April 9, 2019	0:00:05	0:09:38	0:03:32	96.2%	94.5%
Wednesday, April 10, 2019	0:00:05	0:13:39	0:03:39	89.8%	88.3%
Thursday, April 11, 2019	0:00:07	0:10:15	0:03:48	94.5%	92.8%
Friday, April 12, 2019	0:00:38	0:13:01	0:04:49	92.0%	89.5%
Monday, April 15, 2019	0:00:18	0:20:35	0:08:48	70.2%	67.8%
Tuesday, April 16, 2019	0:00:06	0:08:45	0:03:33	97.5%	95.6%
Wednesday, April 17, 2019	0:00:09	0:05:12	0:01:37	99.0%	97.2%
Thursday, April 18, 2019	0:01:15	0:16:12	0:06:31	73.0%	70.8%
Friday, April 19, 2019 - STAT	-	-	-	-	-
Monday, April 22, 2019 - STAT	-	-	-	-	-
Tuesday, April 23, 2019*	0:04:46	1:40:01	1:15:12	9.4%	2.7%
Wednesday, April 24, 2019*	0:00:19	1:08:22	0:48:01	11.4%	6.0%
Thursday, April 25, 2019*	0:00:11	0:51:43	0:31:08	12.7%	8.3%
Friday, April 26, 2019*	0:03:39	1:03:53	0:42:53	8.9%	3.5%
Monday, April 29, 2019	0:02:52	0:41:41	0:27:11	8.4%	4.4%
Tuesday, April 30, 2019	0:02:27	0:11:38	0:07:01	80.7%	78.5%

*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



Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

May 2019

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Wednesday, May 1, 2019	0:00:06	0:11:05	0:04:18	87.9%	86.4%
Thursday, May 2, 2019	0:00:10	0:19:45	0:05:20	84.1%	82.2%
Friday, May 3, 2019	0:01:26	0:24:22	0:10:35	52.1%	50.3%
Monday, May 6, 2019	0:01:04	0:20:18	0:11:08	35.2%	32.5%
Tuesday, May 7, 2019	0:00:07	0:07:08	0:02:02	98.4%	97.0%
Wednesday, May 8, 2019	0:00:06	0:11:02	0:02:30	93.4%	91.9%
Thursday, May 9, 2019	0:00:07	0:09:10	0:03:02	95.9%	94.3%
Friday, May 10, 2019	0:00:06	0:12:11	0:04:08	90.8%	89.2%
Monday, May 13, 2019	0:00:10	0:15:58	0:06:23	75.2%	73.2%
Tuesday, May 14, 2019	0:00:06	0:09:40	0:02:22	97.4%	96.3%
Wednesday, May 15, 2019	0:00:12	0:08:45	0:03:56	96.1%	94.6%
Thursday, May 16, 2019	0:00:06	0:07:21	0:02:48	98.7%	97.1%
Friday, May 17, 2019	0:00:13	0:08:18	0:03:45	97.9%	96.0%
Monday, May 20, 2019 - STAT	-	-	-	-	-
Tuesday, May 21, 2019*	0:03:02	0:51:16	0:30:55	9.0%	4.2%
Wednesday, May 22, 2019*	0:00:59	0:50:56	0:33:33	13.2%	8.5%
Thursday, May 23, 2019*	0:00:07	0:23:02	0:11:40	37.7%	35.5%
Friday, May 24, 2019*	0:03:25	0:50:03	0:32:44	8.2%	4.0%
Monday, May 27, 2019	0:03:02	0:25:49	0:16:34	14.4%	11.1%
Tuesday, May 28, 2019	0:01:32	0:14:14	0:06:46	79.1%	77.3%
Wednesday, May 29, 2019	0:01:01	0:12:14	0:04:47	89.3%	87.5%
Thursday, May 30, 2019	0:00:08	0:10:59	0:03:16	94.7%	93.3%
Friday, May 31, 2019	0:00:16	0:12:08	0:06:28	78.3%	76.1%

*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

June 2019

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, June 3, 2019	0:02:43	0:31:51	0:16:55	16.5%	12.6%
Tuesday, June 4, 2019	0:00:22	0:17:40	0:06:07	79.3%	77.0%
Wednesday, June 5, 2019	0:00:08	0:11:45	0:04:35	90.9%	89.4%
Thursday, June 6, 2019	0:00:09	0:20:29	0:06:57	76.6%	74.3%
Friday, June 7, 2019	0:02:11	0:20:36	0:10:25	51.3%	48.9%
Monday, June 10, 2019	0:00:19	0:23:46	0:12:55	27.6%	25.2%
Tuesday, June 11, 2019	0:00:07	0:11:55	0:02:57	93.1%	91.5%
Wednesday, June 12, 2019	0:00:06	0:06:31	0:02:35	96.9%	95.4%
Thursday, June 13, 2019	0:00:12	0:12:01	0:04:15	92.2%	90.4%
Friday, June 14, 2019	0:00:16	0:16:29	0:06:18	76.1%	74.0%
Monday, June 17, 2019	0:01:44	0:27:13	0:12:22	42.1%	39.1%
Tuesday, June 18, 2019	0:00:23	0:17:17	0:04:18	87.4%	85.5%
Wednesday, June 19, 2019	0:00:20	0:17:07	0:04:26	88.9%	87.1%
Thursday, June 20, 2019	0:00:12	0:18:24	0:04:06	85.3%	83.8%
Friday, June 21, 2019	0:00:19	0:16:46	0:05:39	85.9%	83.9%
Monday, June 24, 2019*	0:01:05	0:15:54	0:07:10	77.2%	75.1%
Tuesday, June 25, 2019*	0:00:05	0:20:13	0:05:29	80.4%	78.6%
Wednesday, June 26, 2019*	0:00:06	0:42:24	0:27:08	16.1%	12.3%
Thursday, June 27, 2019*	0:00:06	0:28:19	0:11:56	37.8%	35.4%
Friday, June 28, 2019*	0:03:13	0:41:49	0:26:28	9.5%	5.4%

*Cheque issue week

Definition of Terms	
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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



Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

July 2019

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, July 1, 2019 - STAT	-	-	-	-	-
Tuesday, July 2, 2019	0:03:22	1:04:07	0:44:56	9.3%	3.3%
Wednesday, July 3, 2019	0:03:04	0:27:51	0:12:50	32.3%	29.5%
Thursday July 4, 2019	0:02:07	0:23:55	0:11:49	47.8%	44.8%
Friday, July 5, 2019	0:02:22	0:40:45	0:22:22	8.7%	5.5%
Monday, July 8, 2019	0:02:46	0:35:49	0:19:16	8.3%	5.2%
Tuesday, July 9, 2019	0:00:19	0:17:21	0:06:57	75.6%	73.6%
Wednesday, July 10, 2019	0:00:09	0:19:38	0:05:43	81.5%	79.9%
Thursday, July 11, 2019	0:00:24	0:21:37	0:05:26	82.5%	81.0%
Friday, July 12, 2019	0:02:00	0:22:13	0:11:51	42.2%	39.6%
Monday, July 15, 2019	0:02:46	0:31:29	0:17:23	20.7%	17.3%
Tuesday, July 16, 2019	0:00:10	0:14:18	0:06:58	77.5%	74.9%
Wednesday, July 17, 2019	0:00:09	0:14:41	0:06:18	77.3%	75.1%
Thursday, July 18, 2019	0:00:08	0:17:13	0:06:19	74.2%	72.3%
Friday, July 19, 2019	0:02:55	0:51:21	0:28:42	8.6%	4.5%
Monday, July 22, 2019*	0:03:16	0:23:36	0:15:13	11.5%	9.1%
Tuesday, July 23, 2019*	0:01:38	0:19:51	0:09:15	61.0%	58.8%
Wednesday, July 24, 2019*	0:00:15	0:51:01	0:30:40	14.0%	9.9%
Thursday, July 25, 2019*	0:00:07	0:26:27	0:13:52	35.7%	33.4%
Friday, July 26, 2019*	0:03:16	0:47:19	0:28:32	8.8%	4.6%
Monday, July 29, 2019	0:03:18	0:45:50	0:28:14	9.8%	5.6%
Tuesday, July 30, 2019	0:02:49	0:26:53	0:13:10	38.2%	36.0%
Wednesday, July 31, 2019	0:00:15	0:16:58	0:07:29	71.9%	70.1%

*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



Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

August 2019

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Thursday, August 1, 2019	0:02:39	0:23:10	0:09:50	53.0%	51.0%
Friday, August 2, 2019	0:02:52	0:53:20	0:30:38	8.2%	4.2%
Monday, August 5, 2019 – STAT	–	–	–	–	–
Tuesday, August 6, 2019	0:03:41	1:20:30	0:59:40	9.6%	2.5%
Wednesday, August 7, 2019	0:03:18	0:45:42	0:26:11	8.4%	4.0%
Thursday, August 8, 2019	0:01:47	0:26:47	0:13:33	32.3%	29.7%
Friday, August 9, 2019	0:01:38	0:41:03	0:21:54	24.4%	20.7%
Monday, August 12, 2019	0:03:03	1:06:18	0:39:31	8.5%	3.6%
Tuesday, August 13, 2019	0:02:19	0:20:57	0:11:42	33.7%	30.6%
Wednesday, August 14, 2019	0:00:21	0:19:44	0:08:51	56.0%	54.2%
Thursday, August 15, 2019	0:00:09	0:08:50	0:04:50	94.4%	92.2%
Friday, August 16, 2019	0:02:14	0:33:55	0:21:38	14.5%	10.4%
Monday, August 19, 2019*	0:03:03	0:34:51	0:22:51	8.9%	5.2%
Tuesday, August 20, 2019*	0:00:19	0:16:11	0:05:37	84.8%	83.3%
Wednesday, August 21, 2019*	0:00:10	0:43:50	0:27:14	15.0%	11.0%
Thursday, August 22, 2019*	0:00:08	0:21:52	0:10:08	48.0%	45.8%
Friday, August 23, 2019*	0:02:47	0:24:34	0:15:50	14.5%	10.5%
Monday, August 26, 2019	0:02:47	0:38:41	0:24:34	9.7%	5.8%
Tuesday, August 27, 2019	0:00:07	0:13:44	0:06:02	82.0%	80.7%
Wednesday, August 28, 2019	0:00:08	0:09:33	0:04:23	95.4%	93.8%
Thursday, August 29, 2019	0:00:15	0:13:30	0:04:45	86.0%	84.6%
Friday, August 30, 2019	0:03:16	0:39:51	0:24:04	8.1%	4.2%

*Cheque issue week

Definition of Terms

Average Wait Time	The average amount of time between when the call was received and the caller was connected to staff
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)
Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes



Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

September 2019

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, September 2, 2019 – STAT	–	–	–	–	–
Tuesday, September 3, 2019	0:03:34	1:03:31	0:43:52	8.0%	2.0%
Wednesday, September 4, 2019	0:01:21	0:19:56	0:08:11	63.6%	61.6%
Thursday, September 5, 2019	0:01:50	0:25:44	0:13:17	34.4%	31.5%
Friday, September 6, 2019	0:01:56	0:32:07	0:19:35	15.4%	11.4%
Monday, September 9, 2019	0:02:55	0:45:09	0:30:52	8.6%	4.3%
Tuesday, September 10, 2019	0:00:45	0:14:23	0:06:48	74.1%	72.0%
Wednesday, September 11, 2019	0:00:07	0:11:36	0:03:00	92.6%	91.4%
Thursday, September 12, 2019	0:00:08	0:16:33	0:05:05	82.4%	80.5%
Friday, September 13, 2019	0:00:13	0:14:37	0:07:56	69.6%	67.6%
Monday, September 16, 2019	0:02:48	0:28:00	0:16:52	10.6%	7.5%
Tuesday, September 17, 2019	0:00:15	0:22:23	0:10:40	37.3%	35.0%
Wednesday, September 18, 2019	0:00:19	0:12:39	0:04:45	91.4%	90.0%
Thursday, September 19, 2019	0:00:25	0:13:44	0:05:10	86.3%	84.8%
Friday, September 20, 2019	0:02:30	0:22:09	0:10:08	50.3%	47.6%
Monday, September 23, 2019*	0:00:29	0:16:36	0:06:34	81.6%	80.1%
Tuesday, September 24, 2019*	0:00:06	0:16:53	0:05:42	74.3%	72.8%
Wednesday, September 25, 2019*	0:00:07	0:37:38	0:23:13	23.3%	19.5%
Thursday, September 26, 2019*	0:00:07	0:25:41	0:11:32	37.5%	35.3%
Friday, September 27, 2019*	0:03:37	0:45:50	0:32:30	7.9%	2.9%
Monday, September 30, 2019	0:03:20	0:42:32	0:30:49	8.1%	3.2%

*Cheque issue week

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Average Wait Time	The average amount of time between when the call was received and the caller was connected to staff
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)
Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes



Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

October 2019

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Tuesday, October 1, 2019	0:02:28	0:17:59	0:07:53	75.7%	74.1%
Wednesday, October 2, 2019	0:00:06	0:18:40	0:08:35	62.2%	60.2%
Thursday, October 03, 2019	0:00:08	0:15:52	0:04:29	87.1%	85.7%
Friday, October 4, 2019	0:00:31	0:19:29	0:07:37	64.6%	62.9%
Monday, October 7, 2019	0:00:11	0:25:32	0:13:49	16.8%	14.5%
Tuesday, October 8, 2019	0:00:09	0:12:36	0:04:25	85.1%	83.6%
Wednesday, October 9, 2019	0:00:06	0:13:46	0:05:38	76.6%	75.0%
Thursday, October 10, 2019	0:00:07	0:18:25	0:05:13	84.3%	81.9%
Friday, October 11, 2019	0:03:00	0:25:46	0:13:50	19.5%	17.2%
Monday, October 14, 2019 - STAT	-	-	-	-	-
Tuesday, October 15, 2019	0:02:55	0:55:50	0:37:33	8.2%	3.5%
Wednesday, October 16, 2019	0:01:05	0:14:26	0:07:42	71.3%	69.4%
Thursday, October 17, 2019	0:00:06	0:14:09	0:05:49	77.1%	75.4%
Friday, October 18, 2019	0:02:46	0:36:10	0:20:48	9.4%	5.0%
Monday, October 21, 2019*	0:02:30	0:31:57	0:16:47	11.3%	8.7%
Tuesday, October 22, 2019*	0:00:29	0:19:49	0:09:08	55.4%	51.9%
Wednesday, October 23, 2019*	0:00:08	0:44:33	0:22:06	17.8%	10.2%
Thursday, October 24, 2019*	0:00:07	0:17:20	0:08:18	57.8%	55.1%
Friday, October 25, 2019*	0:02:22	0:57:15	0:35:56	13.9%	4.7%
Monday, October 28, 2019	0:02:38	0:56:11	0:35:13	13.8%	5.4%
Tuesday, October 29, 2019	0:01:00	0:11:49	0:05:13	91.8%	89.8%
Wednesday, October 30, 2019	0:00:14	0:12:07	0:04:12	94.1%	92.7%
Thursday, October 31, 2019	0:00:06	0:05:03	0:01:24	99.0%	98.4%

*Cheque issue week

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Average Wait Time	The average amount of time between when the call was received and the caller was connected to staff
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)
Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes



Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

November 2019

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Friday, November 1, 2019	0:01:15	0:30:07	0:14:01	28.7%	26.1%
Monday, November 4, 2019	0:02:04	0:37:32	0:23:26	14.2%	10.8%
Tuesday, November 5, 2019	0:00:07	0:13:16	0:05:06	82.3%	80.6%
Wednesday, November 6, 2019	0:00:17	0:12:23	0:04:40	91.2%	89.9%
Thursday, November 7, 2019	0:00:25	0:13:25	0:04:40	86.0%	84.9%
Friday, November 8, 2019	0:03:09	0:45:42	0:24:59	9.2%	5.4%
Monday, November 11, 2019 - STAT	–	–	–	–	–
Tuesday, November 12, 2019	0:02:49	1:11:13	0:48:13	8.7%	3.2%
Wednesday, November 13, 2019	0:03:11	0:39:02	0:26:21	6.3%	2.0%
Thursday, November 14, 2019	0:03:22	0:27:01	0:16:27	8.7%	6.1%
Friday, November 15, 2019	0:03:10	0:58:40	0:35:00	10.2%	4.9%
Monday, November 18, 2019*	0:02:57	0:32:03	0:17:47	14.8%	11.3%
Tuesday, November 19, 2019*	0:00:06	0:20:40	0:10:06	46.4%	44.2%
Wednesday, November 20, 2019*	0:00:06	0:26:03	0:13:37	28.9%	26.9%
Thursday, November 21, 2019*	0:00:05	0:07:19	0:02:39	98.4%	97.4%
Friday, November 22, 2019*	0:02:20	0:27:49	0:16:12	14.8%	12.9%
Monday, November 25, 2019	0:02:27	0:36:43	0:16:37	21.6%	18.5%
Tuesday, November 26, 2019	0:00:05	0:10:00	0:02:44	96.4%	95.2%
Wednesday, November 27, 2019	0:00:05	0:10:00	0:02:53	96.3%	95.0%
Thursday, November 28, 2019	0:00:05	0:12:47	0:03:20	84.2%	82.8%
Friday, November 29, 2019	0:00:26	0:23:46	0:10:39	49.8%	47.4%

*Cheque issue week

Definition of Terms	
Average Wait Time	The average amount of time between when the call was received and the caller was connected to staff
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)
Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes



Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

December 2019

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, December 2, 2019	0:02:05	0:26:09	0:14:13	28.5%	25.8%
Tuesday, December 3, 2019	0:00:14	0:15:25	0:05:08	84.6%	82.9%
Wednesday, December 4, 2019	0:00:07	0:21:53	0:05:26	85.2%	83.3%
Thursday, December 5, 2019	0:00:06	0:06:34	0:02:07	98.9%	97.7%
Friday, December 6, 2019	0:00:19	0:23:32	0:09:18	54.7%	52.2%
Monday, December 9, 2019	0:00:52	0:26:41	0:14:40	19.4%	16.3%
Tuesday, December 10, 2019	0:00:06	0:09:48	0:02:37	95.9%	94.4%
Wednesday, December 11, 2019	0:00:06	0:11:42	0:02:58	92.8%	91.7%
Thursday, December 12, 2019	0:00:06	0:12:19	0:02:58	91.9%	90.6%
Friday, December 13, 2019	0:00:06	0:10:28	0:03:02	96.0%	94.9%
Monday, December 16, 2019	0:00:07	0:11:59	0:05:06	87.1%	85.3%
Tuesday, December 17, 2019	0:00:04	0:11:35	0:05:09	90.5%	88.7%
Wednesday, December 18, 2019*	0:00:06	0:44:10	0:26:13	13.0%	9.4%
Thursday, December 19, 2019	0:00:06	0:19:11	0:08:34	63.4%	61.2%
Friday, December 20, 2019	0:02:34	0:41:27	0:25:19	8.0%	4.5%
Monday, December 23, 2019	0:02:22	0:25:45	0:13:54	29.2%	26.4%
Tuesday, December 24, 2019	0:00:05	0:00:52	0:00:11	100.0%	99.5%
Wednesday, December 25, 2019 – STAT	–	–	–	–	–
Thursday, December 26, 2019 – STAT	–	–	–	–	–
Friday, December 27, 2019	0:00:07	0:13:02	0:04:48	81.6%	80.4%
Monday, December 30, 2019	0:02:06	0:29:03	0:14:36	33.7%	31.7%
Tuesday, December 31, 2019	0:00:06	0:10:18	0:03:19	94.4%	92.9%

*Cheque issue week

Definition of Terms

Average Wait Time	The average amount of time between when the call was received and the caller was connected to staff
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)
Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes



Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

January 2020

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Thursday, January 2, 2020	0:00:07	0:11:15	0:04:10	93.5%	90.7%
Friday, January 3, 2020	0:01:43	0:25:53	0:12:30	41.6%	37.8%
Monday, January 6, 2020	0:02:51	0:42:20	0:26:28	10.0%	4.1%
Tuesday, January 7, 2020	0:00:34	0:19:10	0:08:13	63.0%	60.9%
Wednesday, January 8, 2020	0:00:06	0:07:54	0:03:06	98.0%	96.3%
Thursday, January 9, 2020	0:00:05	0:08:48	0:02:09	98.4%	97.5%
Friday, January 10, 2020	0:00:06	0:25:14	0:06:48	71.8%	70.3%
Monday, January 13, 2020	0:02:28	0:37:05	0:25:54	8.7%	4.8%
Tuesday, January 14, 2020	0:00:06	0:11:19	0:04:12	92.5%	91.3%
Wednesday, January 15, 2020	0:00:54	0:20:25	0:07:08	70.4%	67.2%
Thursday, January 16, 2020	0:00:06	0:11:59	0:03:22	91.0%	88.4%
Friday, January 17, 2020	0:01:20	0:23:59	0:12:30	39.1%	36.1%
Monday, January 20, 2020*	0:00:52	0:14:45	0:05:33	89.9%	88.5%
Tuesday, January 21, 2020*	0:00:05	0:16:23	0:06:40	63.8%	62.0%
Wednesday, January 22, 2020*	0:05:12	0:29:39	0:17:37	19.1%	15.8%
Thursday, January 23, 2020*	0:00:05	0:17:41	0:06:04	75.0%	73.5%
Friday, January 24, 2020*	0:02:39	0:38:58	0:21:33	8.7%	5.8%
Monday, January 27, 2020	0:02:31	0:25:20	0:15:36	12.8%	10.0%
Tuesday, January 28, 2020	0:00:06	0:12:17	0:03:21	93.1%	91.8%
Wednesday, January 29, 2020	0:00:06	0:09:28	0:02:21	96.8%	95.6%
Thursday, January 30, 2020	0:00:06	0:07:03	0:02:24	98.6%	97.5%
Friday, January 31, 2020	0:00:13	0:19:21	0:08:33	60.4%	58.3%

*Cheque issue week

Definition of Terms

Average Wait Time	The average amount of time between when the call was received and the caller was connected to staff
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)
Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes



Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

February 2020

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, February 3, 2020	0:03:23	0:46:27	0:28:44	8.3%	3.7%
Tuesday, February 4, 2020	0:00:47	0:13:48	0:07:23	72.0%	70.1%
Wednesday, February 5, 2020	0:00:30	0:15:12	0:06:37	79.3%	77.5%
Thursday, February 6, 2020	0:00:06	0:12:13	0:04:34	87.3%	86.0%
Friday, February 7, 2020	0:01:53	0:24:51	0:15:11	18.7%	15.4%
Monday, February 10, 2020	0:02:58	0:30:18	0:16:53	12.9%	9.1%
Tuesday, February 11, 2020	0:00:42	0:14:47	0:06:19	77.0%	75.1%
Wednesday, February 12, 2020	0:00:12	0:10:10	0:04:50	92.9%	91.3%
Thursday, February 13, 2020	0:00:06	0:11:12	0:04:36	92.3%	91.1%
Friday, February 14, 2020	0:01:57	0:21:04	0:10:47	49.9%	47.3%
Monday, February 17, 2020 – STAT	–	–	–	–	–
Tuesday, February 18, 2020*	0:04:01	0:45:59	0:34:19	8.6%	3.8%
Wednesday, February 19, 2020*	0:00:05	0:30:34	0:20:21	17.7%	14.5%
Thursday, February 20, 2020*	0:00:06	0:11:57	0:05:09	90.6%	89.3%
Friday, February 21, 2020*	0:02:26	0:45:58	0:27:13	11.3%	7.0%
Monday, February 24, 2020	0:03:25	0:44:27	0:27:25	9.2%	4.8%
Tuesday, February 25, 2020	0:00:15	0:13:36	0:04:02	93.9%	92.4%
Wednesday, February 26, 2020	0:00:13	0:10:07	0:04:19	95.1%	93.5%
Thursday, February 27, 2020	0:00:06	0:11:32	0:03:54	89.6%	88.2%
Friday, February 28, 2020	0:00:07	0:24:27	0:09:27	60.3%	57.7%

*Cheque issue week

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Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes



Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

March 2020

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, March 2, 2020	0:02:51	0:34:09	0:22:57	8.6%	4.9%
Tuesday, March 3, 2020	0:00:09	0:07:59	0:04:31	97.1%	95.5%
Wednesday, March 4, 2020	0:00:06	0:10:48	0:04:28	91.4%	90.1%
Thursday, March 5, 2020	0:00:07	0:11:31	0:05:19	87.3%	85.6%
Friday, March 6, 2020	0:00:06	0:11:47	0:04:55	88.8%	86.9%
Monday, March 9, 2020	0:00:15	0:18:56	0:08:13	65.8%	63.7%
Tuesday, March 10, 2020	0:00:05	0:15:00	0:05:54	79.1%	78.0%
Wednesday, March 11, 2020	0:00:05	0:13:02	0:04:24	92.1%	90.3%
Thursday, March 12, 2020	0:00:09	0:09:07	0:04:10	86.6%	83.4%
Friday, March 13, 2020	0:01:34	0:23:18	0:09:41	58.3%	56.1%
Monday, March 16, 2020	0:01:32	0:33:02	0:18:50	19.0%	15.6%
Tuesday, March 17, 2020	0:02:15	0:22:42	0:09:26	57.9%	55.7%
Wednesday, March 18, 2020	0:03:01	0:39:04	0:23:31	9.3%	5.7%
Thursday, March 19, 2020	0:02:25	0:21:05	0:09:34	59.8%	57.9%
Friday, March 20, 2020	0:01:30	0:42:18	0:23:10	17.2%	14.3%
Monday, March 23, 2020*	0:00:06	0:11:28	0:04:01	91.3%	89.2%
Tuesday, March 24, 2020*	0:01:24	0:10:38	0:04:14	93.8%	91.8%
Wednesday, March 25, 2020*	0:00:06	0:17:28	0:04:42	83.6%	81.6%
Thursday, March 26, 2020*	0:00:06	0:11:36	0:03:04	94.0%	92.5%
Friday, March 27, 2020*	0:00:54	0:23:18	0:08:42	65.0%	63.1%
Monday, March 30, 2020	0:00:12	0:16:35	0:06:55	67.7%	66.2%
Tuesday, March 31, 2020	0:00:06	0:14:56	0:04:10	90.1%	88.6%

*Cheque issue week

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Service Level 2	The percentage of calls answered within 10 minutes

