

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

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

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

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

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

Daily Contact Centre Wait Times

April 2020

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Wednesday, April 01, 2020	0:00:09	0:12:58	0:04:04	91.9%	90.4%
Thursday, April 02, 2020	0:00:06	0:22:18	0:07:44	64.1%	62.5%
Friday, April 03, 2020	0:01:28	0:26:08	0:12:59	47.3%	45.0%
Monday, April 06, 2020	0:02:29	0:56:27	0:30:58	9.7%	6.0%
Tuesday, April 07, 2020	0:00:07	0:21:46	0:09:19	63.2%	61.8%
Wednesday, April 08, 2020	0:00:08	0:12:57	0:04:09	88.6%	87.2%
Thursday, April 09, 2020	0:00:10	0:16:50	0:03:57	87.9%	86.5%
Friday, April 10, 2020 – STAT	–	–	–	–	–
Monday, April 13, 2020– STAT	–	–	–	–	–
Tuesday, April 14, 2020	0:01:42	0:56:11	0:30:23	13.1%	10.3%
Wednesday, April 15, 2020	0:00:07	0:15:34	0:04:42	89.5%	88.6%
Thursday, April 16, 2020	0:00:06	0:11:32	0:02:28	95.6%	94.9%
Friday, April 17, 2020	0:00:06	0:14:28	0:04:27	88.9%	88.1%
Monday, April 20, 2020*	0:00:07	0:06:15	0:03:20	98.8%	97.6%
Tuesday, April 21, 2020*	0:00:06	0:05:50	0:01:38	99.2%	98.5%
Wednesday, April 22, 2020*	0:00:06	0:07:33	0:01:02	99.5%	99.0%
Thursday, April 23, 2020*	0:00:06	0:09:18	0:03:39	97.4%	96.4%
Friday, April 24, 2020*	0:00:07	0:16:02	0:04:02	88.9%	87.9%
Monday, April 27, 2020	0:00:07	0:12:14	0:04:03	92.9%	91.6%
Tuesday, April 28, 2020	0:00:06	0:07:40	0:03:05	98.6%	97.6%
Wednesday, April 29, 2020	0:00:06	0:07:51	0:02:58	98.8%	97.7%
Thursday, April 30, 2020	0:00:07	0:06:27	0:02:34	98.0%	96.9%

*Cheque issue week

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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)
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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

Daily Contact Centre Wait Times

May 2020

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Friday, May 1, 2020	0:00:06	0:08:12	0:01:24	98.9%	98.3%
Monday, May 4, 2020	0:00:19	0:17:30	0:04:30	89.2%	88.2%
Tuesday, May 5, 2020	0:00:06	0:06:15	0:02:41	98.6%	97.7%
Wednesday, May 6, 2020	0:00:07	0:04:41	0:01:07	99.4%	98.7%
Thursday, May 7, 2020	0:00:06	0:06:01	0:03:08	98.4%	97.1%
Friday, May 8, 2020	0:00:07	0:08:04	0:04:04	97.3%	96.1%
Monday, May 11, 2020	0:00:06	0:07:49	0:01:02	99.3%	98.8%
Tuesday, May 12, 2020	0:00:07	0:07:31	0:03:37	98.1%	97.0%
Wednesday, May 13, 2020	0:00:07	0:06:30	0:02:54	98.6%	97.7%
Thursday, May 14, 2020	0:00:07	0:07:31	0:03:06	98.3%	97.0%
Friday, May 15, 2020	0:00:07	0:08:45	0:04:43	96.9%	95.8%
Monday, May 18, 2020 - STAT	-	-	-	-	-
Tuesday, May 19, 2020	0:00:07	0:11:16	0:04:38	93.7%	91.7%
Wednesday, May 20, 2020	0:00:06	0:05:43	0:00:58	99.5%	99.0%
Thursday, May 21, 2020	0:00:07	0:08:49	0:02:25	98.8%	98.1%
Friday, May 22, 2020	0:00:08	0:14:12	0:05:34	89.8%	88.5%
Monday, May 25, 2020*	0:00:06	0:16:27	0:05:07	88.2%	87.0%
Tuesday, May 26, 2020*	0:00:06	0:05:52	0:02:58	98.1%	97.2%
Wednesday, May 27, 2020*	0:00:07	0:11:19	0:03:34	93.3%	92.4%
Thursday, May 28, 2020*	0:00:07	0:06:27	0:03:35	98.4%	96.9%
Friday, May 29, 2020*	0:00:08	0:12:55	0:03:14	94.3%	93.4%

*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

Daily Contact Centre Wait Times

June 2020

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, June 01, 2020	0:00:09	0:12:14	0:04:36	91.7%	90.5%
Tuesday, June 2, 2020	0:00:07	0:07:18	0:03:42	97.6%	96.5%
Wednesday, June 3, 2020	0:00:07	0:06:18	0:01:28	99.1%	98.3%
Thursday, June 4, 2020	0:00:06	0:05:44	0:01:53	98.9%	98.2%
Friday, June 5, 2020	0:00:07	0:08:11	0:04:19	97.4%	96.2%
Monday, June 8, 2020	0:00:07	0:11:14	0:04:28	91.5%	90.5%
Tuesday, June 9, 2020	0:00:06	0:07:03	0:04:09	97.2%	96.2%
Wednesday, June 10, 2020	0:00:07	0:07:04	0:02:35	98.6%	97.8%
Thursday, June 11, 2020	0:00:06	0:06:33	0:02:17	98.5%	97.6%
Friday, June 12, 2020	0:00:07	0:09:37	0:03:32	96.2%	95.1%
Monday, June 15, 2020	0:00:07	0:07:29	0:02:31	100.0%	97.4%
Tuesday, June 16, 2020	0:00:06	0:09:20	0:02:19	99.1%	96.6%
Wednesday, June 17, 2020	0:00:07	0:05:54	0:01:53	100.0%	98.1%
Thursday, June 18, 2020	0:00:06	0:06:19	0:01:18	100.0%	98.3%
Friday, June 19, 2020	0:00:06	0:08:54	0:02:50	99.8%	97.1%
Monday, June 22, 2020*	0:00:29	0:11:03	0:05:11	93.1%	89.1%
Tuesday, June 23, 2020*	0:00:07	0:07:16	0:02:34	100.0%	97.6%
Wednesday, June 24, 2020*	0:00:06	0:07:43	0:00:51	100.0%	99.2%
Thursday, June 25, 2020*	0:00:07	0:07:58	0:02:24	100.0%	97.4%
Friday, June 26, 2020*	0:00:07	0:13:21	0:04:05	86.8%	83.6%
Monday, June 29, 2020	0:00:07	0:14:38	0:03:42	92.8%	89.5%
Tuesday, June 30, 2020	0:00:07	0:07:22	0:01:21	100.0%	98.9%

*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
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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)
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

July 2020

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Wednesday, July 1, 2020	-	-	-	-	-
Thursday, July 2, 2020	0:00:07	0:07:07	0:02:05	100.0%	97.9%
Friday, July 3, 2020	0:00:06	0:10:45	0:04:24	94.8%	90.4%
Monday, July 6, 2020	0:00:16	0:13:58	0:04:38	90.4%	87.4%
Tuesday, July 7, 2020	0:00:07	0:07:32	0:03:06	100.0%	97.5%
Wednesday, July 8, 2020	0:00:07	0:06:27	0:02:27	99.8%	98.2%
Thursday, July 9, 2020	0:00:07	2:35:02	0:27:35	83.1%	80.7%
Friday, July 10, 2020	0:00:07	0:09:10	0:04:34	98.9%	94.0%
Monday, July 13, 2020	0:00:07	0:08:05	0:03:02	100.0%	96.8%
Tuesday, July 14, 2020	0:00:07	0:07:26	0:02:04	100.0%	97.8%
Wednesday, July 15, 2020	0:00:06	0:09:24	0:02:34	99.3%	96.5%
Thursday, July 16, 2020	0:00:06	0:07:41	0:03:29	99.3%	96.8%
Friday, July 17, 2020	0:00:07	0:12:09	0:04:26	94.5%	90.7%
Monday, July 20, 2020*	0:00:06	0:11:37	0:03:21	95.9%	93.1%
Tuesday, July 21, 2020*	0:00:07	0:09:59	0:04:14	98.4%	94.4%
Wednesday, July 22, 2020*	0:00:06	0:08:49	0:02:47	99.9%	97.3%
Thursday, July 23, 2020*	0:00:00	0:07:54	0:03:19	100.0%	97.1%
Friday, July 24, 2020*	0:00:06	0:11:46	0:04:22	83.8%	79.7%
Monday, July 27, 2020	0:00:08	0:11:58	0:04:08	94.7%	91.2%
Tuesday, July 28, 2020	0:00:07	0:11:02	0:04:18	96.3%	92.1%
Wednesday, July 29, 2020	0:00:06	0:07:21	0:03:15	100.0%	96.8%
Thursday, July 30, 2020	0:00:06	0:08:12	0:02:36	100.0%	96.9%
Friday, July 31, 2020	0:00:10	0:13:31	0:05:14	89.9%	85.2%

*Cheque issue week

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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

Daily Contact Centre Wait Times

August 2020

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, August 3, 2020 - STAT	-	-	-	-	-
Tuesday, August 4, 2020	0:00:18	0:10:28	0:06:34	92.7%	87.1%
Wednesday, August 5, 2020	0:00:07	0:07:47	0:03:45	100.0%	96.5%
Thursday, August 6, 2020	0:00:06	0:07:38	0:03:26	100.0%	97.2%
Friday, August 7, 2020	0:00:06	0:08:53	0:04:15	99.8%	96.1%
Monday, August 10, 2020	0:00:08	0:10:04	0:03:20	98.3%	95.2%
Tuesday, August 11, 2020	0:00:07	0:07:28	0:03:04	100.0%	96.5%
Wednesday, August 12, 2020	0:00:06	0:06:47	0:02:58	100.0%	96.9%
Thursday, August 13, 2020	0:00:06	0:07:10	0:03:39	100.0%	97.1%
Friday, August 14, 2020	0:00:07	0:08:31	0:03:50	98.9%	94.7%
Monday, August 17, 2020	0:00:08	0:09:54	0:04:29	97.4%	93.5%
Tuesday, August 18, 2020	0:00:07	0:06:47	0:02:13	100.0%	97.8%
Wednesday, August 19, 2020	0:00:06	0:07:39	0:03:17	100.0%	96.6%
Thursday, August 20, 2020	0:00:07	0:07:38	0:03:22	100.0%	96.5%
Friday, August 21, 2020	0:00:07	0:15:06	0:05:14	90.7%	86.3%
Monday, August 24, 2020*	0:00:40	0:13:21	0:05:16	82.0%	77.5%
Tuesday, August 25, 2020*	0:00:05	0:11:08	0:05:23	95.5%	89.9%
Wednesday, August 26, 2020*	0:00:06	0:07:45	0:02:36	100.0%	97.4%
Thursday, August 27, 2020*	0:00:06	0:09:33	0:02:59	99.0%	95.9%
Friday, August 28, 2020*	0:00:34	0:13:59	0:05:52	85.4%	80.7%
Monday, August 31, 2020	0:00:19	0:16:18	0:05:16	91.3%	86.8%

*Cheque issue week

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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)
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

September 2020

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Tuesday, September 1, 2020	0:00:06	0:07:41	0:03:33	100.0%	96.6%
Wednesday, September 2, 2020	0:00:07	0:08:22	0:04:07	99.9%	96.5%
Thursday, September 3, 2020	0:00:06	0:08:55	0:04:28	99.9%	96.2%
Friday, September 4, 2020	0:00:06	0:08:07	0:04:30	100.0%	96.5%
Monday, September 7, 2020	-	-	-	-	-
Tuesday, September 8, 2020	0:00:53	0:09:01	0:04:30	98.6%	95.4%
Wednesday, September 9, 2020	0:00:06	0:07:40	0:04:03	99.9%	94.8%
Thursday, September 10, 2020	0:00:07	0:08:33	0:04:44	100.0%	95.9%
Friday, September 11, 2020	0:00:07	0:08:08	0:03:58	100.0%	96.4%
Monday, September 14, 2020	0:00:07	0:13:23	0:04:33	93.5%	89.4%
Tuesday, September 15, 2020	0:00:07	0:10:12	0:03:25	97.7%	94.5%
Wednesday, September 16, 2020	0:00:07	0:08:08	0:04:22	100.0%	96.3%
Thursday, September 17, 2020	0:00:07	0:07:57	0:03:54	100.0%	96.5%
Friday, September 18, 2020	0:00:07	0:11:12	0:05:09	95.3%	90.9%
Monday, September 21, 2020*	0:00:08	0:12:57	0:04:38	92.9%	89.2%
Tuesday, September 22, 2020*	0:00:07	0:08:39	0:04:41	99.9%	95.8%
Wednesday, September 23, 2020*	0:00:07	0:10:43	0:03:41	97.4%	94.5%
Thursday, September 24, 2020*	0:00:07	0:07:23	0:03:38	100.0%	97.2%
Friday, September 25, 2020*	0:00:06	0:13:36	0:05:35	88.7%	84.8%
Monday, September 28, 2020	0:00:23	0:13:00	0:04:16	94.0%	90.4%
Tuesday, September 29, 2020	0:00:06	0:09:59	0:04:12	96.3%	92.9%
Wednesday, September 30, 2020	0:00:07	0:08:31	0:04:01	97.6%	94.2%

*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

Daily Contact Centre Wait Times

October 2020

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, October 1, 2020	0:00:07	0:09:50	0:03:24	98.9%	95.4%
Tuesday, October 2, 2020	0:00:07	0:10:10	0:04:01	97.9%	93.8%
Monday, October 5, 2020	0:00:14	0:15:50	0:06:00	82.6%	78.1%
Tuesday, October 6, 2020	0:00:06	0:08:43	0:03:15	100.0%	96.6%
Wednesday, October 7, 2020	0:00:06	0:10:45	0:04:15	95.4%	91.5%
Thursday, October 8, 2020	0:00:18	0:09:20	0:03:13	99.3%	96.0%
Friday, October 9, 2020	0:00:09	0:13:29	0:06:20	79.9%	74.6%
Monday, October 12, 2020	-	-	-	-	-
Tuesday, October 13, 2020	0:00:17	0:25:18	0:11:39	56.4%	49.6%
Wednesday, October 14, 2020	0:00:06	0:12:21	0:03:50	92.9%	89.7%
Thursday, October 15, 2020	0:00:07	0:08:04	0:03:15	100.0%	96.7%
Friday, October 16, 2020	0:00:37	0:15:07	0:05:45	87.9%	84.0%
Monday, October 19, 2020	0:00:11	0:09:09	0:03:17	99.5%	96.5%
Tuesday, October 20, 2020	0:00:07	0:11:04	0:03:33	95.0%	91.7%
Wednesday, October 21, 2020	0:00:06	0:10:58	0:02:35	97.6%	95.2%
Thursday, October 22, 2020*	0:00:07	0:02:28	0:00:46	100.0%	99.1%
Friday, October 23, 2020*	0:00:09	0:10:28	0:03:49	93.8%	90.5%
Monday, October 26, 2020*	0:00:07	0:09:20	0:02:47	99.1%	96.7%
Tuesday, October 27, 2020*	0:00:07	0:08:36	0:04:04	100.0%	96.7%
Wednesday, October 28, 2020*	0:00:07	0:06:09	0:01:18	100.0%	98.7%
Thursday, October 29, 2020	0:00:08	0:06:39	0:03:35	100.0%	97.4%
Friday, October 30, 2020	0:00:08	0:10:04	0:03:33	96.3%	93.2%

*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

Daily Contact Centre Wait Times

November 2020

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, November 2, 2020	0:00:08	0:16:42	0:04:06	94.8%	91.7%
Tuesday, November 3, 2020	0:00:07	0:07:14	0:03:41	100.0%	96.9%
Wednesday, November 4, 2020	0:00:07	0:10:54	0:04:05	96.0%	93.2%
Thursday, November 5, 2020	0:00:07	0:06:40	0:02:32	100.0%	97.7%
Friday, November 6, 2020	0:00:09	0:14:02	0:04:57	86.2%	82.3%
Monday, November 9, 2020	0:00:07	0:08:57	0:03:55	98.3%	95.6%
Tuesday, November 10, 2020	0:00:07	0:10:42	0:03:42	94.4%	91.8%
Wednesday, November 11, 2020	-	-	-	-	-
Thursday, November 12, 2020	0:00:08	0:09:57	0:03:29	97.6%	95.5%
Friday, November 13, 2020	0:00:54	0:24:27	0:07:57	73.6%	68.0%
Monday, November 16, 2020*	0:00:13	0:12:07	0:05:38	93.2%	88.4%
Tuesday, November 17, 2020*	0:00:07	0:12:54	0:04:56	83.7%	79.9%
Wednesday, November 18, 2020*	0:00:08	0:10:26	0:03:30	98.4%	95.4%
Thursday, November 19, 2020*	0:00:07	0:05:58	0:01:32	100.0%	98.6%
Friday, November 20, 2020*	0:00:07	0:13:32	0:04:24	83.7%	80.7%
Monday, November 23, 2020	0:00:08	0:09:30	0:02:07	98.5%	96.9%
Tuesday, November 24, 2020	0:00:08	0:10:30	0:03:42	98.2%	94.7%
Wednesday, November 25, 2020	0:00:07	0:06:44	0:03:08	100.0%	97.0%
Thursday, November 26, 2020	0:00:07	0:06:55	0:03:31	100.0%	96.9%
Friday, November 27, 2020	0:00:07	0:12:31	0:04:39	92.1%	87.5%
Monday, November 30, 2020	0:00:07	0:12:08	0:03:43	88.8%	86.0%

*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

Daily Contact Centre Wait Times

December 2020

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Tuesday, December 1, 2020	0:00:08	0:09:26	0:03:41	98.8%	95.6%
Wednesday, December 2, 2020	0:00:08	0:10:32	0:03:44	94.1%	91.7%
Thursday, December 3, 2020	0:00:07	0:10:30	0:03:19	96.0%	92.9%
Friday, December 4, 2020	0:00:10	0:17:42	0:05:30	78.2%	74.1%
Monday, December 7, 2020	0:00:08	0:14:44	0:05:29	84.5%	81.0%
Tuesday, December 8, 2020	0:00:08	0:15:27	0:04:11	91.8%	88.2%
Wednesday, December 9, 2020	0:00:07	0:07:20	0:01:42	98.9%	97.3%
Thursday, December 10, 2020	0:00:08	0:06:21	0:02:19	100.0%	97.6%
Friday, December 11, 2020	0:00:08	0:10:11	0:03:45	97.4%	95.2%
Monday, December 14, 2020*	0:00:10	0:07:24	0:02:38	100.0%	98.3%
Tuesday, December 15, 2020*	0:00:08	0:14:29	0:05:04	77.7%	74.2%
Wednesday, December 16, 2020*	0:00:09	0:11:55	0:04:26	86.8%	83.6%
Thursday, December 17, 2020*	0:00:08	0:05:42	0:01:05	100.0%	98.9%
Friday, December 28, 2020*	0:00:09	0:11:38	0:02:52	93.0%	90.5%
Monday, December 21, 2020	0:00:09	0:06:02	0:01:24	100.0%	98.7%
Tuesday, December 22, 2020	0:00:09	0:04:52	0:00:58	100.0%	99.3%
Wednesday, December 23, 2020	0:00:09	0:03:05	0:00:29	100.0%	99.1%
Thursday, December 24, 2020	0:00:09	0:04:54	0:01:08	100.0%	98.7%
Friday, December 25, 2020 - STAT	-	-	-	-	-
Monday, December 28, 2020 - STAT	-	-	-	-	-
Tuesday, December 29, 2020	0:00:09	0:17:03	0:05:29	88.8%	84.5%
Wednesday, December 30, 2020	0:00:09	0:05:58	0:01:44	100.0%	98.2%
Thursday, December 31, 2020	0:00:08	0:05:47	0:01:25	100.0%	98.6%

*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
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Service Level 2	The percentage of calls answered within 10 minutes