

# Annual Report - Contact Centre Wait Times

Fiscal year ending **March 31, 2021**

The Ministry has prepared this report, for the fiscal period April 1, 2020 to March 31, 2021, 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

June 23, 2021

Date



Jonathan Dubé, Assistant Deputy Minister,  
Service Delivery Division

June 23, 2021

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, 2020, to March 31, 2021.

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 depend 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, 2020, to March 31, 2021, 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

May 28, 2021

*MNP LLP*

**Chartered Professional Accountants**

## Appendix A – April 2020-March 2021 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 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	<b>0:04:04</b>	91.9%	90.4%
Thursday, April 02, 2020	0:00:06	0:22:18	<b>0:07:44</b>	64.1%	62.5%
Friday, April 03, 2020	0:01:28	0:26:08	<b>0:12:59</b>	47.3%	45.0%
Monday, April 06, 2020	0:02:29	0:56:27	<b>0:30:58</b>	9.7%	6.0%
Tuesday, April 07, 2020	0:00:07	0:21:46	<b>0:09:19</b>	63.2%	61.8%
Wednesday, April 08, 2020	0:00:08	0:12:57	<b>0:04:09</b>	88.6%	87.2%
Thursday, April 09, 2020	0:00:10	0:16:50	<b>0:03:57</b>	87.9%	86.5%
Friday, April 10, 2020 – STAT	–	–	–	–	–
Monday, April 13, 2020– STAT	–	–	–	–	–
Tuesday, April 14, 2020	0:01:42	0:56:11	<b>0:30:23</b>	13.1%	10.3%
Wednesday, April 15, 2020	0:00:07	0:15:34	<b>0:04:42</b>	89.5%	88.6%
Thursday, April 16, 2020	0:00:06	0:11:32	<b>0:02:28</b>	95.6%	94.9%
Friday, April 17, 2020	0:00:06	0:14:28	<b>0:04:27</b>	88.9%	88.1%
Monday, April 20, 2020*	0:00:07	0:06:15	<b>0:03:20</b>	98.8%	97.6%
Tuesday, April 21, 2020*	0:00:06	0:05:50	<b>0:01:38</b>	99.2%	98.5%
Wednesday, April 22, 2020*	0:00:06	0:07:33	<b>0:01:02</b>	99.5%	99.0%
Thursday, April 23, 2020*	0:00:06	0:09:18	<b>0:03:39</b>	97.4%	96.4%
Friday, April 24, 2020*	0:00:07	0:16:02	<b>0:04:02</b>	88.9%	87.9%
Monday, April 27, 2020	0:00:07	0:12:14	<b>0:04:03</b>	92.9%	91.6%
Tuesday, April 28, 2020	0:00:06	0:07:40	<b>0:03:05</b>	98.6%	97.6%
Wednesday, April 29, 2020	0:00:06	0:07:51	<b>0:02:58</b>	98.8%	97.7%
Thursday, April 30, 2020	0:00:07	0:06:27	<b>0:02:34</b>	98.0%	96.9%

\*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

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

\*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

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

\*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

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

\*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

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

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



## Ministry of Social Development and Poverty Reduction

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



## Ministry of Social Development and Poverty Reduction

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



## Ministry of Social Development and Poverty Reduction

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

\*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



## Ministry of Social Development and Poverty Reduction

# Daily Contact Centre Wait Times

January 2021

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Friday, January 1, 2021 - STAT	-	-	-	-	-
Monday, January 4, 2021	0:00:09	0:12:42	<b>0:04:20</b>	91.9%	88.8%
Tuesday, January 5, 2021	0:00:09	0:09:11	<b>0:02:41</b>	99.3%	97.0%
Wednesday, January 6, 2021	0:00:09	0:08:30	<b>0:02:12</b>	99.8%	97.6%
Thursday, January 7, 2021	0:00:09	0:06:25	<b>0:02:48</b>	100.0%	97.2%
Friday, January 8, 2021	0:00:09	0:08:50	<b>0:02:54</b>	99.8%	97.5%
Monday, January 11, 2021	0:00:09	0:11:45	<b>0:03:07</b>	94.7%	92.4%
Tuesday, January 12, 2021	0:00:09	0:08:58	<b>0:03:35</b>	99.0%	96.2%
Wednesday, January 13, 2021	0:00:09	0:08:26	<b>0:03:14</b>	99.9%	96.8%
Thursday, January 14, 2021	0:00:10	0:08:57	<b>0:03:21</b>	97.8%	95.2%
Friday, January 15, 2021	0:00:09	0:09:59	<b>0:04:16</b>	96.4%	92.8%
Monday, January 18, 2021*	0:00:08	0:04:15	<b>0:00:58</b>	100.0%	99.1%
Tuesday, January 19, 2021*	0:00:09	0:07:50	<b>0:02:51</b>	100.0%	97.4%
Wednesday, January 20, 2021*	0:00:09	0:09:45	<b>0:02:39</b>	98.6%	96.7%
Thursday, January 21, 2021*	0:00:09	0:06:07	<b>0:01:15</b>	100.0%	98.8%
Friday, January 22, 2021*	0:00:09	0:09:13	<b>0:03:06</b>	99.9%	96.5%
Monday, January 25, 2021	0:00:09	0:10:06	<b>0:02:24</b>	96.7%	95.1%
Tuesday, January 26, 2021	0:00:09	0:07:14	<b>0:03:15</b>	100.0%	97.5%
Wednesday, January 27, 2021	0:00:08	0:10:12	<b>0:02:59</b>	97.8%	94.9%
Thursday, January 28, 2021	0:00:09	0:06:08	<b>0:01:44</b>	100.0%	98.3%
Friday, January 29, 2021	0:00:08	0:11:16	<b>0:04:38</b>	94.3%	91.2%

\*Cheque issue week

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 2021

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, February 1, 2021	0:00:09	0:15:08	<b>0:05:37</b>	84.9%	81.8%
Tuesday, February 2, 2021	0:00:09	0:06:34	<b>0:02:01</b>	100.0%	98.4%
Wednesday, February 3, 2021	0:00:08	0:08:21	<b>0:03:07</b>	100.0%	96.6%
Thursday, February 4, 2021	0:00:09	0:08:13	<b>0:03:07</b>	99.5%	97.2%
Friday, February 5, 2021	0:00:09	0:11:03	<b>0:04:14</b>	92.5%	88.7%
Monday, February 8, 2021	0:00:10	0:13:03	<b>0:05:21</b>	89.3%	85.7%
Tuesday, February 9, 2021	0:00:09	0:10:19	<b>0:03:57</b>	97.5%	94.3%
Wednesday, February 10, 2021	0:00:09	0:08:13	<b>0:02:54</b>	100.0%	97.3%
Thursday, February 11, 2021	0:00:12	0:15:10	<b>0:04:42</b>	85.7%	82.4%
Friday, February 12, 2021	0:00:19	0:15:54	<b>0:06:23</b>	81.4%	77.6%
Monday, February 15, 2021 – STAT	-	-	-	-	-
Tuesday, February 16, 2021*	0:02:05	0:28:57	<b>0:17:14</b>	16.1%	8.1%
Wednesday, February 17, 2021*	0:00:10	0:19:42	<b>0:09:13</b>	57.9%	52.7%
Thursday, February 18, 2021*	0:00:09	0:17:57	<b>0:05:04</b>	81.6%	77.7%
Friday, February 19, 2021*	0:00:09	0:11:36	<b>0:04:56</b>	89.2%	85.4%
Monday, February 22, 2021	0:00:09	0:11:13	<b>0:04:32</b>	90.7%	87.5%
Tuesday, February 23, 2021	0:00:09	0:08:30	<b>0:03:24</b>	100.0%	97.7%
Wednesday, February 24, 2021	0:00:09	0:09:18	<b>0:02:25</b>	99.2%	97.4%
Thursday, February 25, 2021	0:00:09	0:12:04	<b>0:03:19</b>	94.0%	91.3%
Friday, February 26, 2021	0:00:08	0:10:19	<b>0:04:23</b>	92.2%	89.1%

\*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

March 2021

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, March 1, 2021	0:01:02	0:18:29	<b>0:08:02</b>	71.8%	66.1%
Tuesday, March 2, 2021	0:00:09	0:10:35	<b>0:03:44</b>	97.3%	94.1%
Wednesday, March 3, 2021	0:00:08	0:10:10	<b>0:02:43</b>	97.5%	95.6%
Thursday, March 4, 2021	0:00:10	0:10:19	<b>0:04:12</b>	94.8%	91.7%
Friday, March 5, 2021	0:00:10	0:09:50	<b>0:04:11</b>	98.8%	95.5%
Monday, March 8, 2021	0:00:10	0:11:14	<b>0:06:00</b>	92.4%	88.3%
Tuesday, March 9, 2021	0:00:09	0:09:56	<b>0:03:52</b>	98.6%	95.6%
Wednesday, March 10, 2021	0:00:09	0:09:13	<b>0:03:09</b>	99.1%	96.2%
Thursday, March 11, 2021	0:00:09	0:08:08	<b>0:03:04</b>	100.0%	97.1%
Friday, March 12, 2021	0:00:18	0:13:39	<b>0:04:15</b>	89.0%	85.6%
Monday, March 15, 2021	0:00:08	0:16:15	<b>0:05:57</b>	82.7%	77.6%
Tuesday, March 16, 2021	0:00:09	0:11:57	<b>0:04:53</b>	90.9%	86.7%
Wednesday, March 17, 2021	0:00:09	0:10:56	<b>0:04:43</b>	94.0%	90.1%
Thursday, March 18, 2021	0:00:09	0:10:31	<b>0:04:13</b>	96.6%	93.1%
Friday, March 19, 2021	0:00:09	0:11:58	<b>0:03:17</b>	92.5%	89.9%
Monday, March 22, 2021*	0:00:09	0:11:26	<b>0:03:45</b>	95.9%	93.0%
Tuesday, March 23, 2021*	0:00:08	0:07:30	<b>0:02:16</b>	100.0%	97.9%
Wednesday, March 24, 2021*	0:00:09	0:11:27	<b>0:04:12</b>	93.1%	90.0%
Thursday, March 25, 2021*	0:00:09	0:07:44	<b>0:02:31</b>	100.0%	97.4%
Friday, March 26, 2021*	0:00:58	0:15:34	<b>0:06:48</b>	75.2%	70.8%
Monday, March 29, 2021	0:00:11	0:09:03	<b>0:03:30</b>	100.0%	97.4%
Tuesday, March 30, 2021	0:00:08	0:12:52	<b>0:03:07</b>	95.0%	92.4%
Wednesday, March 31, 2021	0:00:09	0:07:32	<b>0:02:30</b>	100.0%	97.3%

\*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
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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

