

Daily Contact Centre Wait Times

January 2022

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Tuesday, January 4, 2022	0:04:07	2:00:13	1:16:03	17.5%	2.9%
Wednesday, January 5, 2022	0:02:43	0:53:19	0:30:49	15.9%	5.2%
Thursday, January 6, 2022	0:02:40	0:54:27	0:34:01	15.3%	4.4%
Friday, January 7, 2022	0:02:41	1:20:27	0:49:25	19.6%	5.8%
Monday, January 10, 2022	0:02:37	1:20:26	0:51:51	14.8%	3.9%
Tuesday, January 11, 2022	0:03:03	1:14:39	0:51:00	17.6%	4.6%
Wednesday, January 12, 2022	0:03:25	0:54:22	0:36:36	14.7%	3.5%
Thursday, January 13, 2022	0:02:44	1:08:31	0:44:45	14.9%	4.6%
Friday, January 14, 2022	0:03:30	1:09:04	0:48:31	16.2%	3.8%
Monday, January 17, 2022*	0:03:16	0:52:18	0:35:30	13.8%	4.4%
Tuesday, January 18, 2022*	0:02:50	0:49:34	0:30:22	15.0%	5.5%
Wednesday, January 19, 2022*	0:00:57	1:04:49	0:42:14	19.4%	8.3%
Thursday, January 20, 2022*	0:00:09	0:40:10	0:20:33	18.4%	11.0%
Friday, January 21, 2022*	0:02:44	0:53:58	0:32:22	15.6%	5.7%
Monday, January 24, 2022 - STAT	0:03:31	0:40:17	0:25:26	12.5%	4.6%
Tuesday, January 25, 2022	0:02:45	0:51:12	0:29:47	13.0%	5.0%
Wednesday, January 26, 2022	0:02:55	0:35:10	0:17:46	11.9%	5.6%
Thursday, January 27, 2022	0:01:35	0:27:26	0:11:29	50.9%	45.6%
Friday, January 28, 2022	0:00:46	0:15:36	0:06:01	85.0%	80.4%
Monday, January 31, 2022	0:03:00	0:42:06	0:28:08	13.3%	4.4%

*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

Daily Contact Centre Wait Times

February 2022

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Tuesday, February 1, 2022	0:02:47	0:45:39	0:28:33	14.7%	5.5%
Wednesday, February 2, 2022	0:01:50	0:33:57	0:18:54	34.5%	27.2%
Thursday, February 3, 2022	0:02:01	0:35:12	0:17:07	35.5%	28.9%
Friday, February 4, 2022	0:01:51	0:43:35	0:22:30	25.9%	17.7%
Monday, February 7, 2022	0:02:53	0:47:31	0:30:05	13.8%	4.4%
Tuesday, February 8, 2022	0:02:27	0:42:14	0:25:31	14.5%	5.0%
Wednesday, February 9, 2022	0:02:28	0:36:29	0:20:54	12.9%	5.1%
Thursday, February 10, 2022	0:02:37	0:27:58	0:14:01	44.8%	38.4%
Friday, February 11, 2022	0:02:33	0:44:47	0:27:49	12.6%	4.2%
Monday, February 14, 2022*	0:03:14	1:03:02	0:42:58	14.0%	3.6%
Tuesday, February 15, 2022*	0:02:27	0:47:45	0:30:15	15.2%	5.4%
Wednesday, February 16, 2022*	0:01:41	0:59:34	0:39:02	19.7%	8.7%
Thursday, February 17, 2022*	0:00:10	0:41:00	0:20:56	19.3%	12.4%
Friday, February 18, 2022*	0:01:59	0:42:39	0:24:15	15.4%	7.0%
Monday, February 21, 2022 - STAT	-	-	-	-	-
Tuesday, February 22, 2022	0:03:05	1:14:18	0:48:40	15.1%	3.8%
Wednesday, February 23, 2022	0:03:02	0:52:36	0:28:31	13.5%	4.9%
Thursday, February 24, 2022	0:03:16	0:43:16	0:25:28	13.3%	4.8%
Friday, February 25, 2022	0:01:57	0:41:06	0:28:21	14.2%	4.8%
Monday, February 28, 2022	0:02:50	1:04:22	0:41:12	14.4%	4.2%

*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)
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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

March 2022

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Tuesday, March 1, 2022	0:03:26	0:59:22	0:36:50	14.9%	4.6%
Wednesday, March 2, 2022	0:02:58	0:53:34	0:34:48	14.6%	4.3%
Thursday, March 3, 2022	0:02:41	0:55:24	0:34:56	13.1%	3.9%
Friday, March 4, 2022	0:02:32	0:57:02	0:33:25	14.9%	5.0%
Monday, March 7, 2022	0:03:05	1:06:36	0:41:46	14.5%	4.0%
Tuesday, March 8, 2022	0:03:05	1:01:59	0:40:39	14.2%	4.6%
Wednesday, March 9, 2022	0:03:01	0:47:53	0:29:49	12.7%	4.5%
Thursday, March 10, 2022	0:03:19	0:41:09	0:27:41	12.3%	4.1%
Friday, March 11, 2022	0:03:20	0:50:13	0:29:06	14.3%	4.0%
Monday, March 14, 2022	0:02:27	0:47:43	0:28:13	15.3%	6.2%
Tuesday, March 15, 2022	0:01:57	0:45:26	0:30:43	14.4%	5.2%
Wednesday, March 16, 2022	0:02:26	0:36:34	0:22:36	20.3%	11.3%
Thursday, March 17, 2022	0:02:20	0:37:33	0:23:43	17.1%	7.6%
Friday, March 18, 2022	0:01:40	0:49:11	0:27:56	27.2%	18.0%
Monday, March 21, 2022*	0:03:12	0:47:53	0:32:14	12.6%	4.0%
Tuesday, March 22, 2022*	0:02:47	0:57:02	0:36:46	14.5%	4.0%
Wednesday, March 23, 2022*	0:00:29	1:08:58	0:42:53	18.2%	7.2%
Thursday, March 24, 2022*	0:00:16	0:50:46	0:30:54	14.6%	6.1%
Friday, March 25, 2022*	0:03:08	1:09:22	0:42:07	12.8%	3.1%
Monday, March 28, 2022	0:02:44	1:04:27	0:38:41	14.4%	4.6%
Tuesday, March 29, 2022	0:02:29	0:48:08	0:31:59	13.1%	4.1%
Wednesday, March 30, 2022	0:02:54	0:40:55	0:21:30	19.1%	11.6%
Thursday, March 31, 2022	0:02:18	0:29:39	0:16:23	26.8%	19.5%

*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 2022

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Friday, April 1, 2022	0:03:07	1:05:44	0:39:14	14.8%	4.1%
Monday, April 4, 2022	0:02:41	0:45:02	0:27:49	13.2%	4.9%
Tuesday, April 5, 2022	0:03:37	0:36:47	0:24:24	11.0%	2.7%
Wednesday, April 6, 2022	0:02:43	0:28:12	0:12:11	34.5%	28.4%
Thursday, April 7, 2022	0:02:48	0:25:25	0:11:48	39.2%	33.0%
Friday, April 8, 2022	0:00:30	0:18:48	0:07:54	68.3%	63.7%
Monday, April 11, 2022	0:02:07	0:30:24	0:17:21	20.7%	14.1%
Tuesday, April 12, 2022	0:02:05	0:24:07	0:10:37	60.8%	55.5%
Wednesday, April 13, 2022	0:02:23	0:25:03	0:14:03	23.2%	17.0%
Thursday, April 14, 2022	0:01:33	0:39:28	0:21:38	25.6%	16.1%
Friday, April 15, 2022 - STAT	-	-	-	-	-
Monday, April 18, 2022 - STAT	-	-	-	-	-
Tuesday, April 19, 2022	0:03:35	0:56:20	0:37:59	27.1%	5.8%
Wednesday, April 20, 2022	0:04:20	0:53:41	0:34:44	18.5%	5.8%
Thursday, April 21, 2022	0:02:32	0:38:26	0:22:04	15.2%	6.0%
Friday, April 22, 2022	0:02:34	0:29:23	0:17:48	28.3%	20.4%
Monday, April 25, 2022*	0:02:40	0:36:59	0:20:21	15.1%	6.9%
Tuesday, April 26, 2022*	0:01:42	0:38:07	0:21:05	35.7%	26.2%
Wednesday, April 27, 2022*	0:00:32	1:48:41	1:04:08	20.4%	6.3%
Thursday, April 28, 2022*	0:00:11	0:47:08	0:28:19	17.8%	8.0%
Friday, April 29, 2022*	0:03:13	1:10:13	0:42:17	15.3%	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)
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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 2022

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, May 2, 2022	0:02:43	1:06:46	0:42:04	15.6%	4.4%
Tuesday, May 3, 2022	0:02:49	0:41:40	0:28:29	13.9%	4.6%
Wednesday, May 4, 2022	0:02:44	0:32:14	0:21:16	12.2%	4.2%
Thursday, May 5, 2022	0:02:12	0:42:07	0:24:56	23.0%	12.8%
Friday, May 6, 2022	0:02:32	0:47:39	0:29:22	17.4%	6.0%
Monday, May 9, 2022	0:02:30	0:39:42	0:24:26	14.3%	6.5%
Tuesday, May 10, 2022	0:01:56	0:33:31	0:19:57	18.4%	9.6%
Wednesday, May 11, 2022	0:01:46	0:27:42	0:14:31	34.0%	26.8%
Thursday, May 12, 2022	0:01:15	0:20:27	0:10:44	43.2%	38.1%
Friday, May 13, 2022	0:02:08	0:34:00	0:18:17	28.6%	20.9%
Monday, May 16, 2022	0:02:14	0:47:47	0:27:25	18.4%	9.4%
Tuesday, May 17, 2022	0:02:17	0:49:52	0:26:38	16.3%	6.3%
Wednesday, May 18, 2022	0:00:09	0:18:03	0:05:22	85.3%	81.4%
Thursday, May 19, 2022	0:02:19	0:45:23	0:29:29	15.8%	4.9%
Friday, May 20, 2022	0:02:32	0:41:53	0:26:56	16.1%	5.3%
Monday, May 23, 2022 - STAT	-	-	-	-	-
Tuesday, May 24, 2022*	0:03:17	1:08:03	0:46:45	16.0%	4.2%
Wednesday, May 25, 2022*	0:01:17	2:07:47	1:22:13	18.8%	4.0%
Thursday, May 26, 2022*	0:00:38	1:08:25	0:46:15	18.4%	6.6%
Friday, May 27, 2022*	0:03:17	1:40:30	1:02:00	16.9%	3.8%
Monday, May 30, 2022	0:02:35	1:20:45	0:51:48	15.5%	4.3%
Tuesday, May 31, 2022	0:03:04	0:48:16	0:30:54	16.5%	4.9%

*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
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

June 2022

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Wednesday, June 01, 2022	0:02:51	0:43:05	0:26:02	16.0%	6.9%
Thursday, June 02, 2022	0:02:17	0:31:58	0:18:03	21.8%	14.8%
Friday, June 03, 2022	0:01:58	0:41:30	0:24:48	20.6%	11.3%
Monday, June 06, 2022	0:03:05	1:06:43	0:41:21	15.5%	4.7%
Tuesday, June 07, 2022	0:02:27	0:30:31	0:19:56	17.3%	9.6%
Wednesday, June 08, 2022	0:01:58	0:36:29	0:20:29	15.5%	6.9%
Thursday, June 09, 2022	0:01:47	0:28:36	0:14:42	27.4%	20.5%
Friday, June 10, 2022	0:01:31	0:31:54	0:16:11	28.7%	21.1%
Monday, June 13, 2022	0:02:39	0:36:51	0:20:08	21.8%	13.3%
Tuesday, June 14, 2022	0:02:00	0:47:59	0:30:35	18.5%	7.3%
Wednesday, June 15, 2022	0:02:43	0:46:21	0:30:11	15.8%	5.0%
Thursday, June 16, 2022	0:01:30	0:59:50	0:39:07	15.1%	4.7%
Friday, June 17, 2022	0:03:17	0:59:03	0:36:34	15.6%	4.3%
Monday, June 20, 2022*	0:02:54	0:36:43	0:21:31	20.1%	11.9%
Tuesday, June 21, 2022*	0:01:27	0:27:26	0:12:02	54.7%	48.8%
Wednesday, June 22, 2022*	0:00:29	1:27:33	0:55:41	19.7%	7.1%
Thursday, June 23, 2022*	0:00:14	0:47:40	0:27:51	17.3%	7.2%
Friday, June 24, 2022*	0:03:02	1:00:46	0:37:40	16.8%	4.9%
Monday, June 27, 2022	0:02:16	0:40:54	0:25:55	15.0%	4.8%
Tuesday, June 28, 2022	0:01:40	1:08:19	0:41:51	16.3%	3.6%
Wednesday, June 29, 2022	0:02:23	0:56:29	0:37:54	14.9%	2.8%
Thursday, June 30, 2022	0:02:28	0:51:02	0:31:51	15.5%	4.6%

*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
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

July 2022

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, July 4, 2022	0:03:24	1:15:27	0:51:30	14.9%	3.5%
Tuesday, July 5, 2022	0:02:56	0:50:33	0:34:32	16.0%	4.7%
Wednesday, July 6, 2022	0:02:30	0:59:26	0:38:56	16.9%	4.9%
Thursday, July 7, 2022	0:03:16	1:09:03	0:44:21	15.6%	3.6%
Friday, July 8, 2022	0:02:37	0:58:48	0:32:48	17.0%	5.2%
Monday, July 11, 2022	0:02:43	1:04:55	0:43:32	15.0%	4.4%
Tuesday, July 12, 2022	0:03:20	0:51:39	0:34:36	15.2%	4.2%
Wednesday, July 13, 2022	0:02:17	1:10:48	0:43:53	17.3%	4.7%
Thursday, July 14, 2022	0:00:10	0:52:05	0:28:52	34.4%	19.9%
Friday, July 15, 2022	0:03:42	1:34:06	0:57:56	16.1%	3.2%
Monday, July 18, 2022*	0:03:05	0:59:45	0:36:53	14.9%	5.0%
Tuesday, July 19, 2022*	0:02:14	0:48:33	0:28:16	18.7%	9.0%
Wednesday, July 20, 2022*	0:00:58	1:40:54	1:02:00	18.3%	5.4%
Thursday, July 21, 2022*	0:00:18	1:06:15	0:44:42	17.4%	5.8%
Friday, July 22, 2022*	0:03:33	1:23:56	0:53:56	16.0%	3.2%
Monday, July 25, 2022	0:03:27	1:18:45	0:52:52	14.2%	3.8%
Tuesday, July 26, 2022	0:02:54	1:02:31	0:39:44	14.9%	4.6%
Wednesday, July 27, 2022	0:02:47	1:08:06	0:39:31	15.2%	4.3%
Thursday, July 28, 2022	0:03:03	0:51:40	0:33:51	13.0%	3.1%
Friday, July 29, 2022	0:02:36	1:20:36	0:47:05	15.6%	4.6%

*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 2022

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, August 1, 2022 — STAT	-	-	-	-	-
Tuesday, August 2, 2022	0:02:56	1:49:12	1:05:23	16.0%	3.4%
Wednesday, August 3, 2022	0:03:39	1:35:41	1:00:43	16.0%	3.8%
Thursday, August 4, 2022	0:00:15	0:42:38	0:20:26	38.0%	13.6%
Friday, August 5, 2022	0:00:41	0:30:31	0:08:37	78.0%	43.3%
Monday, August 8, 2022	0:02:50	1:10:17	0:38:32	23.0%	12.4%
Tuesday, August 9, 2022	0:03:54	1:23:06	0:56:23	15.0%	3.2%
Wednesday, August 10, 2022	0:00:09	1:05:06	0:30:52	31.0%	22.0%
Thursday, August 11, 2022	0:04:16	1:24:15	0:59:44	17.0%	3.6%
Friday, August 12, 2022	0:03:18	1:33:06	0:56:20	16.0%	3.5%
Monday, August 15, 2022	0:03:09	1:24:35	0:56:32	15.0%	3.3%
Tuesday, August 16, 2022	0:02:39	1:01:13	0:38:31	16.0%	4.7%
Wednesday, August 17, 2022	0:02:18	0:52:42	0:30:45	19.0%	7.7%
Thursday, August 18, 2022	0:02:15	0:50:10	0:32:03	16.0%	5.4%
Friday, August 19, 2022	0:02:17	0:54:39	0:33:12	16.0%	4.8%
Monday, August 22, 2022*	0:03:38	1:04:29	0:45:38	15.0%	3.6%
Tuesday, August 23, 2022*	0:03:00	0:58:07	0:35:09	15.0%	4.7%
Wednesday, August 24, 2022*	0:01:04	1:44:02	1:06:09	19.0%	5.3%
Thursday, August 25, 2022*	0:00:24	1:24:48	0:58:33	18.0%	5.9%
Friday, August 26, 2022*	0:04:02	1:51:27	1:13:11	17.0%	3.0%
Monday, August 29, 2022	0:03:00	1:21:35	0:58:59	14.0%	3.1%
Tuesday, August 30, 2022	0:02:43	1:01:30	0:39:38	14.0%	4.8%
Wednesday, August 31, 2022	0:02:05	0:36:10	0:19:31	18.0%	11.9%

*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 2022

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Thursday, September 1, 2022	0:02:27	0:47:57	0:30:00	14.0%	6.0%
Friday, September 2, 2022	0:02:21	0:51:51	0:32:21	11.0%	4.0%
Monday, September 5, 2022 - STAT	-	-	-	-	-
Tuesday, September 6, 2022	0:02:46	1:26:22	0:59:51	12.0%	4.0%
Wednesday, September 7, 2022	0:02:36	1:07:49	0:44:52	12.0%	4.0%
Thursday, September 8, 2022	0:02:00	0:48:50	0:30:02	13.0%	6.0%
Friday, September 9, 2022	0:02:08	1:03:55	0:40:02	11.0%	4.0%
Monday, September 12, 2022	0:02:40	1:07:40	0:42:46	12.0%	4.0%
Tuesday, September 13, 2022	0:02:34	1:16:26	0:48:45	11.0%	4.0%
Wednesday, September 14, 2022	0:02:47	1:05:49	0:45:58	13.0%	4.0%
Thursday, September 15, 2022	0:02:08	1:06:51	0:43:29	12.0%	5.0%
Friday, September 16, 2022	0:03:01	1:27:55	0:54:32	12.0%	4.0%
Monday, September 19, 2022 - STAT	-	-	-	-	-
Tuesday, September 20, 2022*	0:03:42	1:50:24	1:18:56	12.0%	3.0%
Wednesday, September 21, 2022*	0:01:24	1:59:03	1:20:05	14.0%	6.0%
Thursday, September 22, 2022*	0:00:15	1:45:31	1:06:46	13.0%	5.0%
Friday, September 23, 2022*	0:03:38	1:48:39	1:10:40	11.0%	3.0%
Monday, September 26, 2022	0:03:35	1:39:09	1:02:29	12.0%	4.0%
Tuesday, September 27, 2022	0:02:18	0:56:24	0:38:55	13.0%	5.0%
Wednesday, September 28, 2022	0:02:29	0:59:52	0:36:55	12.0%	6.0%
Thursday, September 29, 2022	0:02:24	1:23:28	0:54:32	11.0%	4.0%
Friday, September 30, 2022 - STAT	-	-	-	-	-

*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 2022

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, October 3, 2022	0:03:19	2:07:56	1:27:59	12.0%	3.0%
Tuesday, October 4, 2022	0:02:56	1:33:51	1:02:10	12.0%	4.0%
Wednesday, October 5, 2022	0:03:00	1:02:37	0:41:53	12.0%	4.0%
Thursday, October 6, 2022	0:03:20	1:00:28	0:43:44	13.0%	4.0%
Friday, October 7, 2022	0:03:20	1:16:18	0:47:02	11.0%	3.0%
Monday, October 10, 2022 - STAT	-	-	-	-	-
Tuesday, October 11, 2022	0:03:15	1:39:16	1:07:35	13.0%	3.0%
Wednesday, October 12, 2022	0:03:30	1:46:49	1:15:22	11.0%	3.0%
Thursday, October 13, 2022	0:02:53	1:50:35	1:13:42	11.0%	3.0%
Friday, October 14, 2022	0:02:43	1:34:22	1:04:15	12.0%	3.0%
Monday, October 17, 2022	0:03:05	1:41:08	1:07:16	12.0%	3.0%
Tuesday, October 18, 2022	0:02:58	1:00:46	0:40:05	12.0%	5.0%
Wednesday, October 19, 2022	0:02:14	1:10:30	0:42:46	12.0%	4.0%
Thursday, October 20, 2022	0:02:22	0:46:42	0:27:00	12.0%	6.0%
Friday, October 21, 2022	0:02:08	0:53:17	0:30:32	11.0%	4.0%
Monday, October 24, 2022	0:02:57	0:59:40	0:42:26	11.0%	5.0%
Tuesday, October 25, 2022	0:02:19	0:51:29	0:34:46	11.0%	5.0%
Wednesday, October 26, 2022	0:01:23	2:08:56	1:25:36	12.0%	4.0%
Thursday, October 27, 2022	0:00:19	1:27:07	0:54:37	14.0%	6.0%
Friday, October 28, 2022	0:03:04	1:19:43	0:56:01	10.0%	4.0%
Monday, October 31, 2022	0:03:17	1:38:06	1:06:09	12.0%	3.0%

*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

November 2022

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Tuesday, November 1, 2022	0:03:25	1:21:02	0:56:44	14.0%	3.0%
Wednesday, November 2, 2022	0:03:44	1:00:29	0:42:08	14.0%	3.0%
Thursday, November 3, 2022	0:02:30	0:50:43	0:34:35	12.0%	4.0%
Friday, November 4, 2022	0:02:23	1:02:27	0:42:08	13.0%	4.0%
Monday, November 7, 2022	0:03:51	1:49:36	1:12:30	14.0%	3.0%
Tuesday, November 8, 2022	0:03:28	1:11:47	0:46:19	13.0%	3.0%
Wednesday, November 9, 2022	0:03:14	1:16:17	0:52:52	14.0%	3.0%
Thursday, November 10, 2022	0:04:08	2:03:42	1:18:24	14.0%	3.0%
Friday, November 11, 2022 - STAT	-	-	-	-	-
Monday, November 14, 2022	0:04:07	2:18:55	1:32:57	14.0%	2.0%
Tuesday, November 15, 2022	0:03:52	1:35:06	1:10:33	11.0%	2.0%
Wednesday, November 16, 2022	0:03:59	1:54:37	1:23:26	11.0%	3.0%
Thursday, November 17, 2022	0:03:04	1:11:43	0:48:52	11.0%	3.0%
Friday, November 18, 2022	0:02:44	1:14:43	0:56:03	11.0%	3.0%
Monday, November 21, 2022*	0:03:58	1:48:46	1:13:34	10.0%	3.0%
Tuesday, November 22, 2022*	0:03:00	1:04:10	0:48:26	11.0%	3.0%
Wednesday, November 23, 2022*	0:01:53	2:20:54	1:40:55	12.0%	4.0%
Thursday, November 24, 2022*	0:01:00	1:53:46	1:14:25	13.0%	5.0%
Friday, November 25, 2022*	0:02:38	1:58:13	1:17:30	22.0%	3.0%
Monday, November 28, 2022	0:04:09	1:42:07	1:12:46	10.0%	3.0%
Tuesday, November 29, 2022	0:02:54	1:43:01	1:16:33	11.0%	4.0%
Wednesday, November 30, 2022**	0:14:56	7:01:55	1:50:33	9.0%	2.0%

*Cheque issue week

** Some call backs to queue were not completed November 29th. Excluding call backs that waited overnight, the Longest Average Wait Time was 1:26:25 and Average Wait Time was 0:58:24.

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)
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 2022

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Thursday, December 1, 2022	0:03:58	1:34:49	1:08:05	10.0%	3.0%
Friday, December 2, 2022	0:03:13	1:16:24	0:53:48	12.0%	5.0%
Monday, December 5, 2022	0:03:32	1:40:29	1:08:08	11.0%	4.0%
Tuesday, December 6, 2022	0:02:48	1:30:42	0:57:05	13.0%	5.0%
Wednesday, December 7, 2022	0:03:15	1:19:40	0:54:49	11.0%	4.0%
Thursday, December 8, 2022	0:03:08	1:37:30	1:07:46	9.0%	3.0%
Friday, December 9, 2022	0:03:40	1:50:39	1:12:41	10.0%	3.0%
Monday, December 12, 2022	0:03:11	1:25:00	0:49:48	10.0%	4.0%
Tuesday, December 13, 2022	0:02:56	1:00:10	0:32:17	10.0%	4.0%
Wednesday, December 14, 2022	0:02:39	0:29:25	0:15:34	16.0%	11.0%
Thursday, December 15, 2022	0:00:40	0:30:41	0:12:03	43.0%	38.0%
Friday, December 16, 2022	0:02:17	0:34:01	0:17:57	16.0%	11.0%
Monday, December 19, 2022*	0:02:47	0:43:35	0:27:28	11.0%	6.0%
Tuesday, December 20, 2022*	0:01:56	0:25:24	0:13:30	32.0%	26.0%
Wednesday, December 21, 2022*	0:00:09	1:27:45	0:56:53	13.0%	6.0%
Thursday, December 22, 2022*	0:00:08	1:16:41	0:48:59	13.0%	7.0%
Friday, December 23, 2022*	0:03:06	1:16:38	0:46:12	12.0%	6.0%
Monday, December 26, 2022 - STAT	-	-	-	-	-
Tuesday, December 27, 2022 - STAT	-	-	-	-	-
Wednesday, December 28, 2022	0:03:22	1:50:43	1:17:16	10.0%	3.0%
Thursday, December 29, 2022	0:03:07	0:58:42	0:33:29	11.0%	5.0%
Friday, December 30, 2022	0:02:27	0:44:18	0:26:04	13.0%	7.0%

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