

Daily Contact Centre Wait Times

January 2023

| Date | Shortest Average Wait Time | Longest Average Wait Time | Average Wait Time | Service Level 1 | Service Level 2 |
|------------------------------|----------------------------|---------------------------|-------------------|-----------------|-----------------|
| Tuesday, January 3, 2023 | 0:03:58 | 2:03:06 | 1:21:35 | 12.0% | 3.0% |
| Wednesday, January 4, 2023 | 0:02:48 | 1:08:59 | 0:42:19 | 12.0% | 5.0% |
| Thursday, January 5, 2023 | 0:02:18 | 0:52:07 | 0:31:59 | 12.0% | 5.0% |
| Friday, January 6, 2023 | 0:01:59 | 0:33:21 | 0:18:57 | 21.0% | 15.0% |
| Monday, January 9, 2023 | 0:00:08 | 0:37:35 | 0:18:38 | 16.0% | 11.0% |
| Tuesday, January 10, 2023 | 0:02:44 | 0:51:41 | 0:28:13 | 12.0% | 6.0% |
| Wednesday, January 11, 2023 | 0:02:14 | 0:38:05 | 0:23:32 | 13.0% | 7.0% |
| Thursday, January 12, 2023 | 0:01:22 | 0:41:48 | 0:21:41 | 23.0% | 17.0% |
| Friday, January 13, 2023 | 0:02:27 | 0:46:09 | 0:25:00 | 13.0% | 7.0% |
| Monday, January 16, 2023* | 0:03:51 | 1:16:04 | 0:48:34 | 12.0% | 4.0% |
| Tuesday, January 17, 2023* | 0:02:15 | 0:33:19 | 0:19:15 | 19.0% | 14.0% |
| Wednesday, January 18, 2023* | 0:00:16 | 1:24:59 | 0:54:05 | 12.0% | 5.0% |
| Thursday, January 19, 2023* | 0:00:09 | 0:47:13 | 0:26:48 | 14.0% | 8.0% |
| Friday, January 20, 2023* | 0:03:13 | 0:35:05 | 0:23:33 | 14.0% | 9.0% |
| Monday, January 23, 2023 | 0:03:12 | 0:32:35 | 0:19:02 | 20.0% | 15.0% |
| Tuesday, January 24, 2023 | 0:03:08 | 0:43:21 | 0:24:24 | 12.0% | 7.0% |
| Wednesday, January 25, 2023 | 0:00:13 | 0:22:23 | 0:10:28 | 49.0% | 44.0% |
| Thursday, January 26, 2023 | 0:01:41 | 0:20:29 | 0:09:02 | 62.0% | 58.0% |
| Friday, January 27, 2023 | 0:02:04 | 0:23:26 | 0:11:54 | 40.0% | 36.0% |
| Monday, January 30, 2023 | 0:00:46 | 0:47:14 | 0:27:36 | 16.0% | 10.0% |
| Tuesday, January 31, 2023 | 0:02:30 | 0:27:38 | 0:15:14 | 30.0% | 18.0% |

*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

February 2023

| Date | Shortest Average Wait Time | Longest Average Wait Time | Average Wait Time | Service Level 1 | Service Level 2 |
|----------------------------------|----------------------------|---------------------------|-------------------|-----------------|-----------------|
| Wednesday, February 01, 2023 | 0:03:29 | 0:39:24 | 0:27:23 | 13.0% | 7.0% |
| Thursday, February 02, 2023 | 0:02:35 | 0:29:59 | 0:16:37 | 27.0% | 21.0% |
| Friday, February 03, 2023 | 0:02:27 | 0:46:50 | 0:24:18 | 27.0% | 20.0% |
| Monday, February 06, 2023 | 0:02:52 | 0:53:02 | 0:34:32 | 12.0% | 5.0% |
| Tuesday, February 07, 2023 | 0:02:12 | 0:42:06 | 0:24:08 | 14.0% | 8.0% |
| Wednesday, February 08, 2023 | 0:03:09 | 0:31:31 | 0:22:21 | 11.0% | 5.0% |
| Thursday, February 09, 2023 | 0:00:19 | 0:23:17 | 0:11:32 | 51.0% | 46.0% |
| Friday, February 10, 2023 | 0:01:08 | 0:26:57 | 0:14:04 | 20.0% | 15.0% |
| Monday, February 13, 2023* | 0:03:45 | 0:40:49 | 0:27:15 | 11.0% | 5.0% |
| Tuesday, February 14, 2023* | 0:03:07 | 0:34:24 | 0:19:16 | 11.0% | 5.0% |
| Wednesday, February 15, 2023* | 0:00:56 | 1:18:51 | 0:50:40 | 14.0% | 7.0% |
| Thursday, February 16, 2023* | 0:00:08 | 0:41:21 | 0:26:45 | 13.0% | 8.0% |
| Friday, February 17, 2023* | 0:03:50 | 1:00:25 | 0:43:19 | 10.0% | 4.0% |
| Monday, February 20, 2023 - STAT | - | - | - | - | - |
| Tuesday, February 21, 2023 | 0:03:43 | 1:26:11 | 0:56:02 | 10.0% | 4.0% |
| Wednesday, February 22, 2023 | 0:02:52 | 1:01:36 | 0:37:08 | 11.0% | 5.0% |
| Thursday, February 23, 2023 | 0:02:43 | 0:24:52 | 0:16:23 | 18.0% | 14.0% |
| Friday, February 24, 2023 | 0:02:49 | 0:30:39 | 0:21:18 | 14.0% | 9.0% |
| Monday, February 27, 2023 | 0:01:51 | 0:35:08 | 0:21:04 | 16.0% | 11.0% |
| Tuesday, February 28, 2023 | 0:02:41 | 0:34:30 | 0:19:56 | 13.0% | 8.0% |

*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

March 2023

| Date | Shortest Average Wait Time | Longest Average Wait Time | Average Wait Time | Service Level 1 | Service Level 2 |
|----------------------------|----------------------------|---------------------------|-------------------|-----------------|-----------------|
| Wednesday, March 1, 2023 | 0:00:52 | 0:39:56 | 0:21:14 | 20.0% | 15.0% |
| Thursday, March 2, 2023 | 0:02:43 | 0:36:24 | 0:22:38 | 14.0% | 9.0% |
| Friday, March 3, 2023 | 0:02:27 | 0:32:21 | 0:19:01 | 18.0% | 12.0% |
| Monday, March 6, 2023 | 0:02:47 | 0:48:44 | 0:32:19 | 15.0% | 8.0% |
| Tuesday, March 7, 2023 | 0:01:49 | 0:42:55 | 0:22:17 | 17.0% | 12.0% |
| Wednesday, March 8, 2023 | 0:00:24 | 0:30:07 | 0:16:25 | 28.0% | 23.0% |
| Thursday, March 9, 2023 | 0:00:17 | 0:30:20 | 0:16:04 | 29.0% | 25.0% |
| Friday, March 10, 2023 | 0:01:30 | 0:25:53 | 0:15:20 | 26.0% | 22.0% |
| Monday, March 13, 2023 | 0:02:45 | 0:54:21 | 0:32:23 | 11.0% | 5.0% |
| Tuesday, March 14, 2023 | 0:01:55 | 0:43:52 | 0:25:54 | 14.0% | 8.0% |
| Wednesday, March 15, 2023 | 0:01:43 | 0:48:00 | 0:23:08 | 19.0% | 14.0% |
| Thursday, March 16, 2023 | 0:01:46 | 0:32:54 | 0:21:04 | 14.0% | 8.0% |
| Friday, March 17, 2023 | 0:00:13 | 0:27:51 | 0:09:14 | 67.0% | 64.0% |
| Monday, March 20, 2023* | 0:00:59 | 0:16:21 | 0:08:35 | 56.0% | 51.0% |
| Tuesday, March 21, 2023* | 0:01:15 | 0:19:35 | 0:10:56 | 45.0% | 40.0% |
| Wednesday, March 22, 2023* | 0:00:09 | 0:56:38 | 0:29:08 | 20.0% | 14.0% |
| Thursday, March 23, 2023* | 0:00:09 | 0:39:14 | 0:17:05 | 32.0% | 28.0% |
| Friday, March 24, 2023* | 0:02:07 | 0:36:20 | 0:20:42 | 15.0% | 10.0% |
| Monday, March 27, 2023 | 0:01:25 | 0:35:58 | 0:23:12 | 16.0% | 11.0% |
| Tuesday, March 28, 2023 | 0:00:21 | 0:17:39 | 0:08:40 | 57.0% | 53.0% |
| Wednesday, March 29, 2023 | 0:00:23 | 0:16:02 | 0:04:01 | 93.0% | 91.0% |
| Thursday, March 30, 2023 | 0:00:08 | 0:16:23 | 0:03:03 | 93.0% | 92.0% |
| Friday, March 31, 2023 | 0:01:33 | 0:16:48 | 0:08:19 | 71.0% | 67.0% |

*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

April 2023

| Date | Shortest Average Wait Time | Longest Average Wait Time | Average Wait Time | Service Level 1 | Service Level 2 |
|-------------------------------|----------------------------|---------------------------|-------------------|-----------------|-----------------|
| Monday, April 3, 2023 | 0:03:06 | 0:38:59 | 0:21:26 | 22.0% | 16.0% |
| Tuesday, April 4, 2023 | 0:00:25 | 0:27:15 | 0:12:15 | 35.0% | 30.0% |
| Wednesday, April 5, 2023 | 0:00:24 | 0:21:16 | 0:09:58 | 47.0% | 42.0% |
| Thursday, April 6, 2023 | 0:02:10 | 0:50:58 | 0:33:10 | 15.0% | 8.0% |
| Friday, April 7, 2023 - STAT | - | - | - | - | - |
| Monday, April 10, 2023 - STAT | - | - | - | - | - |
| Tuesday, April 11, 2023 | 0:03:07 | 2:01:39 | 1:05:48 | 10.0% | 3.0% |
| Wednesday, April 12, 2023 | 0:00:49 | 0:31:55 | 0:17:08 | 27.0% | 22.0% |
| Thursday, April 13, 2023 | 0:01:58 | 0:31:55 | 0:17:31 | 24.0% | 20.0% |
| Friday, April 14, 2023 | 0:02:14 | 0:42:39 | 0:28:32 | 12.0% | 7.0% |
| Monday, April 17, 2023* | 0:03:05 | 0:53:10 | 0:33:48 | 13.0% | 6.0% |
| Tuesday, April 18, 2023* | 0:02:23 | 0:35:58 | 0:23:58 | 14.0% | 8.0% |
| Wednesday, April 19, 2023* | 0:00:37 | 1:18:01 | 0:49:57 | 15.0% | 8.0% |
| Thursday, April 20, 2023* | 0:00:09 | 0:58:13 | 0:36:27 | 15.0% | 9.0% |
| Friday, April 21, 2023* | 0:03:17 | 1:00:44 | 0:37:55 | 13.0% | 7.0% |
| Monday, April 24, 2023 | 0:03:26 | 1:00:01 | 0:40:20 | 10.0% | 5.0% |
| Tuesday, April 25, 2023 | 0:02:42 | 0:36:58 | 0:25:56 | 13.0% | 8.0% |
| Wednesday, April 26, 2023 | 0:02:16 | 0:56:59 | 0:19:58 | 22.0% | 17.0% |
| Thursday, April 27, 2023 | 0:00:26 | 0:24:39 | 0:12:28 | 33.0% | 29.0% |
| Friday, April 28, 2023 | 0:00:09 | 0:25:53 | 0:13:40 | 27.0% | 22.0% |

*Cheque issue week

| Definition of Terms | |
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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

May 2023

| Date | Shortest Average Wait Time | Longest Average Wait Time | Average Wait Time | Service Level 1 | Service Level 2 |
|-----------------------------|----------------------------|---------------------------|-------------------|-----------------|-----------------|
| Monday, May 1, 2023 | 0:04:48 | 1:03:30 | 0:41:58 | 10.0% | 4.0% |
| Tuesday, May 2, 2023 | 0:01:24 | 0:29:53 | 0:21:19 | 15.0% | 9.0% |
| Wednesday, May 3, 2023 | 0:00:18 | 0:28:44 | 0:19:22 | 25.0% | 20.0% |
| Thursday, May 4, 2023 | 0:02:01 | 0:43:29 | 0:21:24 | 20.0% | 16.0% |
| Friday, May 5, 2023 | 0:03:09 | 0:32:05 | 0:19:23 | 13.0% | 8.0% |
| Monday, May 8, 2023 | 0:02:05 | 1:11:20 | 0:50:24 | 10.0% | 3.0% |
| Tuesday, May 9, 2023 | 0:03:28 | 1:04:57 | 0:38:15 | 12.0% | 6.0% |
| Wednesday, May 10, 2023 | 0:02:28 | 0:35:01 | 0:20:23 | 29.0% | 20.0% |
| Thursday, May 11, 2023 | 0:02:17 | 0:37:51 | 0:23:34 | 12.0% | 7.0% |
| Friday, May 12, 2023 | 0:02:44 | 0:50:34 | 0:31:30 | 13.0% | 6.0% |
| Monday, May 15, 2023* | 0:00:09 | 0:47:11 | 0:20:41 | 42.0% | 37.0% |
| Tuesday, May 16, 2023* | 0:02:22 | 0:55:55 | 0:36:10 | 12.0% | 6.0% |
| Wednesday, May 17, 2023* | 0:00:43 | 1:33:16 | 0:59:26 | 13.0% | 6.0% |
| Thursday, May 18, 2023* | 0:00:09 | 1:00:10 | 0:38:27 | 13.0% | 7.0% |
| Friday, May 19, 2023* | 0:03:19 | 1:09:16 | 0:46:10 | 10.0% | 3.0% |
| Monday, May 22, 2023 - STAT | - | - | - | - | - |
| Tuesday, May 23, 2023 | 0:02:51 | 1:35:04 | 1:03:35 | 12.0% | 5.0% |
| Wednesday, May 24, 2023 | 0:02:42 | 0:56:13 | 0:32:49 | 14.0% | 8.0% |
| Thursday, May 25, 2023 | 0:02:17 | 0:42:31 | 0:25:41 | 12.0% | 7.0% |
| Friday, May 26, 2023 | 0:00:10 | 0:32:56 | 0:21:03 | 18.0% | 12.0% |
| Monday, May 29, 2023 | 0:03:04 | 0:46:39 | 0:31:25 | 11.0% | 6.0% |
| Tuesday, May 30, 2023 | 0:02:59 | 0:33:00 | 0:18:20 | 17.0% | 12.0% |
| Wednesday, May 31, 2023 | 0:02:38 | 0:20:01 | 0:12:48 | 29.0% | 24.0% |

*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

June 2023

| Date | Shortest Average Wait Time | Longest Average Wait Time | Average Wait Time | Service Level 1 | Service Level 2 |
|---------------------------|----------------------------|---------------------------|-------------------|-----------------|-----------------|
| Thursday, June 1, 2023 | 0:00:53 | 0:47:42 | 0:28:51 | 15.0% | 10.0% |
| Friday, June 2, 2023 | 0:02:05 | 0:38:58 | 0:26:09 | 19.0% | 13.0% |
| Monday, June 5, 2023 | 0:03:11 | 0:54:21 | 0:31:52 | 13.0% | 8.0% |
| Tuesday, June 6, 2023 | 0:02:33 | 0:43:07 | 0:25:04 | 18.0% | 12.0% |
| Wednesday, June 7, 2023 | 0:02:01 | 0:28:24 | 0:11:58 | 48.0% | 44.0% |
| Thursday, June 8, 2023 | 0:00:28 | 0:29:32 | 0:13:33 | 41.0% | 36.0% |
| Friday, June 9, 2023 | 0:01:46 | 0:28:48 | 0:15:38 | 26.0% | 21.0% |
| Monday, June 12, 2023 | 0:02:59 | 0:42:40 | 0:27:24 | 17.0% | 11.0% |
| Tuesday, June 13, 2023 | 0:02:36 | 0:26:10 | 0:15:15 | 25.0% | 20.0% |
| Wednesday, June 14, 2023 | 0:01:48 | 0:21:29 | 0:14:28 | 22.0% | 17.0% |
| Thursday, June 15, 2023 | 0:01:54 | 0:22:31 | 0:11:57 | 40.0% | 36.0% |
| Friday, June 16, 2023 | 0:01:52 | 0:26:41 | 0:16:31 | 14.0% | 8.0% |
| Monday, June 19, 2023* | 0:02:32 | 0:21:14 | 0:14:06 | 22.0% | 17.0% |
| Tuesday, June 20, 2023* | 0:00:39 | 0:27:26 | 0:11:59 | 45.0% | 41.0% |
| Wednesday, June 21, 2023* | 0:00:09 | 1:06:46 | 0:40:04 | 14.0% | 8.0% |
| Thursday, June 22, 2023* | 0:00:08 | 0:31:04 | 0:14:37 | 28.0% | 24.0% |
| Friday, June 23, 2023* | 0:03:13 | 0:43:43 | 0:29:13 | 13.0% | 6.0% |
| Monday, June 26, 2023 | 0:03:14 | 0:48:07 | 0:32:43 | 12.0% | 7.0% |
| Tuesday, June 27, 2023 | 0:00:15 | 0:16:58 | 0:08:42 | 58.0% | 54.0% |
| Wednesday, June 28, 2023 | 0:00:50 | 0:17:28 | 0:09:32 | 55.0% | 51.0% |
| Thursday, June 29, 2023 | 0:01:58 | 0:17:23 | 0:10:25 | 39.0% | 35.0% |
| Friday, June 30, 2023 | 0:00:44 | 0:25:09 | 0:13:10 | 31.0% | 27.0% |

*Cheque issue week

| Definition of Terms | |
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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 2023

| Date | Shortest Average Wait Time | Longest Average Wait Time | Average Wait Time | Service Level 1 | Service Level 2 |
|-----------------------------|----------------------------|---------------------------|-------------------|-----------------|-----------------|
| Monday, July 3, 2023 - STAT | - | - | - | - | - |
| Tuesday, July 4, 2023 | 0:03:03 | 1:28:32 | 0:57:44 | 12.0% | 5.0% |
| Wednesday, July 5, 2023 | 0:02:45 | 0:48:10 | 0:27:05 | 13.0% | 7.0% |
| Thursday, July 6, 2023 | 0:02:36 | 0:32:17 | 0:18:39 | 19.0% | 14.0% |
| Friday, July 7, 2023 | 0:01:59 | 0:30:40 | 0:14:35 | 26.0% | 21.0% |
| Monday, July 10, 2023 | 0:01:44 | 0:21:50 | 0:13:13 | 31.0% | 25.0% |
| Tuesday, July 11, 2023 | 0:01:08 | 0:22:04 | 0:13:00 | 32.0% | 27.0% |
| Wednesday, July 12, 2023 | 0:00:10 | 0:23:57 | 0:12:44 | 40.0% | 36.0% |
| Thursday, July 13, 2023 | 0:01:49 | 0:29:00 | 0:16:08 | 32.0% | 26.0% |
| Friday, July 14, 2023 | 0:02:24 | 0:54:15 | 0:34:33 | 11.0% | 5.0% |
| Monday, July 17, 2023* | 0:03:23 | 0:24:54 | 0:17:08 | 19.0% | 14.0% |
| Tuesday, July 18, 2023* | 0:00:49 | 0:27:33 | 0:13:08 | 33.0% | 27.0% |
| Wednesday, July 19, 2023* | 0:00:10 | 1:04:34 | 0:43:40 | 15.0% | 8.0% |
| Thursday, July 20, 2023* | 0:00:09 | 0:44:23 | 0:25:52 | 19.0% | 13.0% |
| Friday, July 21, 2023* | 0:03:07 | 0:31:17 | 0:23:00 | 16.0% | 11.0% |
| Monday, July 24, 2023 | 0:00:45 | 0:43:40 | 0:26:56 | 15.0% | 10.0% |
| Tuesday, July 25, 2023 | 0:01:29 | 0:22:21 | 0:08:21 | 78.0% | 74.0% |
| Wednesday, July 26, 2023 | 0:00:22 | 0:19:15 | 0:06:18 | 77.0% | 74.0% |
| Thursday, July 27, 2023 | 0:00:11 | 0:19:36 | 0:08:18 | 62.0% | 57.0% |
| Friday, July 28, 2023 | 0:01:42 | 0:27:33 | 0:10:41 | 58.0% | 53.0% |
| Monday, July 31, 2023 | 0:00:58 | 0:25:49 | 0:12:20 | 41.0% | 36.0% |

*Cheque issue week

| Definition of Terms | |
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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

August 2023

| Date | Shortest Average Wait Time | Longest Average Wait Time | Average Wait Time | Service Level 1 | Service Level 2 |
|-------------------------------|----------------------------|---------------------------|-------------------|-----------------|-----------------|
| Tuesday, August 1, 2023 | 0:00:08 | 0:30:48 | 0:15:39 | 32.0% | 27.0% |
| Wednesday, August 2, 2023 | 0:00:41 | 0:20:41 | 0:10:39 | 43.0% | 39.0% |
| Thursday, August 3, 2023 | 0:00:08 | 0:22:57 | 0:10:00 | 56.0% | 52.0% |
| Friday, August 4, 2023 | 0:00:20 | 0:26:06 | 0:13:05 | 42.0% | 37.0% |
| Monday, August 7, 2023 - STAT | - | - | - | - | - |
| Tuesday, August 8, 2023 | 0:02:44 | 1:08:53 | 0:47:41 | 13.0% | 6.0% |
| Wednesday, August 9, 2023** | 0:02:05 | 0:35:22 | 0:35:34 | 23.0% | 18.0% |
| Thursday, August 10, 2023 | 0:01:50 | 0:26:32 | 0:15:49 | 21.0% | 16.0% |
| Friday, August 11, 2023 | 0:02:18 | 0:38:08 | 0:20:54 | 15.0% | 9.0% |
| Monday, August 14, 2023 | 0:00:08 | 0:25:40 | 0:16:42 | 21.0% | 15.0% |
| Tuesday, August 15, 2023 | 0:00:56 | 0:25:02 | 0:09:17 | 67.0% | 63.0% |
| Wednesday, August 16, 2023 | 0:01:14 | 0:19:41 | 0:09:06 | 58.0% | 54.0% |
| Thursday, August 17, 2023 | 0:00:13 | 0:13:38 | 0:04:57 | 89.0% | 86.0% |
| Friday, August 28, 2023 | 0:01:12 | 0:16:56 | 0:07:45 | 67.0% | 63.0% |
| Monday, August 21, 2023* | 0:01:45 | 0:15:47 | 0:07:45 | 82.0% | 77.0% |
| Tuesday, August 22, 2023* | 0:00:08 | 0:19:37 | 0:05:55 | 80.0% | 76.0% |
| Wednesday, August 23, 2023* | 0:00:07 | 1:01:36 | 0:37:14 | 14.0% | 8.0% |
| Thursday, August 24, 2023* | 0:00:12 | 0:35:58 | 0:17:57 | 29.0% | 24.0% |
| Friday, August 25, 2023* | 0:00:32 | 0:19:01 | 0:11:01 | 38.0% | 32.0% |
| Monday, August 28, 2023 | 0:01:16 | 0:27:57 | 0:15:09 | 39.0% | 34.0% |
| Tuesday, August 29, 2023 | 0:00:25 | 0:22:14 | 0:09:51 | 57.0% | 53.0% |
| Wednesday, August 30, 2023 | 0:00:07 | 0:18:16 | 0:07:25 | 66.0% | 63.0% |
| Thursday, August 31, 2023 | 0:00:33 | 0:20:05 | 0:09:15 | 55.0% | 51.0% |

*Cheque issue week

**Call routing error caused increased wait time outside business hours

| 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

September 2023

| Date | Shortest Average Wait Time | Longest Average Wait Time | Average Wait Time | Service Level 1 | Service Level 2 |
|----------------------------------|----------------------------|---------------------------|-------------------|-----------------|-----------------|
| Friday, September 1, 2023 | 0:01:50 | 0:38:25 | 0:21:02 | 20.0% | 14.0% |
| Monday, September 4, 2023 - STAT | - | - | - | - | - |
| Tuesday, September 5, 2023 | 0:03:05 | 1:17:29 | 0:52:35 | 12.0% | 4.0% |
| Wednesday, September 6, 2023 | 0:01:51 | 0:27:05 | 0:16:44 | 19.0% | 13.0% |
| Thursday, September 7, 2023 | 0:02:05 | 0:26:25 | 0:15:36 | 31.0% | 26.0% |
| Friday, September 8, 2023 | 0:01:39 | 0:30:55 | 0:15:31 | 29.0% | 25.0% |
| Monday, September 11, 2023 | 0:02:11 | 0:39:20 | 0:26:17 | 12.0% | 6.0% |
| Tuesday, September 12, 2023 | 0:01:21 | 0:32:28 | 0:17:13 | 29.0% | 24.0% |
| Wednesday, September 13, 2023 | 0:00:50 | 0:22:38 | 0:11:16 | 50.0% | 45.0% |
| Thursday, September 14, 2023 | 0:01:06 | 0:23:23 | 0:12:06 | 38.0% | 34.0% |
| Friday, September 15, 2023 | 0:01:09 | 0:30:25 | 0:14:12 | 40.0% | 35.0% |
| Monday, September 18, 2023* | 0:02:49 | 0:25:56 | 0:12:46 | 38.0% | 32.0% |
| Tuesday, September 19, 2023* | 0:00:07 | 0:19:58 | 0:09:14 | 58.0% | 53.0% |
| Wednesday, September 20, 2023* | 0:00:06 | 0:40:26 | 0:21:06 | 27.0% | 22.0% |
| Thursday, September 21, 2023* | 0:00:08 | 0:26:02 | 0:11:44 | 48.0% | 43.0% |
| Friday, September 22, 2023* | 0:02:12 | 0:31:35 | 0:16:11 | 30.0% | 25.0% |
| Monday, September 25, 2023 | 0:02:04 | 0:43:12 | 0:23:01 | 25.0% | 19.0% |
| Tuesday, September 26, 2023 | 0:00:42 | 0:16:33 | 0:08:04 | 65.0% | 61.0% |
| Wednesday, September 27, 2023 | 0:00:25 | 0:15:12 | 0:06:38 | 80.0% | 76.0% |
| Thursday, September 28, 2023 | 0:00:39 | 0:27:52 | 0:10:23 | 59.0% | 54.0% |
| Friday, September 29, 2023 | 0:00:56 | 0:24:32 | 0:11:59 | 53.0% | 47.0% |

*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

October 2023

| Date | Shortest Average Wait Time | Longest Average Wait Time | Average Wait Time | Service Level 1 | Service Level 2 |
|--------------------------------|----------------------------|---------------------------|-------------------|-----------------|-----------------|
| Monday, October 2, 2023 - STAT | - | - | - | - | - |
| Tuesday, October 3, 2023 | 0:03:47 | 1:09:00 | 0:44:16 | 11.0% | 4.0% |
| Wednesday, October 4, 2023 | 0:01:59 | 0:28:49 | 0:15:33 | 31.0% | 25.0% |
| Thursday, October 5, 2023 | 0:01:25 | 0:26:28 | 0:12:21 | 41.0% | 36.0% |
| Friday, October 6, 2023 | 0:01:34 | 0:23:48 | 0:13:20 | 34.0% | 29.0% |
| Monday, October 9, 2023 - STAT | - | - | - | - | - |
| Tuesday, October 10, 2023 | 0:02:15 | 1:00:07 | 0:35:57 | 12.0% | 5.0% |
| Wednesday, October 11, 2023 | 0:02:43 | 0:30:51 | 0:18:36 | 19.0% | 15.0% |
| Thursday, October 12, 2023 | 0:01:35 | 0:25:25 | 0:12:27 | 45.0% | 39.0% |
| Friday, October 13, 2023 | 0:01:13 | 0:21:22 | 0:09:25 | 66.0% | 62.0% |
| Monday, October 16, 2023 | 0:02:06 | 0:35:42 | 0:19:27 | 19.0% | 13.0% |
| Tuesday, October 17, 2023 | 0:00:14 | 0:23:35 | 0:11:10 | 51.0% | 46.0% |
| Wednesday, October 18, 2023 | 0:00:48 | 0:22:42 | 0:09:47 | 57.0% | 52.0% |
| Thursday, October 19, 2023 | 0:00:17 | 0:24:56 | 0:11:03 | 48.0% | 43.0% |
| Friday, October 20, 2023 | 0:00:58 | 0:28:50 | 0:15:09 | 41.0% | 35.0% |
| Monday, October 23, 2023* | 0:01:41 | 0:22:38 | 0:14:35 | 28.0% | 23.0% |
| Tuesday, October 24, 2023* | 0:00:10 | 0:20:15 | 0:10:10 | 44.0% | 39.0% |
| Wednesday, October 25, 2023* | 0:00:07 | 0:28:13 | 0:16:43 | 27.0% | 22.0% |
| Thursday, October 26, 2023* | 0:00:08 | 0:23:21 | 0:09:17 | 62.0% | 58.0% |
| Friday, October 27, 2023* | 0:01:12 | 0:32:21 | 0:19:43 | 17.0% | 12.0% |
| Monday, October 30, 2023 | 0:02:08 | 0:34:52 | 0:18:26 | 25.0% | 20.0% |
| Tuesday, October 31, 2023 | 0:01:22 | 0:27:41 | 0:15:39 | 29.0% | 24.0% |

*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 2023

| Date | Shortest Average Wait Time | Longest Average Wait Time | Average Wait Time | Service Level 1 | Service Level 2 |
|----------------------------------|----------------------------|---------------------------|-------------------|-----------------|-----------------|
| Wednesday, November 1, 2023 | 0:01:15 | 0:27:10 | 0:13:17 | 38.0% | 34.0% |
| Thursday, November 2, 2023 | 0:00:50 | 0:29:16 | 0:14:07 | 29.0% | 24.0% |
| Friday, November 3, 2023 | 0:01:44 | 0:35:11 | 0:20:30 | 21.0% | 15.0% |
| Monday, November 6, 2023 | 0:01:45 | 0:55:31 | 0:32:55 | 15.0% | 8.0% |
| Tuesday, November 7, 2023 | 0:01:23 | 0:26:52 | 0:13:18 | 33.0% | 27.0% |
| Wednesday, November 8, 2023 | 0:01:12 | 0:23:32 | 0:14:50 | 22.0% | 17.0% |
| Thursday, November 9, 2023 | 0:01:55 | 0:29:37 | 0:16:29 | 26.0% | 21.0% |
| Friday, November 10, 2023 | 0:01:30 | 0:44:51 | 0:27:20 | 15.0% | 9.0% |
| Monday, November 13, 2023 - STAT | - | - | - | - | - |
| Tuesday, November 14, 2023 | 0:02:47 | 1:38:12 | 1:02:38 | 10.0% | 4.0% |
| Wednesday, November 15, 2023 | 0:03:02 | 0:56:02 | 0:36:22 | 12.0% | 5.0% |
| Thursday, November 16, 2023 | 0:02:07 | 0:48:43 | 0:28:08 | 13.0% | 7.0% |
| Friday, November 17, 2023 | 0:02:29 | 1:01:49 | 0:38:00 | 11.0% | 4.0% |
| Monday, November 20, 2023* | 0:02:36 | 0:47:20 | 0:32:11 | 10.0% | 4.0% |
| Tuesday, November 21, 2023* | 0:01:38 | 0:38:14 | 0:23:47 | 17.0% | 12.0% |
| Wednesday, November 22, 2023* | 0:00:16 | 0:55:10 | 0:33:37 | 17.0% | 11.0% |
| Thursday, November 23, 2023* | 0:00:07 | 0:41:47 | 0:23:29 | 19.0% | 13.0% |
| Friday, November 24, 2023* | 0:02:13 | 0:57:47 | 0:33:55 | 13.0% | 6.0% |
| Monday, November 27, 2023 | 0:03:09 | 0:47:42 | 0:29:41 | 12.0% | 7.0% |
| Tuesday, November 28, 2023 | 0:01:30 | 0:31:04 | 0:17:42 | 21.0% | 15.0% |
| Wednesday, November 29, 2023 | 0:01:50 | 0:27:06 | 0:15:21 | 28.0% | 23.0% |
| Thursday, November 30, 2023 | 0:01:16 | 0:38:27 | 0:18:01 | 26.0% | 21.0% |

*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 2023

| Date | Shortest Average Wait Time | Longest Average Wait Time | Average Wait Time | Service Level 1 | Service Level 2 |
|-----------------------------------|----------------------------|---------------------------|-------------------|-----------------|-----------------|
| Friday, December 1, 2023 | 0:02:41 | 0:57:04 | 0:39:10 | 10.0% | 5.0% |
| Monday, December 4, 2023 | 0:02:32 | 1:01:38 | 0:41:28 | 11.0% | 4.0% |
| Tuesday, December 5, 2023 | 0:01:54 | 0:55:52 | 0:33:54 | 14.0% | 8.0% |
| Wednesday, December 6, 2023 | 0:01:56 | 1:06:16 | 0:40:45 | 13.0% | 6.0% |
| Thursday, December 7, 2023 | 0:02:00 | 0:51:04 | 0:31:36 | 13.0% | 6.0% |
| Friday, December 8, 2023 | 0:02:16 | 1:03:44 | 0:38:15 | 12.0% | 5.0% |
| Monday, December 11, 2023 | 0:02:42 | 0:45:59 | 0:29:47 | 10.0% | 5.0% |
| Tuesday, December 12, 2023 | 0:01:46 | 0:31:06 | 0:18:31 | 27.0% | 22.0% |
| Wednesday, December 13, 2023 | 0:01:52 | 0:28:55 | 0:17:14 | 27.0% | 20.0% |
| Thursday, December 14, 2023 | 0:02:06 | 0:36:24 | 0:22:44 | 19.0% | 14.0% |
| Friday, December 15, 2023 | 0:02:06 | 0:47:36 | 0:22:45 | 19.0% | 14.0% |
| Monday, December 18, 2023* | 0:02:24 | 0:47:20 | 0:30:06 | 12.0% | 6.0% |
| Tuesday, December 19, 2023* | 0:01:50 | 0:39:30 | 0:24:25 | 25.0% | 19.0% |
| Wednesday, December 20, 2023* | 0:00:08 | 1:13:12 | 0:46:23 | 14.0% | 8.0% |
| Thursday, December 21, 2023* | 0:00:07 | 0:34:27 | 0:20:03 | 16.0% | 10.0% |
| Friday, December 22, 2023* | 0:02:16 | 0:39:36 | 0:25:43 | 13.0% | 7.0% |
| Monday, December 25, 2023 - STAT | - | - | - | - | - |
| Tuesday, December 26, 2023 - STAT | - | - | - | - | - |
| Wednesday, December 27, 2023 | 0:03:01 | 1:31:35 | 0:57:06 | 11.0% | 4.0% |
| Thursday, December 28, 2023 | 0:01:53 | 0:41:47 | 0:26:02 | 14.0% | 9.0% |
| Friday, December 29, 2023 | 0:02:47 | 0:44:54 | 0:25:52 | 10.0% | 5.0% |

*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 |