Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

January 2024

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, January 1, 2024 - STAT	-	-	-	-	-
Tuesday, January 2, 2024	0:00:11	1:32:18	**0:59:35**	11.0%	3.0%
Wednesday, January 3, 2024	0:00:08	0:52:11	**0:35:31**	11.0%	4.0%
Thursday, January 4, 2024^	0:00:04	0:51:36	**0:33:02**	12.0%	4.0%
Friday, January 5, 2024	0:01:37	1:42:10	**0:25:56**	14.0%	8.0%
Monday, January 8, 2024^	0:02:19	2:14:40	**0:35:40**	12.0%	6.0%
Tuesday, January 9, 2024	0:00:09	0:41:06	**0:24:27**	14.0%	8.0%
Wednesday, January 10, 2024	0:00:08	0:43:23	**0:27:02**	12.0%	6.0%
Thursday, January 11, 2024	0:01:32	0:53:44	**0:31:48**	12.0%	6.0%
Friday, January 12, 2024	0:00:08	0:58:12	**0:39:11**	10.0%	4.0%
Monday, January 15, 2024*	0:00:17	1:13:34	**0:40:41**	12.0%	6.0%
Tuesday, January 16, 2024*	0:00:08	1:05:15	**0:44:33**	11.0%	5.0%
Wednesday, January 17, 2024*	0:00:42	1:33:50	**1:01:00**	15.0%	8.0%
Thursday, January 18, 2024*	0:00:47	1:13:59	**0:46:16**	15.0%	9.0%
Friday, January 19, 2024*	0:02:40	1:26:08	**0:56:09**	11.0%	5.0%
Monday, January 22, 2024	0:02:30	1:12:24	**0:50:29**	10.0%	4.0%
Tuesday, January 23, 2024	0:02:40	0:57:09	**0:40:58**	12.0%	6.0%
Wednesday, January 24, 2024	0:02:50	0:36:06	**0:24:21**	12.0%	6.0%
Thursday, January 25, 2024	0:00:56	0:35:20	**0:18:46**	22.0%	17.0%
Friday, January 26, 2024	0:02:19	0:45:09	**0:25:50**	12.0%	5.0%
Monday, January 29, 2024	0:02:43	0:54:39	**0:33:51**	11.0%	6.0%
Tuesday, January 30, 2024	0:03:02	0:55:03	**0:39:03**	12.0%	7.0%
Wednesday, January 31, 2024	0:02:35	0:55:31	**0:36:23**	13.0%	7.0%

*Cheque issue week

^Includes calls from previous business day that were returned current business day

Definition of Terms	
Average Wait Time	The average amount of time between when the call was received and the caller was connected to staff
Shortest Average Wait Time	Shortest average time between when the call was received and the caller was connected to staff (data collected in 15 minute intervals)
Longest Average Wait Time	Longest average time between when the call was received and the caller was connected to staff (data collected in 15 minute intervals)
Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes

Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

February 2024

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Thursday, February 1, 2024	0:03:37	1:15:32	**0:53:54**	12.0%	5.0%
Friday, February 2, 2024	0:02:42	1:14:15	**0:52:53**	12.0%	5.0%
Monday, February 5 2024^	0:00:35	1:46:20	**1:06:54**	11.0%	5.0%
Tuesday, February 6, 2024	0:03:00	1:27:39	**0:58:00**	12.0%	5.0%
Wednesday, February 7, 2024	0:02:51	1:15:36	**0:46:37**	11.0%	4.0%
Thursday, February 8, 2024	0:03:20	1:21:33	**0:57:44**	11.0%	4.0%
Friday, February 9, 2024	0:03:22	1:46:09	**1:07:49**	9.0%	3.0%
Monday, February 12, 2024*	0:00:09	1:15:56	**0:53:25**	13.0%	6.0%
Tuesday, February 13, 2024*	0:00:28	0:56:39	**0:39:17**	11.0%	5.0%
Wednesday, February 14, 2024*	0:00:11	1:44:46	**1:04:09**	15.0%	8.0%
Thursday, February 15, 2024*	0:00:04	1:01:38	**0:40:23**	16.0%	9.0%
Friday, February 16, 2024*	0:00:30	1:25:08	**0:59:00**	12.0%	5.0%
Monday, February 19, 2024 - STAT	-	-	**-**	-	-
Tuesday, February 20, 2024	0:03:17	1:46:57	**1:10:18**	11.0%	4.0%
Wednesday, February 21, 2024	0:03:11	1:01:41	**0:41:19**	11.0%	4.0%
Thursday, February 22, 2024	0:02:18	0:47:33	**0:26:54**	14.0%	9.0%
Friday, February 23, 2024	0:02:25	0:42:40	**0:28:16**	10.0%	4.0%
Monday, February 26, 2024	0:03:11	1:11:58	**0:45:56**	11.0%	4.0%
Tuesday, February 27, 2024	0:01:32	0:49:52	**0:33:50**	13.0%	7.0%
Wednesday, February 28, 2024	0:02:06	0:38:39	**0:21:41**	19.0%	13.0%
Thursday, February 29, 2024	0:00:17	0:54:13	**0:33:40**	14.0%	8.0%

*Cheque issue week

^Hardware failure, data filtered to regular business hours, OCIO and vendor remediated

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 2024

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Friday, March 1, 2024	0:00:31	1:39:31	**1:04:49**	11.0%	4.0%
Monday, March 4, 2024	0:01:01	1:43:35	**1:05:08**	11.0%	3.0%
Tuesday, March 5, 2024	0:00:10	1:08:49	**0:42:47**	14.0%	5.0%
Wednesday, March 6, 2024	0:00:04	0:42:45	**0:29:02**	13.0%	6.0%
Thursday, March 7, 2024	0:00:08	0:56:00	**0:35:21**	13.0%	5.0%
Friday, March 8, 2024	0:00:31	1:25:14	**0:56:18**	14.0%	4.0%
Monday, March 11, 2024	0:00:50	0:57:40	**0:37:00**	14.0%	6.0%
Tuesday, March 12, 2024	0:02:22	0:52:23	**0:29:02**	15.0%	9.0%
Wednesday, March 13, 2024	0:01:59	0:27:50	**0:17:46**	21.0%	15.0%
Thursday, March 14, 2024	0:01:49	0:29:42	**0:15:56**	21.0%	17.0%
Friday, March 15, 2024	0:01:39	0:42:07	**0:20:08**	16.0%	11.0%
Monday, March 18, 2024*	0:02:12	0:24:45	**0:15:03**	24.0%	19.0%
Tuesday, March 19, 2024*	0:01:55	0:28:27	**0:14:09**	36.0%	31.0%
Wednesday, March 20, 2024*	0:00:31	1:11:17	**0:47:56**	15.0%	8.0%
Thursday, March 21, 2024*	0:00:12	0:38:29	**0:25:41**	18.0%	13.0%
Friday, March 22, 2024*	0:02:19	0:44:44	**0:31:38**	12.0%	7.0%
Monday, March 25, 2024	0:02:41	0:47:01	**0:27:50**	13.0%	8.0%
Tuesday, March 26, 2024	0:01:34	0:31:02	**0:16:09**	31.0%	25.0%
Wednesday, March 27, 2024	0:01:39	0:31:31	**0:17:49**	26.0%	21.0%
Thursday, March 28, 2024	0:01:55	0:55:49	**0:35:48**	16.0%	7.0%
Friday, March 29, 2024 - 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

Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

April 2024

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, April 1, 2024 - STAT	-	-	-	-	-
Tuesday, April 2, 2024	0:00:31	1:56:39	**1:18:35**	11.0%	4.0%
Wednesday, April 3, 2024	0:00:34	1:07:25	**0:44:56**	11.0%	4.0%
Thursday, April 4, 2024	0:02:09	0:50:04	**0:31:46**	13.0%	7.0%
Friday, April 5, 2024	0:02:28	0:45:55	**0:30:47**	14.0%	9.0%
Monday, April 8, 2024	0:00:11	0:36:50	**0:23:38**	17.0%	12.0%
Tuesday, April 9, 2024	0:00:43	0:39:48	**0:25:35**	18.0%	12.0%
Wednesday, April 10, 2024	0:02:02	0:32:48	**0:19:06**	18.0%	13.0%
Thursday, April 11, 2024	0:01:09	0:25:03	**0:14:16**	37.0%	33.0%
Friday, April 12, 2024	0:01:41	0:40:36	**0:26:08**	17.0%	11.0%
Monday, April 15, 2024*	0:02:57	0:51:53	**0:34:00**	12.0%	6.0%
Tuesday, April 16, 2024*	0:01:46	0:28:36	**0:13:54**	32.0%	28.0%
Wednesday, April 17, 2024*	0:00:14	1:14:29	**0:45:40**	16.0%	9.0%
Thursday, April 18, 2024*	0:00:08	0:27:40	**0:17:11**	26.0%	21.0%
Friday, April 19, 2024*	0:00:11	0:31:19	**0:19:33**	18.0%	13.0%
Monday, April 22, 2024	0:00:07	0:28:41	**0:20:07**	17.0%	13.0%
Tuesday, April 23, 2024	0:00:13	0:19:05	**0:13:15**	23.0%	18.0%
Wednesday, April 24, 2024	0:02:01	0:21:59	**0:11:49**	43.0%	38.0%
Thursday, April 25, 2024	0:01:19	0:22:01	**0:11:29**	46.0%	41.0%
Friday, April 26, 2024	0:00:16	0:21:12	**0:13:13**	30.0%	25.0%
Monday, April 29, 2024	0:02:23	0:37:18	**0:25:01**	15.0%	10.0%
Tuesday, April 30, 2024	0:02:20	0:14:51	**0:09:15**	58.0%	53.0%

*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

May 2024

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Wednesday, May 1, 2024	0:00:36	0:49:23	**0:34:25**	13.0%	6.0%
Thursday, May 2, 2024	0:00:46	0:37:57	**0:25:57**	17.0%	12.0%
Friday, May 3, 2024	0:00:52	0:53:10	**0:35:12**	14.0%	7.0%
Monday, May 6, 2024	0:02:38	1:16:36	**0:49:52**	10.0%	4.0%
Tuesday, May 7, 2024	0:02:30	0:57:12	**0:34:54**	13.0%	7.0%
Wednesday, May 8, 2024	0:00:09	0:33:17	**0:21:45**	21.0%	15.0%
Thursday, May 9, 2024	0:02:01	0:23:26	**0:14:57**	23.0%	18.0%
Friday, May 10, 2024	0:02:21	0:36:00	**0:24:26**	17.0%	11.0%
Monday, May 13, 2024*	0:02:11	0:32:14	**0:22:04**	21.0%	16.0%
Tuesday, May 14, 2024*	0:02:12	0:23:38	**0:12:35**	42.0%	37.0%
Wednesday, May 15, 2024*	0:00:33	1:10:23	**0:42:46**	17.0%	10.0%
Thursday, May 16, 2024*	0:00:06	0:35:38	**0:21:41**	22.0%	17.0%
Friday, May 17, 2024*	0:02:15	0:35:16	**0:24:20**	15.0%	10.0%
Monday, May 20, 2024 - STAT	-	-	**-**	-	-
Tuesday, May 21, 2024	0:00:06	0:48:16	**0:16:11**	44.0%	40.0%
Wednesday, May 22, 2024	0:03:01	1:20:20	**0:52:16**	12.0%	5.0%
Thursday, May 23, 2024	0:00:20	1:00:33	**0:37:58**	13.0%	6.0%
Friday, May 24, 2024	0:02:42	0:50:16	**0:32:46**	14.0%	8.0%
Monday, May 27, 2024	0:02:49	1:05:37	**0:44:25**	11.0%	4.0%
Tuesday, May 28, 2024	0:02:40	0:40:59	**0:26:11**	18.0%	12.0%
Wednesday, May 29, 2024	0:02:20	0:24:03	**0:13:07**	30.0%	25.0%
Thursday, May 30, 2024	0:00:05	0:30:36	**0:19:38**	21.0%	15.0%
Friday, May 31, 2024	0:00:14	0:52:11	**0:31:52**	13.0%	7.0%

*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

June 2024

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, June 3, 2024	0:00:41	2:19:42	**1:34:00**	10.0%	2.0%
Tuesday, June 4, 2024	0:00:18	1:55:52	**1:14:38**	11.0%	4.0%
Wednesday, June 5, 2024	0:00:46	1:47:39	**1:11:42**	13.0%	5.0%
Thursday, June 6, 2024	0:00:08	1:21:28	**0:52:49**	12.0%	6.0%
Friday, June 7, 2024	0:02:30	1:27:46	**0:59:45**	9.0%	4.0%
Monday, June 10, 2024	0:00:34	1:52:47	**1:12:52**	11.0%	5.0%
Tuesday, June 11, 2024	0:03:12	1:24:58	**0:56:52**	13.0%	6.0%
Wednesday, June 12, 2024	0:02:58	0:59:51	**0:38:19**	12.0%	6.0%
Thursday, June 13, 2024	0:02:51	1:03:25	**0:37:51**	13.0%	6.0%
Friday, June 14, 2024	0:02:51	1:14:25	**0:47:45**	10.0%	4.0%
Monday, June 17, 2024*	0:02:43	1:05:04	**0:41:22**	13.0%	6.0%
Tuesday, June 18, 2024*	0:00:11	0:30:55	**0:17:19**	17.0%	11.0%
Wednesday, June 19, 2024*	0:00:05	1:25:16	**0:52:02**	16.0%	9.0%
Thursday, June 20, 2024*	0:00:09	0:49:00	**0:30:56**	17.0%	11.0%
Friday, June 21, 2024*	0:00:40	0:45:43	**0:28:31**	17.0%	11.0%
Monday, June 24, 2024	0:00:11	0:58:57	**0:36:29**	12.0%	6.0%
Tuesday, June 25, 2024	0:02:33	0:41:51	**0:23:51**	14.0%	9.0%
Wednesday, June 26, 2024	0:00:07	0:29:36	**0:16:28**	21.0%	16.0%
Thursday, June 27, 2024	0:02:02	0:33:48	**0:19:16**	18.0%	13.0%
Friday, June 28, 2024	0:02:59	0:50:44	**0:32:18**	14.0%	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

Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

July 2024

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, July 1, 2024 - STAT	-	-	-	-	-
Tuesday, July 2, 2024	0:00:55	2:23:32	**1:39:19**	10.0%	3.0%
Wednesday, July 3, 2024	0:03:26	1:59:39	**1:18:56**	14.0%	6.0%
Thursday, July 4, 2024	0:03:16	1:39:05	**1:05:29**	12.0%	6.0%
Friday, July 5, 2024	0:00:09	1:33:30	**1:03:13**	11.0%	4.0%
Monday, July 8, 2024	0:00:56	1:52:51	**1:11:46**	12.0%	4.0%
Tuesday, July 9, 2024	0:03:00	1:18:03	**0:55:08**	11.0%	5.0%
Wednesday, July 10, 2024	0:02:51	1:17:29	**0:50:25**	11.0%	5.0%
Thursday, July 11, 2024	0:02:49	1:03:13	**0:39:28**	13.0%	7.0%
Friday, July 12, 2024	0:03:11	1:21:07	**0:57:16**	10.0%	3.0%
Monday, July 15, 2024*	0:02:46	1:18:53	**0:50:57**	10.0%	4.0%
Tuesday, July 16, 2024*	0:00:18	1:12:20	**0:46:50**	12.0%	5.0%
Wednesday, July 17, 2024*	0:00:30	2:23:51	**1:31:20**	12.0%	5.0%
Thursday, July 18, 2024*	0:00:59	1:38:21	**1:01:10**	15.0%	8.0%
Friday, July 19, 2024*	0:00:37	1:01:43	**0:43:01**	10.0%	5.0%
Monday, July 22, 2024	0:00:09	1:20:30	**0:56:54**	11.0%	3.0%
Tuesday, July 23, 2024	0:02:56	1:08:46	**0:45:19**	11.0%	5.0%
Wednesday, July 24, 2024	0:02:21	0:28:48	**0:18:56**	18.0%	12.0%
Thursday, July 25, 2024	0:02:21	0:25:48	**0:17:02**	13.0%	8.0%
Friday, July 26, 2024	0:02:26	0:39:33	**0:25:40**	14.0%	9.0%
Monday, July 29, 2024	0:03:13	1:01:05	**0:40:07**	10.0%	5.0%
Tuesday, July 30, 2024	0:02:28	0:41:32	**0:25:53**	12.0%	8.0%
Wednesday, July 31, 2024	0:02:53	0:55:44	**0:35:48**	12.0%	6.0%

*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

August 2024

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Thursday, August 1, 2024	0:02:51	2:04:09	**1:21:41**	11.0%	4.0%
Friday, August 2, 2024	0:02:59	2:18:08	**1:33:56**	10.0%	3.0%
Monday, August 5, 2024 - STAT	-	-	**-**	-	-
Tuesday, August 6, 2024	0:04:12	3:06:38	**2:08:00**	9.0%	2.0%
Wednesday, August 7, 2024^	0:03:56	2:06:06	**1:24:13**	10.0%	2.0%
Thursday, August 8, 2024	0:03:38	2:09:58	**1:29:37**	12.0%	4.0%
Friday, August 9, 2024	0:03:36	2:11:05	**1:25:24**	11.0%	3.0%
Monday, August 12, 2024	0:00:15	2:04:58	**1:24:22**	10.0%	3.0%
Tuesday, August 13, 2024^	0:03:15	6:38:38	**1:15:16**	11.0%	3.0%
Wednesday, August 14, 2024	0:03:04	1:52:16	**1:12:00**	12.0%	5.0%
Thursday, August 15, 2024	0:03:17	1:41:50	**1:05:29**	13.0%	5.0%
Friday, August 16, 2024	0:03:00	1:50:08	**1:12:08**	11.0%	4.0%
Monday, August 19, 2024*	0:00:11	1:27:11	**0:56:57**	12.0%	4.0%
Tuesday, August 20, 2024*	0:03:01	1:11:03	**0:45:25**	12.0%	5.0%
Wednesday, August 21, 2024*	0:01:37	2:22:42	**1:29:38**	14.0%	6.0%
Thursday, August 22, 2024*	0:01:02	1:51:52	**1:13:31**	14.0%	8.0%
Friday, August 23, 2024*	0:00:16	1:38:27	**1:07:34**	11.0%	4.0%
Monday, August 26, 2024	0:00:45	1:41:37	**1:08:34**	11.0%	5.0%
Tuesday, August 27, 2024	0:02:52	1:41:38	**1:06:26**	12.0%	5.0%
Wednesday, August 28, 2024	0:02:48	1:01:36	**0:39:33**	13.0%	8.0%
Thursday, August 29, 2024	0:02:54	0:52:12	**0:28:22**	15.0%	10.0%
Friday, August 30, 2024	0:02:44	1:04:45	**0:46:23**	13.0%	6.0%

*Cheque issue week

^Includes calls from previous business day that were returned current business day

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 2024

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, September 2, 2024 - STAT	-	-	**-**	-	-
Tuesday, September 3, 2024	0:03:19	3:06:58	**2:09:27**	10.0%	2.0%
Wednesday, September 4, 2024^	0:03:38	2:41:35	**1:30:07**	10.0%	3.0%
Thursday, September 5, 2024	0:03:08	2:09:24	**1:29:24**	12.0%	4.0%
Friday, September 6, 2024^	0:02:54	2:04:23	**1:26:40**	12.0%	4.0%
Monday, September 9, 2024	0:00:07	2:04:23	**1:23:32**	11.0%	4.0%
Tuesday, September 10, 2024	0:03:26	1:56:25	**1:19:33**	12.0%	5.0%
Wednesday, September 11, 2024	0:00:22	1:41:41	**1:03:23**	13.0%	6.0%
Thursday, September 12, 2024	0:02:29	1:28:24	**0:56:10**	12.0%	6.0%
Friday, September 13, 2024	0:00:29	1:48:54	**1:11:23**	10.0%	4.0%
Monday, September 16, 2024*	0:00:12	1:36:28	**1:05:04**	10.0%	4.0%
Tuesday, September 17, 2024*	0:02:38	1:11:25	**0:47:41**	11.0%	5.0%
Wednesday, September 18, 2024*	0:01:43	2:36:14	**1:39:29**	13.0%	6.0%
Thursday, September 19, 2024*^	0:01:07	1:46:38	**1:02:21**	14.0%	6.0%
Friday, September 20, 2024*	0:02:59	1:42:33	**1:07:51**	13.0%	6.0%
Monday, September 23, 2024	0:03:03	1:28:58	**0:59:01**	11.0%	5.0%
Tuesday, September 24, 2024	0:02:27	1:00:24	**0:39:09**	12.0%	6.0%
Wednesday, September 25, 2024	0:01:52	1:02:56	**0:31:23**	17.0%	12.0%
Thursday, September 26, 2024	0:02:24	1:07:47	**0:41:09**	14.0%	8.0%
Friday, September 27, 2024	0:01:48	1:29:31	**1:00:03**	12.0%	5.0%
Monday, September 30, 2024 - STAT	-	-	**-**	-	-

*Cheque issue week

^Includes calls from previous business day that were returned current business day

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 2024

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Tuesday, October 1, 2024	0:03:26	2:41:19	**1:54:00**	12.0%	5.0%
Wednesday, October 2, 2024^	0:03:09	2:17:09	**1:23:47**	11.0%	4.0%
Thursday, October 3, 2024	0:03:13	1:38:53	**1:07:43**	12.0%	5.0%
Friday, October 4, 2024	0:00:06	1:35:27	**1:02:46**	12.0%	5.0%
Monday, October 7, 2024	0:02:19	1:39:54	**1:07:12**	10.0%	3.0%
Tuesday, October 8, 2024	0:02:38	1:31:17	**0:59:16**	12.0%	4.0%
Wednesday, October 9, 2024	0:03:07	1:11:02	**0:45:14**	11.0%	5.0%
Thursday, October 10, 2024	0:01:46	1:02:35	**0:41:36**	12.0%	6.0%
Friday, October 11, 2024	0:02:03	1:22:19	**0:52:38**	10.0%	5.0%
Monday, October 14, 2024 - STAT	-	-	**-**	-	-
Tuesday, October 15, 2024	0:03:06	2:03:41	**1:28:46**	11.0%	4.0%
Wednesday, October 16, 2024^	0:01:32	1:58:18	**0:57:33**	11.0%	4.0%
Thursday, October 17, 2024	0:02:36	1:19:41	**0:51:43**	12.0%	4.0%
Friday, October 18, 2024	0:00:33	1:20:29	**0:52:29**	10.0%	4.0%
Monday, October 21, 2024*	0:00:08	1:33:58	**1:03:53**	13.0%	6.0%
Tuesday, October 22, 2024*	0:02:35	1:13:05	**0:47:26**	13.0%	6.0%
Wednesday, October 23, 2024*	0:01:02	1:48:38	**1:10:46**	15.0%	8.0%
Thursday, October 24, 2024*	0:00:16	1:29:28	**0:56:15**	16.0%	9.0%
Friday, October 25, 2024*	0:02:31	1:49:19	**1:12:16**	10.0%	3.0%
Monday, October 28, 2024	0:00:50	1:42:38	**1:06:23**	12.0%	5.0%
Tuesday, October 29, 2024	0:02:15	1:22:35	**0:53:20**	14.0%	8.0%
Wednesday, October 30, 2024	0:00:10	0:49:11	**0:31:44**	14.0%	9.0%
Thursday, October 31, 2024	0:00:05	1:03:05	**0:40:06**	12.0%	7.0%

*Cheque issue week

^Includes calls from previous business day that were returned current business day

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 2024

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Friday, November 1, 2024	0:03:07	2:00:13	**1:21:16**	10.0%	3.0%
Monday, November 4, 2024	0:03:25	2:52:34	**1:54:39**	11.0%	3.0%
Tuesday, November 5, 2024^	0:03:10	2:24:34	**1:36:56**	11.0%	4.0%
Wednesday, November 6, 2024^	0:00:22	1:48:19	**1:13:48**	10.0%	4.0%
Thursday, November 7, 2024	0:02:25	1:43:46	**1:13:11**	12.0%	4.0%
Friday, November 8, 2024	0:02:31	2:10:38	**1:29:36**	11.0%	4.0%
Monday, November 11, 2024 - STAT	-	-	**-**	-	-
Tuesday, November 12, 2024	0:03:14	3:09:30	**2:09:59**	11.0%	3.0%
Wednesday, November 13, 2024^	0:29:56	3:05:17	**1:51:20**	8.0%	1.0%
Thursday, November 14, 2024^	0:02:44	2:20:42	**1:39:37**	11.0%	4.0%
Friday, November 15, 2024^	0:03:11	2:25:50	**1:44:13**	10.0%	3.0%
Monday, November 18, 2024*^	0:03:21	2:13:00	**1:23:56**	10.0%	3.0%
Tuesday, November 19, 2024*	0:02:04	1:02:50	**0:37:53**	13.0%	7.0%
Wednesday, November 20, 2024*	0:00:56	1:46:52	**1:07:29**	16.0%	8.0%
Thursday, November 21, 2024*	0:00:05	1:06:22	**0:34:34**	16.0%	11.0%
Friday, November 22, 2024*	0:00:05	1:24:53	**0:48:17**	12.0%	6.0%
Monday, November 25, 2024	0:01:59	1:32:34	**0:57:31**	10.0%	4.0%
Tuesday, November 26, 2024	0:02:14	1:11:36	**0:46:03**	11.0%	5.0%
Wednesday, November 27, 2024	0:01:47	0:51:20	**0:26:16**	13.0%	7.0%
Thursday, November 28, 2024	0:00:27	1:06:31	**0:33:08**	14.0%	9.0%
Friday, November 29, 2024	0:02:12	1:27:07	**0:57:23**	11.0%	5.0%

*Cheque issue week

^Includes calls from previous business day that were returned current business day

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 2024

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, December 2, 2024	0:02:30	2:36:16	**1:49:30**	11.0%	3.0%
Tuesday, December 3, 2024^	0:02:50	2:20:49	**1:40:58**	11.0%	3.0%
Wednesday, December 4, 2024^	0:02:02	2:02:46	**1:14:28**	12.0%	4.0%
Thursday, December 5, 2024	0:02:22	1:45:33	**1:03:03**	12.0%	5.0%
Friday, December 6, 2024	0:02:03	1:59:41	**1:21:37**	12.0%	4.0%
Monday, December 9, 2024	0:01:54	1:55:48	**1:14:12**	11.0%	4.0%
Tuesday, December 10, 2024	0:02:17	1:38:37	**1:08:35**	11.0%	4.0%
Wednesday, December 11, 2024	0:02:04	1:30:45	**0:54:42**	11.0%	5.0%
Thursday, December 12, 2024^	0:02:51	1:40:36	**1:01:24**	11.0%	4.0%
Friday, December 13, 2024^	0:01:15	1:51:23	**1:01:27**	11.0%	4.0%
Monday, December 16, 2024*	0:02:18	1:22:17	**0:55:12**	11.0%	5.0%
Tuesday, December 17, 2024*	0:01:58	0:47:57	**0:26:59**	14.0%	8.0%
Wednesday, December 18, 2024*	0:00:39	1:41:59	**1:03:26**	16.0%	8.0%
Thursday, December 19, 2024*	0:00:08	1:08:13	**0:38:57**	14.0%	9.0%
Friday, December 20, 2024*	0:02:07	0:54:38	**0:34:37**	11.0%	6.0%
Monday, December 23, 2024	0:00:13	1:14:25	**0:45:30**	10.0%	5.0%
Tuesday, December 24, 2024	0:00:11	0:16:18	**0:06:21**	73.0%	69.0%
Wednesday, December 25, 2024 - STAT	-	-	**-**	-	-
Thursday, December 26, 2024 - STAT	-	-	**-**	-	-
Friday, December 27, 2024^	0:02:09	1:32:37	**0:58:20**	12.0%	5.0%
Monday, December 30, 2024	0:02:53	2:01:00	**1:24:57**	11.0%	4.0%
Tuesday, December 31, 2024^	0:01:45	1:53:43	**0:46:10**	15.0%	8.0%

*Cheque issue week

^Includes calls from previous business day that were returned current business day

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