Ministry of Social Development and Poverty Reduction
Daily Contact Centre Wait Times
March 2024

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Friday, March 1, 2024	0:03:57	1:39:30	**1:04:49**	11.0%	4.0%
Monday, March 4, 2024	0:03:58	1:43:39	**1:05:08**	11.0%	3.0%
Tuesday, March 5, 2024	0:02:48	1:08:54	**0:42:47**	14.0%	5.0%
Wednesday, March 6, 2024	0:02:57	0:42:50	**0:29:02**	13.0%	6.0%
Thursday, March 7, 2024	0:02:51	0:56:06	**0:35:21**	13.0%	5.0%
Friday, March 8, 2024	0:03:10	1:25:10	**0:56:18**	14.0%	4.0%
Monday, March 11, 2024	0:02:36	0:57:39	**0:37:00**	14.0%	6.0%
Tuesday, March 12, 2024	0:02:26	0:52:19	**0:29:02**	15.0%	9.0%
Wednesday, March 13, 2024	0:02:01	0:27:55	**0:17:46**	21.0%	15.0%
Thursday, March 14, 2024	0:01:52	0:29:43	**0:15:56**	21.0%	17.0%
Friday, March 15, 2024	0:01:41	0:42:07	**0:20:08**	16.0%	11.0%
Monday, March 18, 2024*	0:02:16	0:24:45	**0:15:03**	24.0%	19.0%
Tuesday, March 19, 2024*	0:01:55	0:28:28	**0:14:09**	36.0%	31.0%
Wednesday, March 20, 2024*	0:00:07	1:11:16	**0:47:56**	15.0%	8.0%
Thursday, March 21, 2024*	0:00:07	0:38:31	**0:25:41**	18.0%	13.0%
Friday, March 22, 2024*	0:03:02	0:44:44	**0:31:38**	12.0%	7.0%
Monday, March 25, 2024	0:02:41	0:46:58	**0:27:50**	13.0%	8.0%
Tuesday, March 26, 2024	0:01:34	0:31:07	**0:16:09**	31.0%	25.0%
Wednesday, March 27, 2024	0:01:40	0:31:29	**0:17:49**	26.0%	21.0%
Thursday, March 28, 2024	0:01:55	0:55:50	**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

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