

# Daily Contact Centre Wait Times

May 2024

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Wednesday, May 1, 2024	0:03:20	0:49:26	<b>0:34:25</b>	13.0%	6.0%
Thursday, May 2, 2024	0:01:33	0:37:57	<b>0:25:57</b>	17.0%	12.0%
Friday, May 3, 2024	0:02:30	0:53:11	<b>0:35:12</b>	14.0%	7.0%
Monday, May 6, 2024	0:02:38	1:16:35	<b>0:49:52</b>	10.0%	4.0%
Tuesday, May 7, 2024	0:02:32	0:56:53	<b>0:34:54</b>	13.0%	7.0%
Wednesday, May 8, 2024	0:00:09	0:33:15	<b>0:21:45</b>	21.0%	15.0%
Thursday, May 9, 2024	0:02:00	0:23:27	<b>0:14:57</b>	23.0%	18.0%
Friday, May 10, 2024	0:02:24	0:35:53	<b>0:24:26</b>	17.0%	11.0%
Monday, May 13, 2024*	0:02:34	0:32:12	<b>0:22:04</b>	21.0%	16.0%
Tuesday, May 14, 2024*	0:02:12	0:23:29	<b>0:12:35</b>	42.0%	37.0%
Wednesday, May 15, 2024*	0:00:07	1:10:20	<b>0:42:45</b>	17.0%	10.0%
Thursday, May 16, 2024*	0:00:06	0:35:37	<b>0:21:40</b>	22.0%	17.0%
Friday, May 17, 2024*	0:02:19	0:35:15	<b>0:24:20</b>	15.0%	10.0%
Monday, May 20, 2024 — STAT	-	-	-	-	-
Tuesday, May 21, 2024	0:00:06	0:48:25	<b>0:16:11</b>	44.0%	40.0%
Wednesday, May 22, 2024	0:03:01	1:20:12	<b>0:52:16</b>	12.0%	5.0%
Thursday, May 23, 2024	0:02:36	1:00:31	<b>0:37:58</b>	13.0%	6.0%
Friday, May 24, 2024	0:02:42	0:50:10	<b>0:32:46</b>	14.0%	8.0%
Monday, May 27, 2024	0:02:49	1:05:40	<b>0:44:25</b>	11.0%	4.0%
Tuesday, May 28, 2024	0:02:40	0:41:01	<b>0:26:11</b>	18.0%	12.0%
Wednesday, May 29, 2024	0:02:22	0:24:01	<b>0:13:07</b>	30.0%	25.0%
Thursday, May 30, 2024	0:01:21	0:30:36	<b>0:19:38</b>	21.0%	15.0%
Friday, May 31, 2024	0:02:34	0:52:10	<b>0:31:52</b>	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