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

May 2024

Wednesday, May 1, 2024   0:03:20   0:49:26   0:34:25   13.0%   6.0%     Thursday, May 2, 2024   0:01:33   0:37:57   0:25:57   17.0%   12.0%     Friday, May 3, 2024   0:02:30   0:53:11   0:35:12   14.0%   7.0%     Monday, May 6, 2024   0:02:38   1:16:35   0:49:52   10.0%   4.0%     Tuesday, May 7, 2024   0:02:32   0:56:53   0:34:54   13.0%   7.0%     Wednesday, May 8, 2024   0:00:09   0:33:15   0:21:45   21.0%   15.0%     Thursday, May 9, 2024   0:02:200   0:23:27   0:14:57   23.0%   18.0%     Friday, May 10, 2024   0:02:24   0:35:53   0:24:26   17.0%   11.0%     Monday, May 13, 2024*   0:02:34   0:32:12   0:22:04   21.0%   16.0%     Tuesday, May 14, 2024*   0:02:12   0:23:29   0:12:35   42.0%   37.0%	Date		Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Friday, May 3, 2024   0:02:30   0:53:11   0:35:12   14.0%   7.0%     Monday, May 6, 2024   0:02:38   1:16:35   0:49:52   10.0%   4.0%     Tuesday, May 7, 2024   0:02:32   0:56:53   0:34:54   13.0%   7.0%     Wednesday, May 8, 2024   0:00:09   0:33:15   0:21:45   21.0%   15.0%     Thursday, May 9, 2024   0:02:20   0:23:27   0:14:57   23.0%   18.0%     Friday, May 10, 2024   0:02:24   0:35:53   0:24:26   17.0%   11.0%     Monday, May 13, 2024*   0:02:34   0:32:12   0:22:04   21.0%   16.0%	Wednesday, May 1, 2024		0:03:20	0:49:26	0:34:25	13.0%	6.0%
Monday, May 6, 2024   0:02:38   1:16:35   0:49:52   10.0%   4.0%     Tuesday, May 7, 2024   0:02:32   0:56:53   0:34:54   13.0%   7.0%     Wednesday, May 8, 2024   0:00:09   0:33:15   0:21:45   21.0%   15.0%     Thursday, May 9, 2024   0:02:00   0:23:27   0:14:57   23.0%   18.0%     Friday, May 10, 2024   0:02:24   0:35:53   0:24:26   17.0%   11.0%	Thursday, May 2, 2024		0:01:33	0:37:57	0:25:57	17.0%	12.0%
Monday, May 6, 2024   0:02:38   1:16:35   0:49:52   10.0%   4.0%     Tuesday, May 7, 2024   0:02:32   0:56:53   0:34:54   13.0%   7.0%     Wednesday, May 8, 2024   0:00:09   0:33:15   0:21:45   21.0%   15.0%     Thursday, May 9, 2024   0:02:00   0:23:27   0:14:57   23.0%   18.0%     Friday, May 10, 2024   0:02:24   0:35:53   0:24:26   17.0%   11.0%     Monday, May 13, 2024*   0:02:34   0:32:12   0:22:04   21.0%   16.0%			0:02:30	0:53:11	0:35:12	14.0%	7.0%
Tuesday, May 7, 2024   0:02:32   0:56:53   0:34:54   13.0%   7.0%     Wednesday, May 8, 2024   0:00:09   0:33:15   0:21:45   21.0%   15.0%     Thursday, May 9, 2024   0:02:00   0:23:27   0:14:57   23.0%   18.0%     Friday, May 10, 2024   0:02:24   0:35:53   0:24:26   17.0%   11.0%     Monday, May 13, 2024*   0:02:34   0:32:12   0:22:04   21.0%   16.0%							
Wednesday, May 8, 2024   0:00:09   0:33:15   0:21:45   21.0%   15.0%     Thursday, May 9, 2024   0:02:00   0:23:27   0:14:57   23.0%   18.0%     Friday, May 10, 2024   0:02:24   0:35:53   0:24:26   17.0%   11.0%     Monday, May 13, 2024*   0:02:34   0:32:12   0:22:04   21.0%   16.0%	Monday, May 6, 2024		0:02:38	1:16:35	0:49:52	10.0%	4.0%
Thursday, May 9, 2024   0:02:00   0:23:27   0:14:57   23.0%   18.0%     Friday, May 10, 2024   0:02:24   0:35:53   0:24:26   17.0%   11.0%     Monday, May 13, 2024*   0:02:34   0:32:12   0:22:04   21.0%   16.0%	Tuesday, May 7, 2024		0:02:32	0:56:53	0:34:54	13.0%	7.0%
Thursday, May 9, 2024   0:02:00   0:23:27   0:14:57   23.0%   18.0%     Friday, May 10, 2024   0:02:24   0:35:53   0:24:26   17.0%   11.0%     Monday, May 13, 2024*   0:02:34   0:32:12   0:22:04   21.0%   16.0%	Wednesday, May 8, 2024		0:00:09	0:33:15	0:21:45	21.0%	15.0%
Monday, May 13, 2024* 0:02:34 0:32:12 0:22:04 21.0% 16.0%	Thursday, May 9, 2024		0:02:00	0:23:27	0:14:57	23.0%	18.0%
	Friday, May 10, 2024		0:02:24	0:35:53	0:24:26	17.0%	11.0%
Tuesday, May 14, 2024* 0:02:12 0:23:29 0:12:35 42.0% 37.0%	Monday, May 13, 2024*		0:02:34	0:32:12	0:22:04	21.0%	16.0%
	Tuesday, May 14, 2024*		0:02:12	0:23:29	0:12:35	42.0%	37.0%
Wednesday, May 15, 2024*     0:00:07     1:10:20     0:42:45     17.0%     10.0%	Wednesday, May 15, 2024*		0:00:07	1:10:20	0:42:45	17.0%	10.0%
Thursday, May 16, 2024*     0:00:06     0:35:37     0:21:40     22.0%     17.0%	Thursday, May 16, 2024*		0:00:06	0:35:37	0:21:40	22.0%	17.0%
Friday, May 17, 2024*0:02:190:35:150:24:2015.0%10.0%	Friday, May 17, 2024*		0:02:19	0:35:15	0:24:20	15.0%	10.0%
Monday, May 20, 2024 — STAT	Monday, May 20, 2024 — STAT		-	-	-	-	-
Tuesday, May 21, 20240:00:060:48:250:16:1144.0%40.0%	Tuesday, May 21, 2024		0:00:06	0:48:25	0:16:11	44.0%	40.0%
Wednesday, May 22, 20240:03:011:20:12 <b>0:52:16</b> 12.0%5.0%	Wednesday, May 22, 2024		0:03:01	1:20:12	0:52:16	12.0%	5.0%
Thursday, May 23, 20240:02:361:00:31 <b>0:37:58</b> 13.0%6.0%	Thursday, May 23, 2024		0:02:36	1:00:31	0:37:58	13.0%	6.0%
Friday, May 24, 20240:02:420:50:10 <b>0:32:46</b> 14.0%8.0%	Friday, May 24, 2024		0:02:42	0:50:10	0:32:46	14.0%	8.0%
Monday, May 27, 2024 0:02:49 1:05:40 <b>0:44:25</b> 11.0% 4.0%	Monday, May 27, 2024		0:02:49	1:05:40	0:44:25	11.0%	4.0%
Tuesday, May 28, 20240:02:400:41:010:26:1118.0%12.0%	Tuesday, May 28, 2024		0:02:40	0:41:01	0:26:11	18.0%	12.0%
Wednesday, May 29, 20240:02:220:24:010:13:0730.0%25.0%	Wednesday, May 29, 2024		0:02:22	0:24:01	0:13:07	30.0%	25.0%
Thursday, May 30, 20240:01:210:30:360:19:3821.0%15.0%	Thursday, May 30, 2024		0:01:21	0:30:36	0:19:38	21.0%	15.0%
Friday, May 31, 20240:02:340:52:100:31:5213.0%7.0%	Friday, May 31, 2024		0:02:34	0:52:10	0:31:52	13.0%	7.0%
*Cheque issue week	*Cheque issue week						
Definition of Terms							
Average Wait TimeThe average amount of time between when the call was received and the caller was connected to staff	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)	Shortest Average Wait Time						
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)	Longest Average Wait Time						
Service Level 1 The percentage of calls answered, or abandoned, within 10 minutes	Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes					
Service Level 2 The percentage of calls answered within 10 minutes	Service Level 2	The percentage of calls answered within 10 minutes					

