

Daily Contact Centre Wait Times

August 2024

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	2:04:13	1:21:41	11.0%	4.0%
Friday, August 2, 2024	0:02:59	2:18:03	1:33:56	10.0%	3.0%
Monday, August 5, 2024 - STAT	-	-	-	-	-
Tuesday, August 6, 2024	0:04:12	3:06:37	2:08:00	9.0%	2.0%
Wednesday, August 7, 2024	0:03:56	2:02:07	1:58:59	10.0%	2.0%
Thursday, August 8, 2024	0:03:42	2:09:58	1:29:37	12.0%	4.0%
Friday, August 9, 2024	0:03:40	2:10:56	1:25:24	11.0%	3.0%
Monday, August 12, 2024	0:03:15	2:05:09	1:24:22	10.0%	3.0%
Tuesday, August 13, 2024	0:03:15	1:59:41	1:15:09	11.0%	3.0%
Wednesday, August 14, 2024	0:03:04	1:52:03	1:12:00	12.0%	5.0%
Thursday, August 15, 2024	0:03:17	1:42:19	1:05:29	13.0%	5.0%
Friday, August 16, 2024	0:03:04	1:50:07	1:12:06	11.0%	4.0%
Monday, August 19, 2024*	0:03:16	1:27:14	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*	0:00:48	2:22:40	1:29:38	14.0%	6.0%
Thursday, August 22, 2024*	0:00:30	1:51:52	1:13:31	14.0%	8.0%
Friday, August 23, 2024*	0:02:47	1:38:25	1:07:34	11.0%	4.0%
Monday, August 26, 2024	0:03:16	1:41:35	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	1:01:38	0:39:33	13.0%	8.0%
Thursday, August 29, 2024	0:02:54	0:52:21	0:28:22	15.0%	10.0%
Friday, August 30, 2024	0:02:47	1:04:44	0:46:23	13.0%	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