

**Ministry of Social Development and Poverty Reduction**

# Daily Contact Centre Wait Times

**September 2024**

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	3:07:04	<b>2:09:27</b>	10.0%	2.0%
Wednesday, September 4, 2024	0:03:38	2:15:16	<b>2:31:51**</b>	10.0%	3.0%
Thursday, September 5, 2024	0:03:08	2:09:24	<b>1:29:24</b>	12.0%	4.0%
Friday, September 6, 2024	0:02:54	2:04:29	<b>1:26:55**</b>	12.0%	4.0%
Monday, September 9, 2024	0:03:40	2:04:13	<b>1:23:32</b>	11.0%	4.0%
Tuesday, September 10, 2024	0:03:26	1:56:20	<b>1:19:33</b>	12.0%	5.0%
Wednesday, September 11, 2024	0:02:56	1:41:41	<b>1:03:23</b>	13.0%	6.0%
Thursday, September 12, 2024	0:02:29	1:29:22	<b>0:56:10</b>	12.0%	6.0%
Friday, September 13, 2024	0:02:40	1:49:06	<b>1:11:23</b>	10.0%	4.0%
Monday, September 16, 2024	0:03:20	1:36:29	<b>1:05:04</b>	10.0%	4.0%
Tuesday, September 17, 2024	0:02:38	1:11:26	<b>0:47:41</b>	11.0%	5.0%
Wednesday, September 18, 2024	0:01:02	2:36:19	<b>1:39:29</b>	13.0%	6.0%
Thursday, September 19, 2024	0:00:33	1:32:38	<b>1:20:39**</b>	14.0%	6.0%
Friday, September 20, 2024	0:02:59	1:42:31	<b>1:07:51</b>	13.0%	6.0%
Monday, September 23, 2024*	0:03:05	1:28:59	<b>0:59:01</b>	11.0%	5.0%
Tuesday, September 24, 2024*	0:02:27	1:00:23	<b>0:39:09</b>	12.0%	6.0%
Wednesday, September 25, 2024*	0:01:56	1:03:42	<b>0:31:23</b>	17.0%	12.0%
Thursday, September 26, 2024*	0:02:24	1:07:46	<b>0:41:08</b>	14.0%	8.0%
Friday, September 27, 2024*	0:01:55	1:29:28	<b>1:00:03</b>	12.0%	5.0%
Monday, September 30, 2024 - STAT	-	-	-	-	-

\*Cheque issue week

\*\*Average Wait Time includes calls from the previous business day that were not returned within the same day's business hours. These calls were returned the following business day. For example, calls received on Wednesday that were returned on Thursday is included in Thursday's average wait time. The following are adjusted Average Wait Times: September 4th - 1:26:50, September 6th - 1:26:42, September 19th - 1:01:41.

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