

Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

October 2024

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Tuesday, October 1, 2024	0:03:26	2:41:18	1:54:00	12.0%	5.0%
Wednesday, October 2, 2024	0:03:09	2:09:44	2:05:21**	11.0%	4.0%
Thursday, October 3, 2024	0:03:16	1:38:55	1:07:43	12.0%	5.0%
Friday, October 4, 2024	0:02:11	1:35:29	1:02:46	12.0%	5.0%
Monday, October 7, 2024	0:02:19	1:39:52	1:07:12	10.0%	3.0%
Tuesday, October 8, 2024	0:02:38	1:31:17	0:59:16	12.0%	4.0%
Wednesday, October 9, 2024**	0:03:07	1:11:04	0:45:14	11.0%	5.0%
Thursday, October 10, 2024	0:01:49	1:02:39	0:41:36	12.0%	6.0%
Friday, October 11, 2024	0:02:03	1:22:19	0:52:38	10.0%	5.0%
Monday, October 14, 2024 - STAT	-	-	-	-	-
Tuesday, October 15, 2024	0:03:06	2:03:41	1:28:46	11.0%	4.0%
Wednesday, October 16, 2024	0:03:07	1:21:45	1:18:26**	11.0%	4.0%
Thursday, October 17, 2024	0:02:36	1:19:42	0:51:43	12.0%	4.0%
Friday, October 18, 2024	0:02:50	1:20:33	0:52:29	10.0%	4.0%
Monday, October 21, 2024*	0:03:01	1:34:09	1:03:53	13.0%	6.0%
Tuesday, October 22, 2024*	0:02:40	1:13:02	0:47:26	13.0%	6.0%
Wednesday, October 23, 2024*	0:00:16	1:48:37	1:10:44	15.0%	8.0%
Thursday, October 24, 2024*	0:00:08	1:29:25	0:56:14	16.0%	9.0%
Friday, October 25, 2024*	0:02:31	1:49:21	1:12:16	10.0%	3.0%
Monday, October 28, 2024	0:02:38	1:42:33	1:06:23	12.0%	5.0%
Tuesday, October 29, 2024	0:02:15	1:22:34	0:53:19	14.0%	8.0%
Wednesday, October 30, 2024	0:01:47	0:49:11	0:31:44	14.0%	9.0%
Thursday, October 31, 2024	0:02:00	1:03:02	0:40:06	12.0%	7.0%

*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: October 2nd - 1:22:02, October 16th - 0:56:17.

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