Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

January 2025

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Wednesday, January 1, 2025 - STAT	-	-	**-**	-	-
Thursday, January 2, 2025^	0:21:54	3:35:22	**1:56:60**	13.0%	3.0%
Friday, January 3, 2025^	0:18:23	5:29:57	**1:51:44**	11.0%	3.0%
Monday, January 6, 2025^	0:18:19	2:41:18	**1:59:17**	11.0%	3.0%
Tuesday, January 7, 2025^	0:33:11	2:26:43	**1:46:13**	11.0%	3.0%
Wednesday, January 8, 2025^	0:26:08	5:51:24	**1:35:14**	10.0%	3.0%
Thursday, January 9, 2025^	0:04:41	2:02:30	**1:28:07**	11.0%	4.0%
Friday, January 10, 2025^	0:13:32	5:53:36	**1:44:30**	11.0%	4.0%
Monday, January 13, 2025*^	0:35:39	5:11:44	**1:52:18**	11.0%	3.0%
Tuesday, January 14, 2025*	0:01:21	2:10:08	**1:27:43**	11.0%	4.0%
Wednesday, January 15, 2025*^	0:09:23	2:59:45	**2:02:57**	13.0%	2.0%
Thursday, January 16, 2025*^	0:32:25	2:45:52	**1:48:25**	8.0%	0.0%
Friday, January 17, 2025*^	0:03:22	3:07:29	**2:01:21**	11.0%	3.0%
Monday, January 20, 2025^	0:03:46	2:58:27	**1:42:35**	10.0%	3.0%
Tuesday, January 21, 2025^	0:02:38	2:09:40	**1:27:07**	10.0%	4.0%
Wednesday, January 22, 2025^	0:31:58	2:05:14	**1:25:38**	11.0%	4.0%
Thursday, January 23, 2025^	0:00:10	3:41:13	**1:02:60**	11.0%	5.0%
Friday, January 24, 2025	0:01:10	1:46:17	**1:04:59**	9.0%	3.0%
Monday, January 27, 2025^	0:02:06	1:49:47	**1:11:22**	17.0%	4.0%
Tuesday, January 28, 2025	0:02:31	1:50:29	**1:14:59**	11.0%	4.0%
Wednesday, January 29, 2025	0:02:04	1:33:03	**1:01:22**	10.0%	4.0%
Thursday, January 30, 2025	0:00:12	1:06:46	**0:38:51**	13.0%	7.0%
Friday, January 31, 2025	0:02:08	1:47:55	**1:10:38**	10.0%	4.0%

*Cheque issue week

^Includes calls from previous business day that were returned current business day

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

Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

February 2025

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, February 3, 2025	0:02:18	3:13:49	**2:11:34**	11.0%	3.0%
Tuesday, February 4, 2025^	0:03:31	3:49:16	**1:57:51**	10.0%	3.0%
Wednesday, February 5, 2025^	0:02:39	2:34:17	**1:42:04**	10.0%	3.0%
Thursday, February 6, 2025^	0:00:41	2:19:33	**1:31:31**	10.0%	4.0%
Friday, February 7, 2025	0:03:00	2:33:34	**1:48:25**	11.0%	3.0%
Monday, February 10, 2025^	0:02:49	3:14:16	**1:57:40**	11.0%	4.0%
Tuesday, February 11, 2025^	0:02:29	3:19:04	**1:56:24**	11.0%	3.0%
Wednesday, February 12, 2025^	0:04:04	3:06:48	**1:56:56**	10.0%	3.0%
Thursday, February 13, 2025^	0:02:46	2:25:25	**1:34:28**	10.0%	4.0%
Friday, February 14, 2025^	0:02:21	2:27:57	**1:42:53**	11.0%	4.0%
Monday, February 17, 2025 - STAT*	-	-	**-**	-	-
Tuesday, February 18, 2025*^	0:00:32	3:09:04	**1:59:40**	12.0%	3.0%
Wednesday, February 19, 2025*^	0:26:08	3:41:33	**2:22:43**	9.0%	0.0%
Thursday, February 20, 2025*^	0:42:05	3:30:34	**2:09:13**	9.0%	0.0%
Friday, February 21, 2025*^	0:03:20	2:53:44	**1:46:34**	10.0%	3.0%
Monday, February 24, 2025^	0:02:43	3:14:37	**1:43:16**	11.0%	4.0%
Tuesday, February 25, 2025^	0:02:28	2:09:37	**1:31:29**	12.0%	4.0%
Wednesday, February 26, 2025^	0:02:54	1:53:49	**1:17:10**	11.0%	4.0%
Thursday, February 27, 2025	0:02:19	1:52:23	**1:13:37**	12.0%	5.0%
Friday, February 28, 2025	0:02:37	2:14:12	**1:34:31**	11.0%	4.0%

*Cheque issue week

^Includes calls from previous business day that were returned current business day

Definition of Terms	
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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

Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

March 2025

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, March 3, 2025^	0:02:51	4:39:59	**2:15:53**	11.0%	3.0%
Tuesday, March 4, 2025^	0:48:36	4:37:13	**2:39:36**	8.0%	0.0%
Wednesday, March 5, 2025^	0:17:29	3:12:21	**1:55:21**	10.0%	3.0%
Thursday, March 6, 2025^	0:31:56	3:41:16	**2:18:23**	8.0%	0.0%
Friday, March 7, 2025^	0:31:51	3:50:49	**2:37:08**	8.0%	0.0%
Monday, March 10, 2025^	0:06:54	5:56:51	**2:14:07**	7.0%	0.0%
Tuesday, March 11, 2025^	0:07:07	3:20:10	**1:55:04**	7.0%	0.0%
Wednesday, March 12, 2025^	0:31:00	3:31:14	**2:09:43**	7.0%	0.0%
Thursday, March 13, 2025^	0:12:22	3:01:39	**1:50:20**	9.0%	3.0%
Friday, March 14, 2025^	0:02:39	3:48:22	**2:04:26**	11.0%	3.0%
Monday, March 17, 2025*^	0:09:02	3:45:33	**2:08:01**	10.0%	2.0%
Tuesday, March 18, 2025*^	0:12:01	3:18:23	**1:32:17**	9.0%	3.0%
Wednesday, March 19, 2025*^	0:01:01	3:38:23	**2:02:49**	14.0%	7.0%
Thursday, March 20, 2025*^	0:45:33	3:44:23	**2:20:41**	6.0%	0.0%
Friday, March 21, 2025*^	0:03:48	2:56:30	**1:45:27**	10.0%	3.0%
Monday, March 24, 2025^	0:02:12	2:26:41	**1:40:53**	12.0%	5.0%
Tuesday, March 25, 2025^	0:02:19	2:34:28	**1:32:48**	11.0%	5.0%
Wednesday, March 26, 2025^	0:02:04	2:13:08	**1:09:43**	12.0%	5.0%
Thursday, March 27, 2025	0:01:54	1:46:58	**1:11:29**	12.0%	6.0%
Friday, March 28, 2025	0:02:27	1:54:28	**1:13:04**	12.0%	6.0%
Monday, March 31, 2025	0:02:39	2:13:33	**1:33:17**	11.0%	4.0%

*Cheque issue week

^Includes calls from previous business day that were returned current business day

Definition of Terms	
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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

Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

April 2025

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Tuesday, April 1, 2025^	0:02:43	2:24:22	**1:39:12**	10.0%	3.0%
Wednesday, April 2, 2025	0:02:10	1:46:57	**1:05:39**	11.0%	5.0%
Thursday, April 3, 2025	0:02:06	1:25:15	**0:48:20**	11.0%	6.0%
Friday, April 4, 2025	0:00:11	1:20:14	**0:44:26**	15.0%	9.0%
Monday, April 7, 2025	0:02:35	1:54:16	**1:12:03**	11.0%	5.0%
Tuesday, April 8, 2025	0:00:14	1:31:05	**0:54:58**	11.0%	5.0%
Wednesday, April 9, 2025	0:01:55	1:28:23	**0:49:57**	14.0%	8.0%
Thursday, April 10, 2025	0:00:08	0:56:09	**0:32:08**	13.0%	8.0%
Friday, April 11, 2025	0:02:03	1:30:18	**0:56:22**	10.0%	5.0%
Monday, April 14, 2025*	0:02:05	1:20:46	**0:46:08**	12.0%	6.0%
Tuesday, April 15, 2025*	0:01:58	0:36:19	**0:21:48**	12.0%	8.0%
Wednesday, April 16, 2025*	0:00:51	2:00:55	**1:16:37**	16.0%	8.0%
Thursday, April 17, 2025*	0:00:44	2:09:36	**1:23:37**	15.0%	8.0%
Friday, April 18, 2025 - STAT	-	-	**-**	-	-
Monday, April 21, 2025 - STAT	-	-	**-**	-	-
Tuesday, April 22, 2025^	0:03:12	3:27:31	**2:12:19**	13.0%	4.0%
Wednesday, April 23, 2025^	0:31:07	3:39:03	**1:53:13**	6.0%	0.0%
Thursday, April 24, 2025	0:02:05	1:44:52	**1:07:47**	12.0%	6.0%
Friday, April 25, 2025	0:00:16	2:00:08	**1:15:42**	12.0%	6.0%
Monday, April 28, 2025	0:01:41	1:31:24	**0:54:27**	11.0%	6.0%
Tuesday, April 29, 2025	0:00:39	1:04:31	**0:32:43**	18.0%	12.0%
Wednesday, April 30, 2025	0:01:24	1:15:29	**0:37:48**	14.0%	9.0%
Thursday, April 31, 2025	0:00:05	1:03:05	**0:40:06**	12.0%	7.0%

*Cheque issue week

^Includes calls from previous business day that were returned current business day

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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

Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

May 2025

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Thursday, May 1, 2025	0:02:24	1:50:49	**1:09:27**	13.0%	6.0%
Friday, May 2, 2025	0:01:58	2:01:58	**1:22:53**	11.0%	5.0%
Monday, May 5, 2025	0:00:37	2:14:02	**1:24:50**	10.0%	3.0%
Tuesday, May 6, 2025	0:02:08	1:29:42	**0:48:45**	12.0%	7.0%
Wednesday, May 7, 2025	0:02:11	0:59:02	**0:34:43**	12.0%	7.0%
Thursday, May 8, 2025	0:00:07	1:04:26	**0:35:35**	15.0%	10.0%
Friday, May 9, 2025	0:00:13	1:17:46	**0:45:14**	15.0%	9.0%
Monday, May 12, 2025	0:00:57	1:21:16	**0:43:19**	15.0%	10.0%
Tuesday, May 13, 2025	0:01:52	1:02:31	**0:35:17**	14.0%	9.0%
Wednesday, May 14, 2025	0:01:55	0:44:10	**0:22:18**	13.0%	9.0%
Thursday, May 15, 2025	0:01:51	0:48:39	**0:23:40**	15.0%	10.0%
Friday, May 16, 2025	0:02:28	1:17:24	**0:47:11**	12.0%	6.0%
Monday, May 19, 2025 - STAT	-	-	**-**	-	-
Tuesday, May 20, 2025*^	0:02:40	1:27:10	**0:56:34**	11.0%	4.0%
Wednesday, May 21, 2025*	0:00:09	1:34:31	**0:55:28**	15.0%	9.0%
Thursday, May 22, 2025*	0:00:11	1:18:03	**0:44:13**	14.0%	8.0%
Friday, May 23, 2025*	0:02:06	0:58:43	**0:36:47**	13.0%	8.0%
Monday, May 26, 2025	0:02:00	0:58:04	**0:30:56**	11.0%	7.0%
Tuesday, May 27, 2025	0:01:23	0:29:00	**0:15:46**	24.0%	20.0%
Wednesday, May 28, 2025	0:00:39	0:38:35	**0:17:17**	16.0%	12.0%
Thursday, May 29, 2025	0:00:36	0:36:40	**0:16:39**	18.0%	13.0%
Friday, May 30, 2025	0:01:35	1:11:21	**0:41:25**	13.0%	7.0%

*Cheque issue week

^Includes calls from previous business day that were returned current business day

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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)
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Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes

Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

June 2025

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, June 2, 2025	0:02:30	1:52:43	**1:14:03**	10%	4%
Tuesday, June 3, 2025	0:02:08	1:12:29	**0:43:22**	13%	8%
Wednesday, June 4, 2025	0:00:17	0:58:27	**0:32:42**	17%	12%
Thursday, June 5, 2025	0:01:38	0:50:56	**0:26:24**	16%	11%
Friday, June 6, 2025	0:00:19	1:13:54	**0:39:58**	16%	11%
Monday, June 9, 2025	0:00:10	1:12:08	**0:41:14**	14%	9%
Tuesday, June 10, 2025	0:01:53	0:59:35	**0:31:20**	20%	15%
Wednesday, June 11, 2025	0:00:09	0:45:54	**0:21:16**	16%	11%
Thursday, June 12, 2025	0:01:28	0:39:59	**0:19:53**	14%	9%
Friday, June 13, 2025	0:01:37	0:47:16	**0:23:22**	20%	15%
Monday, June 16, 2025	0:01:31	0:56:19	**0:28:55**	18%	13%
Tuesday, June 17, 2025	0:01:30	1:05:18	**0:29:20**	22%	18%
Wednesday, June 18, 2025	0:02:12	1:06:38	**0:29:50**	14%	9%
Thursday, June 19, 2025	0:00:27	0:29:36	**0:13:42**	39%	34%
Friday, June 20, 2025	0:00:21	0:25:45	**0:14:37**	24%	19%
Monday, June 23, 2025*	0:01:28	0:27:08	**0:15:35**	19%	14%
Tuesday, June 24, 2025*	0:00:13	0:32:25	**0:14:31**	40%	34%
Wednesday, June 25, 2025*	0:00:08	1:31:45	**0:54:53**	14%	8%
Thursday, June 26, 2025*	0:00:08	0:42:19	**0:20:44**	16%	12%
Friday, June 27, 2025*	0:02:04	0:43:14	**0:25:19**	14%	9%
Monday, June 30, 2025	0:02:44	1:05:12	**0:42:05**	12%	6%

*Cheque issue week

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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

Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

July 2025

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Tuesday, July 1, 2025 - STAT	-	-	**-**	-	-
Wednesday, July 2, 2025	0:02:24	1:38:14	**1:03:51**	10.0%	4.0%
Thursday, July 3, 2025	0:01:00	1:06:19	**0:43:06**	12.0%	6.0%
Friday, July 4, 2025	0:01:55	1:22:21	**0:53:29**	12.0%	7.0%
Monday, July 7, 2025	0:02:20	1:32:17	**1:00:14**	11.0%	5.0%
Tuesday, July 8, 2025	0:02:14	1:15:38	**0:49:29**	10.0%	5.0%
Wednesday, July 9, 2025	0:00:14	1:05:28	**0:41:30**	10.0%	5.0%
Thursday, July 10, 2025	0:01:24	0:58:34	**0:32:13**	15.0%	10.0%
Friday, July 11, 2025	0:01:29	1:13:14	**0:41:22**	14.0%	8.0%
Monday, July 14, 2025	0:00:07	1:00:03	**0:35:50**	16.0%	11.0%
Tuesday, July 15, 2025	0:00:07	0:50:21	**0:30:14**	16.0%	11.0%
Wednesday, July 16, 2025	0:01:24	0:41:50	**0:21:04**	24.0%	18.0%
Thursday, July 17, 2025	0:00:33	0:46:13	**0:24:35**	18.0%	13.0%
Friday, July 18, 2025	0:01:24	0:41:43	**0:21:48**	18.0%	13.0%
Monday, July 21, 2025*	0:01:45	0:30:50	**0:17:04**	18.0%	14.0%
Tuesday, July 22, 2025*	0:00:18	0:32:05	**0:18:56**	27.0%	21.0%
Wednesday, July 23, 2025*	0:00:09	1:11:31	**0:41:55**	15.0%	10.0%
Thursday, July 24, 2025*	0:00:08	0:35:14	**0:17:24**	25.0%	20.0%
Friday, July 25, 2025*	0:01:04	0:28:34	**0:18:19**	18.0%	13.0%
Monday, July 28, 2025	0:00:09	0:46:57	**0:24:38**	16.0%	10.0%
Tuesday, July 29, 2025	0:01:17	0:29:13	**0:16:49**	32.0%	28.0%
Wednesday, July 30, 2025	0:00:56	0:29:31	**0:12:58**	40.0%	35.0%
Thursday, July 31, 2025	0:00:52	0:47:11	**0:21:14**	27.0%	23.0%

*Cheque issue week

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Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

August 2025

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Friday, August 1, 2025	0:00:53	1:24:59	**0:57:10**	11.0%	5.0%
Monday, August 4, 2025 - STAT	-	-	**-**	-	-
Tuesday, August 5, 2025	0:02:22	2:54:58	**2:01:22**	11.0%	4.0%
Wednesday, August 6, 2025^	0:02:36	2:39:57	**1:34:31**	10.0%	4.0%
Thursday, August 7, 2025^	0:00:07	2:13:38	**1:28:03**	11.0%	4.0%
Friday, August 8, 2025^	0:02:22	2:26:08	**1:34:45**	11.0%	4.0%
Monday, August 11, 2025	0:02:43	2:07:14	**1:26:36**	12.0%	5.0%
Tuesday, August 12, 2025^	0:01:24	1:53:23	**1:15:28**	10.0%	4.0%
Wednesday, August 13, 2025	0:02:11	1:16:45	**0:50:27**	11.0%	5.0%
Thursday, August 14, 2025	0:01:40	1:10:39	**0:41:41**	12.0%	6.0%
Friday, August 15, 2025	0:00:08	1:04:05	**0:38:41**	16.0%	11.0%
Monday, August 18, 2025	0:02:20	1:09:02	**0:42:02**	13.0%	7.0%
Tuesday, August 19, 2025	0:01:37	0:59:16	**0:34:26**	14.0%	7.0%
Wednesday, August 20, 2025	0:02:18	1:13:17	**0:41:38**	13.0%	7.0%
Thursday, August 21, 2025	0:00:41	0:45:19	**0:27:13**	16.0%	10.0%
Friday, August 22, 2025	0:02:26	0:52:55	**0:30:06**	15.0%	10.0%
Monday, August 25, 2025*	0:02:21	0:54:02	**0:31:59**	13.0%	7.0%
Tuesday, August 26, 2025*	0:01:13	0:36:22	**0:20:09**	27.0%	21.0%
Wednesday, August 27, 2025*	0:00:38	2:18:10	**1:24:04**	16.0%	9.0%
Thursday, August 28, 2025*	0:03:03	1:21:22	**0:54:44**	11.0%	4.0%
Friday, August 29, 2025*	0:02:20	1:19:26	**0:52:05**	10.0%	5.0%

*Cheque issue week

^Includes calls from previous business day that were returned current business day

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

Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

September 2025

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

BCGEU labour action started Sept 2, 2025 / Canada Post labour action started Sept 25, 2025

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, September 1, 2025 - STAT	-	-	**-**	-	-
Tuesday, September 2, 2025	0:02:35	3:58:52	**2:23:00**	11.0%	3.0%
Wednesday, September 3, 2025^	0:17:58	3:54:32	**1:58:37**	7.0%	1.0%
Thursday, September 4, 2025^	0:02:33	1:57:08	**1:14:26**	12.0%	5.0%
Friday, September 5, 2025	0:03:01	2:04:50	**1:18:05**	11.0%	4.0%
Monday, September 8, 2025	0:00:54	2:04:53	**1:25:24**	10.0%	4.0%
Tuesday, September 9, 2025	0:01:47	2:32:25	**0:46:49**	24.0%	10.0%
Wednesday, September 10, 2025^	0:00:08	1:47:27	**1:01:24**	9.0%	4.0%
Thursday, September 11, 2025	0:02:03	1:13:33	**0:45:47**	14.0%	8.0%
Friday, September 12, 2025	0:02:08	1:14:56	**0:46:56**	10.0%	4.0%
Monday, September 15, 2025	0:02:51	1:55:49	**1:16:13**	11.0%	5.0%
Tuesday, September 16, 2025	0:00:22	1:19:28	**0:47:28**	13.0%	7.0%
Wednesday, September 17, 2025	0:00:40	1:20:11	**0:46:02**	12.0%	6.0%
Thursday, September 18, 2025	0:01:29	0:47:44	**0:27:13**	17.0%	11.0%
Friday, September 19, 2025	0:00:11	1:08:10	**0:42:21**	12.0%	6.0%
Monday, September 22, 2025*	0:02:36	0:51:39	**0:32:08**	17.0%	11.0%
Tuesday, September 23, 2025*	0:01:17	0:40:48	**0:19:51**	20.0%	14.0%
Wednesday, September 24, 2025*	0:00:23	1:38:01	**0:56:48**	16.0%	9.0%
Thursday, September 25, 2025*	0:00:17	0:40:59	**0:22:12**	17.0%	12.0%
Friday, September 26, 2025*	0:01:52	0:54:54	**0:31:14**	17.0%	12.0%
Monday, September 29, 2025	0:02:03	1:41:19	**1:03:39**	10.0%	4.0%
Tuesday, September 30, 2025 - STAT	-	-	**-**	-	-

*Cheque issue week

^Includes calls from previous business day that were returned current business day

Definition of Terms	
Average Wait Time	The average amount of time between when the call was received and the caller was connected to staff
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Service Level 2	The percentage of calls answered within 10 minutes

Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

October 2025

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

BCGEU job action ended on Oct 26, 2025 / Canada Post moved to rotating strike on Oct 11, 2025

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Wednesday, October 1, 2025	0:02:26	2:22:55	**1:38:07**	11.0%	4.0%
Thursday, October 2, 2025^	0:00:22	2:23:11	**1:06:47**	10.0%	4.0%
Friday, October 3, 2025	0:01:48	1:40:08	**1:04:08**	10.0%	4.0%
Monday, October 6, 2025	0:02:23	2:19:46	**1:34:31**	10.0%	3.0%
Tuesday, October 7, 2025	0:02:26	1:59:01	**1:20:11**	12.0%	5.0%
Wednesday, October 8, 2025	0:01:59	1:29:33	**0:55:31**	11.0%	5.0%
Thursday, October 9, 2025^	0:02:01	1:26:17	**0:51:46**	11.0%	5.0%
Friday, October 10, 2025	0:02:22	1:46:49	**1:05:11**	11.0%	5.0%
Monday, October 13, 2025 - STAT	-	-	**-**	-	-
Tuesday, October 14, 2025	0:02:24	2:32:56	**1:46:41**	10.0%	3.0%
Wednesday, October 15, 2025^	0:00:39	2:11:57	**1:29:18**	10.0%	4.0%
Thursday, October 16, 2025	0:00:39	1:48:41	**1:09:15**	11.0%	5.0%
Friday, October 17, 2025	0:00:31	1:52:47	**1:07:26**	12.0%	5.0%
Monday, October 20, 2025*	0:00:08	1:05:36	**0:41:24**	15.0%	10.0%
Tuesday, October 21, 2025*	0:01:47	0:27:22	**0:19:51**	17.0%	11.0%
Wednesday, October 22, 2025*	0:00:26	1:28:08	**0:52:04**	14.0%	8.0%
Thursday, October 23, 2025*	0:00:15	0:30:40	**0:19:44**	13.0%	9.0%
Friday, October 24, 2025*	0:01:31	0:42:51	**0:22:00**	13.0%	8.0%
Monday, October 27, 2025	0:00:08	1:10:09	**0:40:28**	14.0%	8.0%
Tuesday, October 28, 2025	0:01:21	0:38:52	**0:20:59**	14.0%	9.0%
Wednesday, October 29, 2025	0:00:18	0:42:20	**0:19:34**	22.0%	18.0%
Thursday, October 30, 2025	0:01:16	0:43:13	**0:22:10**	21.0%	14.0%
Friday, October 31, 2025	0:01:48	0:46:26	**0:25:58**	13.0%	7.0%

*Cheque issue week

^Includes calls from previous business day that were returned current business day

Definition of Terms	
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Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
Service Level 2	The percentage of calls answered within 10 minutes

Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

November 2025

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, November 3, 2025	0:02:54	2:07:48	**1:23:32**	11.0%	4.0%
Tuesday, November 4, 2025	0:00:23	1:46:50	**1:08:19**	11.0%	4.0%
Wednesday, November 5, 2025	0:02:13	1:32:47	**0:58:01**	11.0%	5.0%
Thursday, November 6, 2025	0:02:24	1:23:09	**0:48:37**	13.0%	7.0%
Friday, November 7, 2025	0:00:52	1:31:39	**0:56:53**	11.0%	5.0%
Monday, November 10, 2025	0:00:10	1:51:21	**1:13:51**	10.0%	4.0%
Tuesday, November 11, 2025 - STAT	-	-	**-**	-	-
Wednesday, November 12, 2025	0:00:44	2:02:24	**1:25:55**	10.0%	4.0%
Thursday, November 13, 2025	0:00:12	1:47:44	**1:08:32**	11.0%	4.0%
Friday, November 14, 2025^	0:01:33	1:49:54	**1:11:36**	11.0%	4.0%
Monday, November 17, 2025*	0:01:05	1:20:27	**0:51:42**	12.0%	5.0%
Tuesday, November 18, 2025*	0:00:16	0:39:17	**0:23:39**	16.0%	10.0%
Wednesday, November 19, 2025*	0:00:47	1:39:47	**1:03:21**	15.0%	8.0%
Thursday, November 20, 2025*	0:00:09	0:47:40	**0:24:18**	20.0%	15.0%
Friday, November 21, 2025*	0:00:30	0:48:28	**0:29:52**	15.0%	10.0%
Monday, November 24, 2025	0:00:52	0:59:54	**0:34:07**	15.0%	9.0%
Tuesday, November 25, 2025	0:01:39	0:46:20	**0:22:35**	17.0%	12.0%
Wednesday, November 26, 2025	0:00:15	0:42:00	**0:24:10**	13.0%	8.0%
Thursday, November 27, 2025	0:01:50	0:38:48	**0:23:50**	14.0%	8.0%
Friday, November 28, 2025^	0:00:35	1:02:20	**0:36:01**	11.0%	6.0%

*Cheque issue week

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Service Level 1	The percentage of calls answered, or abandoned, within 10 minutes
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Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

December 2025

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, December 1, 2025	0:02:46	2:30:51	**1:41:56**	11.0%	3.0%
Tuesday, December 2, 2025^	0:02:11	2:11:37	**1:26:34**	11.0%	4.0%
Wednesday, December 3, 2025^	0:02:35	1:51:32	**1:15:04**	10.0%	4.0%
Thursday, December 4, 2025	0:01:59	1:34:33	**1:05:13**	11.0%	5.0%
Friday, December 5, 2025	0:02:23	2:04:08	**1:20:31**	12.0%	4.0%
Monday, December 8, 2025	0:00:32	2:02:16	**1:23:43**	10.0%	4.0%
Tuesday, December 9, 2025	0:02:06	1:38:39	**1:05:37**	11.0%	5.0%
Wednesday, December 10, 2025	0:01:57	1:23:59	**0:51:42**	11.0%	5.0%
Thursday, December 11, 2025	0:02:09	1:12:43	**0:45:38**	12.0%	8.0%
Friday, December 12, 2025	0:02:14	1:08:38	**0:43:15**	10.0%	4.0%
Monday, December 15, 2025*	0:02:15	1:32:30	**0:58:14**	11.0%	5.0%
Tuesday, December 16, 2025*	0:01:44	0:46:14	**0:24:59**	16.0%	10.0%
Wednesday, December 17, 2025*	0:00:43	2:13:26	**1:26:14**	14.0%	8.0%
Thursday, December 18, 2025*^	0:00:13	1:47:39	**1:08:35**	14.0%	7.0%
Friday, December 19, 2025*	0:02:22	1:52:49	**1:15:21**	11.0%	5.0%
Monday, December 22, 2025	0:00:21	1:26:33	**0:59:43**	10.0%	5.0%
Tuesday, December 23, 2025	0:01:48	1:02:50	**0:37:00**	12.0%	6.0%
Wednesday, December 24, 2025	0:00:10	0:40:44	**0:20:16**	24.0%	19.0%
Thursday, December 25, 2025 - STAT	-	-	**-**	-	-
Friday, December 26, 2025 - STAT	-	-	**-**	-	-
Monday, December 29, 2025	0:02:36	1:42:21	**1:04:51**	10.0%	5.0%
Tuesday, December 30, 2025	0:00:18	1:25:22	**0:51:40**	10.0%	5.0%
	0:01:53	1:04:13	**0:38:31**	12.0%	6.0%

*Cheque issue week

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