Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

January 2026

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, January 1, 2026 - STAT	-	-	-	-	-
Friday, January 2, 2026	0:02:37	3:14:07	**2:11:00**	12.0%	3.0%
Monday, January 5, 2026^	0:19:30	4:03:58	**2:03:47**	11.0%	2.0%
Tuesday, January 6, 2026^	0:33:21	4:44:07	**1:45:40**	10.0%	3.0%
Wednesday, January 7, 2026^	0:02:06	2:08:31	**1:24:10**	11.0%	4.0%
Thursday, January 8, 2026^	0:02:03	1:49:15	**1:13:07**	11.0%	5.0%
Friday, January 9, 2026	0:02:07	2:09:49	**1:25:14**	11.0%	4.0%
Monday, January 12, 2026	0:00:54	2:17:02	**1:30:52**	10.0%	4.0%
Tuesday, January 13, 2026	0:02:08	1:52:29	**1:15:10**	11.0%	4.0%
Wednesday, January 14, 2026	0:00:24	1:45:00	**1:09:03**	11.0%	4.0%
Thursday, January 15, 2026	0:01:53	1:33:31	**0:59:30**	11.0%	6.0%
Friday, January 16, 2026	0:01:16	2:01:32	**1:16:56**	11.0%	5.0%
Monday, January 19, 2026*	0:02:19	1:29:09	**0:56:01**	11.0%	5.0%
Tuesday, January 20, 2026*	0:00:54	0:35:55	**0:20:45**	22.0%	16.0%
Wednesday, January 21, 2026*	0:00:49	2:10:32	**1:21:12**	13.0%	7.0%
Thursday, January 22, 2026*	0:00:10	1:37:25	**0:58:50**	14.0%	8.0%
Friday, January 23, 2026*	0:00:06	1:38:49	**1:04:25**	11.0%	4.0%
Monday, January 26, 2026	0:02:20	1:43:07	**1:09:05**	11.0%	4.0%
Tuesday, January 27, 2026	0:02:03	1:14:56	**0:42:58**	12.0%	6.0%
Wednesday, January 28, 2026	0:02:10	0:55:58	**0:32:59**	15.0%	10.0%
Thursday, January 29, 2026	0:02:06	1:10:47	**0:45:17**	11.0%	6.0%
Friday, January 30, 2026	0:01:47	1:30:44	**0:56:07**	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