Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

February 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
Monday, February 2, 2026	0:02:54	2:25:30	**1:41:34**	10.0%	3.0%
Tuesday, February 3, 2026^	0:01:31	1:58:34	**1:20:42**	10.0%	4.0%
Wednesday, February 4, 2026	0:02:39	1:46:36	**1:09:11**	10.0%	4.0%
Thursday, February 5, 2026	0:02:16	1:42:36	**1:09:08**	10.0%	4.0%
Friday, February 6, 2026	0:00:31	2:19:03	**1:30:33**	10.0%	4.0%
Monday, February 9, 2026	0:02:42	2:31:31	**1:47:12**	10.0%	3.0%
Tuesday, February 10, 2026	0:00:07	1:57:07	**1:17:39**	11.0%	4.0%
Wednesday, February 11, 2026^	0:02:56	2:04:56	**1:23:32**	10.0%	4.0%
Thursday, February 12, 2026^	0:02:33	2:11:10	**1:23:24**	11.0%	4.0%
Friday, February 13, 2026	0:02:32	2:17:21	**1:34:23**	11.0%	4.0%
Monday, February 16, 2026 — STAT	-	-	**-**	-	-
Tuesday, February 17, 2026	0:02:59	3:18:29	**2:03:25**	11.0%	4.0%
Wednesday, February 18, 2026^	0:02:45	3:11:23	**1:34:27**	10.0%	4.0%
Thursday, February 19, 2026^	0:00:06	1:59:50	**1:16:50**	10.0%	4.0%
Friday, February 20, 2026	0:01:12	2:01:07	**1:17:01**	10.0%	4.0%
Monday, February 23, 2026*^	0:00:59	1:54:47	**1:16:12**	11.0%	4.0%
Tuesday, February 24, 2026*	0:02:36	1:04:28	**0:35:01**	14.0%	9.0%
Wednesday, February 25, 2026*	0:00:31	2:28:34	**1:40:41**	15.0%	6.0%
Thursday, February 26, 2026*^	0:01:33	2:25:08	**1:29:21**	15.0%	8.0%
Friday, February 27, 2026*^	0:02:53	2:19:51	**1:36:05**	12.0%	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