

Daily Contact Centre Wait Times

April 2026



Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Wednesday, April 1, 2026	0:02:01	1:15:53	0:48:51	11.0%	6.0%
Thursday, April 2, 2026	0:02:26	1:36:05	1:00:26	12.0%	6.0%
Friday, April 3, 2026 - STAT	-	-	-	-	-
Monday, April 6, 2026 - STAT	-	-	-	-	-
Tuesday, April 7, 2026	0:02:46	3:21:19	2:12:34	12.0%	4.0%
Wednesday, April 8, 2026	0:02:30	2:32:15	1:39:26	11.0%	4.0%
Thursday, April 9, 2026	0:00:11	2:15:24	1:21:41	10.0%	5.0%
Friday, April 10, 2026	0:02:27	2:23:33	1:33:35	11.0%	5.0%
Monday, April 13, 2026	0:02:31	2:01:59	1:16:32	10.0%	4.0%
Tuesday, April 14, 2026	0:02:53	1:34:37	1:00:02	11.0%	6.0%
Wednesday, April 15, 2026	0:01:35	1:31:22	0:56:31	14.0%	9.0%
Thursday, April 16, 2026	0:01:38	1:06:10	0:38:27	17.0%	12.0%
Friday, April 17, 2026	0:02:26	1:05:11	0:40:42	12.0%	7.0%
Monday, April 20, 2026*	0:00:10	0:52:18	0:28:46	24.0%	20.0%
Tuesday, April 21, 2026*	0:01:53	0:40:27	0:20:06	19.0%	14.0%
Wednesday, April 22, 2026*	0:00:13	1:42:16	1:02:03	15.0%	9.0%
Thursday, April 23, 2026*	0:00:09	1:05:08	0:32:43	17.0%	12.0%
Friday, April 24, 2026*	0:02:09	1:25:10	0:48:47	12.0%	7.0%
Monday, April 27, 2026	0:02:24	1:19:02	0:47:39	11.0%	6.0%
Tuesday, April 28, 2026	0:01:48	0:33:59	0:19:30	18.0%	14.0%
Wednesday, April 29, 2026	0:01:48	0:49:38	0:27:56	22.0%	17.0%
Thursday, April 30, 2026	0:02:20	1:08:08	0:34:25	15.0%	9.0%

*Cheque issue week

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