

# Daily Contact Centre Wait Times

May 2026



Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Friday, May 1, 2026	0:02:31	1:38:28	<b>1:01:09</b>	13.0%	7.0%
Monday, May 4, 2026	0:02:28	2:00:14	<b>1:11:51</b>	11.0%	5.0%
Tuesday, May 5, 2026	0:02:00	1:38:52	<b>1:00:24</b>	11.0%	5.0%
Wednesday, May 6, 2026	0:02:37	1:24:22	<b>0:48:36</b>	12.0%	7.0%
Thursday, May 7, 2026	0:01:43	1:23:54	<b>0:41:33</b>	14.0%	9.0%
Friday, May 8, 2026	0:02:16	1:23:18	<b>0:45:51</b>	12.0%	7.0%
Monday, May 11, 2026	0:02:23	1:39:35	<b>0:57:02</b>	10.0%	5.0%
Tuesday, May 12, 2026	0:01:58	1:10:47	<b>0:37:39</b>	15.0%	9.0%
Wednesday, May 13, 2026	0:01:33	1:00:36	<b>0:32:13</b>	14.0%	8.0%
Thursday, May 14, 2026	0:01:41	1:24:26	<b>0:44:48</b>	14.0%	8.0%
Friday, May 15, 2026	0:01:59	1:23:24	<b>0:51:04</b>	12.0%	6.0%
Monday, May 18, 2026 - STAT	-	-	-	-	-
Tuesday, May 19, 2026	0:02:37	1:30:24	<b>0:55:42</b>	10.0%	4.0%
Wednesday, May 20, 2026	0:02:24	1:10:46	<b>0:35:35</b>	16.0%	10.0%
Thursday, May 21, 2026	0:02:00	1:05:02	<b>0:30:53</b>	12.0%	7.0%
Friday, May 22, 2026	0:02:10	0:49:15	<b>0:27:10</b>	17.0%	12.0%
Monday, May 25, 2026*	0:01:56	0:33:55	<b>0:18:23</b>	15.0%	10.0%
Tuesday, May 26, 2026*	0:01:41	0:34:13	<b>0:15:36</b>	31.0%	24.0%
Wednesday, May 27, 2026*	0:00:12	1:13:42	<b>0:39:51</b>	18.0%	13.0%
Thursday, May 28, 2026*	0:00:09	0:35:06	<b>0:20:30</b>	19.0%	14.0%
Friday, May 29, 2026*	0:00:49	0:50:01	<b>0:26:15</b>	15.0%	11.0%

\*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