

## Daily Contact Centre Wait Times

June 2026

| Date                      | Shortest Average Wait Time | Longest Average Wait Time | Average Wait Time | Service Level 1 | Service Level 2 |
|---------------------------|----------------------------|---------------------------|-------------------|-----------------|-----------------|
| Monday, June 1, 2026      | 0:02:39                    | 1:24:00                   | <b>0:47:43</b>    | 13.0%           | 7.0%            |
| Tuesday, June 2, 2026     | 0:01:32                    | 0:53:07                   | <b>0:24:57</b>    | 14.0%           | 9.0%            |
| Wednesday, June 3, 2026   | 0:01:50                    | 0:38:19                   | <b>0:20:31</b>    | 17.0%           | 13.0%           |
| Thursday, June 4, 2026    | 0:01:25                    | 0:42:26                   | <b>0:15:52</b>    | 31.0%           | 25.0%           |
| Friday, June 5, 2026      | 0:01:50                    | 0:35:15                   | <b>0:18:20</b>    | 15.0%           | 11.0%           |
| Monday, June 8, 2026      | 0:02:02                    | 0:37:30                   | <b>0:22:36</b>    | 15.0%           | 10.0%           |
| Tuesday, June 9, 2026     | 0:01:20                    | 0:36:11                   | <b>0:15:53</b>    | 31.0%           | 27.0%           |
| Wednesday, June 10, 2026  | 0:00:56                    | 0:48:38                   | <b>0:18:21</b>    | 31.0%           | 25.0%           |
| Thursday, June 11, 2026   | 0:01:41                    | 0:31:24                   | <b>0:16:11</b>    | 15.0%           | 10.0%           |
| Friday, June 12, 2026     | 0:01:55                    | 0:42:43                   | <b>0:22:42</b>    | 13.0%           | 8.0%            |
| Monday, June 15, 2026     | 0:02:12                    | 0:38:48                   | <b>0:21:16</b>    | 13.0%           | 8.0%            |
| Tuesday, June 16, 2026    | 0:01:53                    | 0:33:40                   | <b>0:17:07</b>    | 21.0%           | 16.0%           |
| Wednesday, June 17, 2026  | 0:01:08                    | 0:33:04                   | <b>0:14:53</b>    | 33.0%           | 29.0%           |
| Thursday, June 18, 2026   | 0:00:38                    | 0:43:13                   | <b>0:17:02</b>    | 33.0%           | 28.0%           |
| Friday, June 19, 2026     | 0:01:48                    | 0:32:19                   | <b>0:16:39</b>    | 24.0%           | 19.0%           |
| Monday, June 22, 2026*    | 0:00:37                    | 0:28:49                   | <b>0:13:34</b>    | 33.0%           | 29.0%           |
| Tuesday, June 23, 2026*   | 0:01:03                    | 0:35:35                   | <b>0:20:03</b>    | 29.0%           | 24.0%           |
| Wednesday, June 24, 2026* | 0:00:10                    | 0:59:10                   | <b>0:28:31</b>    | 23.0%           | 18.0%           |
| Thursday, June 25, 2026*  | 0:00:10                    | 0:33:55                   | <b>0:15:31</b>    | 33.0%           | 28.0%           |
| Friday, June 26, 2026*    | 0:01:25                    | 0:49:41                   | <b>0:26:48</b>    | 12.0%           | 8.0%            |
| Monday, June 29, 2026     | 0:02:06                    | 0:42:17                   | <b>0:24:48</b>    | 13.0%           | 8.0%            |
| Tuesday, June 30, 2026    | 0:01:32                    | 0:36:18                   | <b>0:18:02</b>    | 27.0%           | 22.0%           |

\*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                                                                                     |