

Daily Contact Centre Wait Times

July 2026

New callback system implemented on July 22, 2026.

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Wednesday, July 1, 2026	-	-	-	-	-
Thursday, July 2, 2026	0:02:27	1:32:17	0:58:39	11.0%	5.0%
Friday, July 3, 2026 - STAT	0:02:04	1:07:31	0:39:01	11.0%	6.0%
Monday, July 6, 2026 - STAT	0:02:09	1:31:18	0:48:48	13.0%	8.0%
Tuesday, July 7, 2026	0:00:13	0:49:34	0:28:20	17.0%	13.0%
Wednesday, July 8, 2026	0:02:16	0:40:13	0:21:53	13.0%	9.0%
Thursday, July 9, 2026	0:01:46	0:35:28	0:19:22	14.0%	10.0%
Friday, July 10, 2026	0:01:52	0:41:43	0:22:42	16.0%	11.0%
Monday, July 13, 2026	0:01:22	0:58:05	0:32:01	15.0%	10.0%
Tuesday, July 14, 2026	0:01:50	0:47:27	0:23:33	17.0%	12.0%
Wednesday, July 15, 2026	0:01:30	0:37:19	0:18:41	20.0%	15.0%
Thursday, July 16, 2026	0:00:30	0:41:22	0:18:45	29.0%	24.0%
Friday, July 17, 2026	0:01:30	0:45:26	0:21:19	12.0%	7.0%
Monday, July 20, 2026	0:02:21	0:58:28	0:30:35	13.0%	8.0%
Tuesday, July 21, 2026	0:02:01	0:32:11	0:20:42	15.0%	10.0%
Wednesday, July 22, 2026	0:01:25	0:27:33	0:15:33	29.0%	23.0%
Thursday, July 23, 2026	0:01:37	0:30:17	0:17:10	27.0%	20.0%
Friday, July 24, 2026	0:01:31	0:47:41	0:20:35	26.0%	21.0%
Monday, July 27, 2026*	0:01:25	0:33:24	0:17:03	31.0%	25.0%
Tuesday, July 28, 2026*	0:01:08	0:28:57	0:11:21	61.0%	56.0%
Wednesday, July 29, 2026*	0:00:14	1:07:36	0:32:42	20.0%	14.0%
Thursday, July 30, 2026*^	0:00:10	0:28:47	0:15:54	30.0%	24.0%
Friday, July 31, 2026*^	0:03:03	0:47:58	0:28:45	16.0%	10.0%

*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