

Daily Contact Centre Wait Times

August 2026

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Monday, August 3, 2026 - STAT	-	-	-	-	-
Tuesday, August 4, 2026^	0:03:20	1:49:49	1:09:21	12.0%	4.0%
Wednesday, August 5, 2026^	0:02:13	1:10:10	0:38:34	15.0%	9.0%
Thursday, August 6, 2026^	0:04:25	2:12:46	0:31:41	16.0%	10.0%
Friday, August 7, 2026	0:02:00	1:01:53	0:35:30	16.0%	9.0%
Monday, August 10, 2026	0:02:31	1:11:27	0:41:24	15.0%	8.0%
Tuesday, August 11, 2026	0:02:23	0:41:03	0:26:04	20.0%	15.0%
Wednesday, August 12, 2026	0:00:16	0:31:11	0:19:43	29.0%	24.0%
Thursday, August 13, 2026	0:01:32	0:40:42	0:22:22	20.0%	15.0%
Friday, August 14, 2026	0:02:26	0:56:16	0:34:33	17.0%	11.0%
Monday, August 17, 2026	0:02:29	1:38:11	0:46:10	17.0%	12.0%
Tuesday, August 18, 2026	0:02:11	0:46:10	0:25:28	26.0%	21.0%
Wednesday, August 19, 2026	0:01:51	0:34:15	0:15:32	47.0%	42.0%
Thursday, August 20, 2026	0:01:56	0:24:35	0:12:39	44.0%	39.0%
Friday, August 21, 2026	0:01:41	0:38:24	0:20:23	25.0%	20.0%
Monday, August 24, 2026*	0:00:11	0:27:49	0:15:54	39.0%	34.0%
Tuesday, August 25, 2026*	0:00:21	0:25:34	0:14:09	38.0%	34.0%
Wednesday, August 26, 2026*	0:00:09	3:42:04	1:19:39	18.0%	11.0%
Thursday, August 27, 2026*^	1:07:36	2:49:03	1:50:29	15.0%	9.0%
Friday, August 28, 2026*^	0:24:33	3:02:37	1:03:48	11.0%	5.0%
Monday, August 31, 2026^	0:02:34	1:15:34	0:45:05	18.0%	12.0%

*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