Ministry of Social Development and Poverty Reduction

Daily Contact Centre Wait Times

September 2026

BRITISH COLUMBIA
Ministry of Social Development and Poverty Reduction

Date	Shortest Average Wait Time	Longest Average Wait Time	Average Wait Time	Service Level 1	Service Level 2
Tuesday, September 1, 2026	0:02:03	1:17:24	**0:43:35**	13.0%	9.0%
Wednesday, September 2, 2026	0:01:47	1:12:54	**0:35:38**	15.0%	10.0%
Thursday, September 3, 2026	0:01:36	0:51:31	**0:26:30**	18.0%	14.0%
Friday, September 4, 2026	0:01:52	1:03:10	**0:33:13**	15.0%	9.0%
Monday, September 7, 2026 - STAT	-	-	**-**	-	-
Tuesday, September 8, 2026	0:02:54	2:58:52	**1:24:11**	10.0%	5.0%
Wednesday, September 9, 2026^	0:32:05	3:22:54	**1:15:14**	14.0%	9.0%
Thursday, September 10, 2026	0:02:00	1:29:18	**0:39:13**	15.0%	10.0%
Friday, September 11, 2026	0:02:11	1:20:13	**0:43:59**	14.0%	9.0%
Monday, September 14, 2026	0:02:22	1:47:54	**0:56:17**	15.0%	11.0%
Tuesday, September 15, 2026	0:01:57	0:55:20	**0:31:57**	15.0%	10.0%
Wednesday, September 16, 2026	0:01:59	0:56:22	**0:26:45**	19.0%	15.0%
Thursday, September 17, 2026	0:01:35	0:47:06	**0:24:13**	19.0%	14.0%
Friday, September 18, 2026	0:01:44	0:47:19	**0:25:47**	16.0%	11.0%
Monday, September 21, 2026*	0:02:13	0:55:38	**0:31:49**	15.0%	11.0%
Tuesday, September 22, 2026*	0:00:57	0:31:16	**0:14:26**	37.0%	32.0%
Wednesday, September 23, 2026*	0:00:09	2:19:28	**1:00:47**	14.0%	9.0%
Thursday, September 24, 2026*^	0:02:49	1:17:23	**0:30:22**	21.0%	16.0%
Friday, September 25, 2026*	0:01:54	1:06:26	**0:26:45**	22.0%	17.0%
Monday, September 28, 2026	0:02:28	1:15:35	**0:40:12**	13.0%	8.0%
Tuesday, September 29, 2026	0:01:35	0:58:10	**0:31:44**	16.0%	10.0%
Wednesday, September 30, 2026 - STAT	-	-	**-**	-	-

*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