## Appendix One – Table One: Average Call Wait Times for January 2021 to September 2021 in minutes and seconds

Work and Income	Seniors	StudyLink	Housing	Wage Subsidy
16:18	12:59	15:56	11:06	0:12
19:15	15:17	28:23	10:50	0:20
13:30	14:21	20:44	8:44	0:36
14:25	15:41	14:07	9:34	2:19
12:28	15:08	10.11	11:31	0:11
13:18	15:42	10:42	11:01	0:12
11:55	13:39	11:45	8:32	0:12
7:45	6:58	6:03	6:36	4:15
6:52	6:49	7:47	7:25	12:38
12:48	12:51	16:20	9:24	9:14
	16:18 19:15 13:30 14:25 12:28 13:18 11:55 7:45 6:52	16:18 12:59   19:15 15:17   13:30 14:21   14:25 15:41   12:28 15:08   13:18 15:42   11:55 13:39   7:45 6:58   6:52 6:49	16:18 12:59 15:56   19:15 15:17 28:23   13:30 14:21 20:44   14:25 15:41 14:07   12:28 15:08 10:11   13:18 15:42 10:42   11:55 13:39 11:45   7:45 6:58 6:03   6:52 6:49 7:47	16:18 12:59 15:56 11:06   19:15 15:17 28:23 10:50   13:30 14:21 20:44 8:44   14:25 15:41 14:07 9:34   12:28 15:08 10:11 11:31   13:18 15:42 10:42 11:01   11:55 13:39 11:45 8:32   7:45 6:58 6:03 6:36   6:52 6:49 7:47 7:25