

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

<b>Month - 2021</b>	<b>Work and Income</b>	<b>Seniors</b>	<b>StudyLink</b>	<b>Housing</b>	<b>Wage Subsidy</b>
January	16:18	12:59	15:56	11:06	0:12
February	19:15	15:17	28:23	10:50	0:20
March	13:30	14:21	20:44	8:44	0:36
April	14:25	15:41	14:07	9:34	2:19
May	12:28	15:08	10:11	11:31	0:11
June	13:18	15:42	10:42	11:01	0:12
July	11:55	13:39	11:45	8:32	0:12
August	7:45	6:58	6:03	6:36	4:15
September	6:52	6:49	7:47	7:25	12:38
<b>Combined Average</b>	<b>12:48</b>	<b>12:51</b>	<b>16:20</b>	<b>9:24</b>	<b>9:14</b>