

Average Speed of Answer (ASA)

	2012	2013	2014
Jan		0:04:34	0:08:48
Feb		0:06:14	0:11:19
Mar		0:07:43	0:11:13
Apr	0:13:24	0:07:07	0:10:16
May	0:11:15	0:08:14	0:14:36
June	0:09:00	0:09:23	0:16:17
July	0:08:01	0:10:26	0:22:49
Aug	0:06:49	0:09:58	0:23:28
Sep	0:07:21	0:09:15	0:21:35
Oct	0:04:59	0:06:14	0:20:09
Nov	0:05:09	0:07:59	0:33:16
Dec	0:04:12	0:08:28	0:34:01

Table 2: Target values	Historical Target Values				
	2012-04-01	2012-07-01	2012-10-01	2013-01-01	2014-04-01
Average Speed of Answer (ASA)	0:10:00	0:09:31	0:09:04	0:08:37	0:08:11

Ref: 184540

Bruce Ralston, Chair
Committee on Public Accounts
Parliamentary Committees Office
Legislative Assembly of British Columbia
Ron.Wall@leg.bc.ca

Dear Mr. Ralston:

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In regard to the questions you had around telephone service delivery, our call centre receives about 125,000 calls each month—about 1.5 million calls every year.

I recognize there are times when high call volumes can cause delays for people trying to access services through our call centre. We are always looking for ways to improve our service to clients and ensure we're treating people fairly and respectfully.

We have introduced new phone technology province-wide to give people even better service. The new features include:

- The option to leave a phone number for a call back—a great option so people are not using up their cell minutes waiting on hold.
- Wait-time announcements for callers entering the phone system.
- Streamlining call options to get people to the right staff person on their first call.
- Improved self-service options on the 1-866 toll-free system available 24/7, allowing clients to access their information at a time that is convenient to them and reducing the need for them to speak to a worker.

The Contact Centre does not have limits on call duration. Callers are able to articulate their needs, which become service requests that may have different response times based on their level of urgency. Callers are advised of the time frames for each service request, and our phone system has the capability to notify supervisors if the call exceeds a set timeframe (currently 10 minutes). The supervisor can then offer support

to staff if needed. We have been consistently completing requests and call backs within our service standards.

Thank you for taking the time to review this information.

Sincerely,

Sheila Taylor
Deputy Minister of Social Development and Social Innovation