How are we performing?

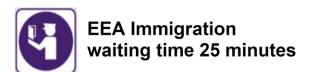
Key to performance:

Service Level Agreement (SLA): >=95% SLA Performance Hours from 05:00 to 23:00



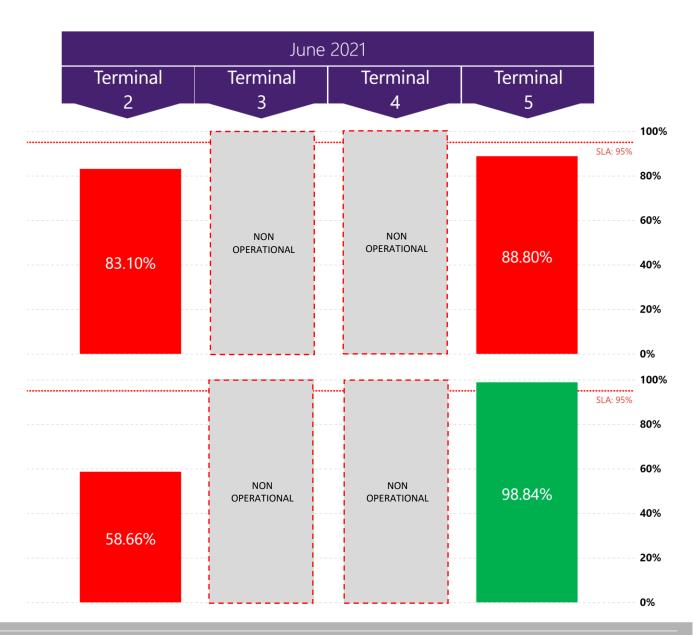
Queue ≤ 45 mins

Based on 15 minute time periods measured



Queue ≤ 25 mins

Based on 15 minute time periods measured



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