## How are we performing?

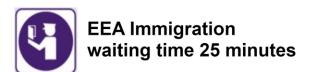
## Key to performance:

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



Queue ≤ 45 mins

Based on 15 minute time periods measured



Oueue ≤ 25 mins

Based on 15 minute time periods measured

