

Table 2:

2022	CAT1			CAT2			CAT3			CAT4		
Month	Average Response Time	90th Percentile Response Time	Calls not achieving 90th percentile standard	Average Response Time	90th Percentile Response Time	Calls not achieving 90th percentile standard	Average Response Time	90th Percentile Response Time	Calls not achieving 90th percentile standard	Average Response Time	90th Percentile Response Time	Calls not achieving 90th percentile standard
Oct	0:07:57	0:11:10	<5	0:08:46	0:14:46	<5	0:21:55	0:50:05	<5	0:35:58	1:35:52	<5
Nov	0:07:19	0:10:12	0	0:09:22	0:15:57	<5	0:26:17	1:08:05	12	0:48:14	2:09:09	7
Dec	0:09:09	0:14:00	<5	0:10:59	0:20:19	10	0:35:53	1:26:35	24	1:02:35	3:13:47	17

2023	CAT1			CAT2			CAT3			CAT4		
Month	Average Response Time	90th Percentile Response Time	Calls not achieving 90th percentile standard	Average Response Time	90th Percentile Response Time	Calls not achieving 90th percentile standard	Average Response Time	90th Percentile Response Time	Calls not achieving 90th percentile standard	Average Response Time	90th Percentile Response Time	Calls not achieving 90th percentile standard
Jan	0:08:45	0:14:24	<5	0:08:41	0:13:51	0	0:21:18	0:48:52	<5	0:29:18	0:58:45	<5
Feb	0:07:52	0:13:35	5	0:08:15	0:14:52	<5	0:17:50	0:43:44	<5	0:31:39	1:37:04	<5
Mar	0:06:42	0:11:54	<5	0:08:37	0:14:59	0	0:29:55	1:23:23	14	0:53:53	2:24:17	8
Apr	0:07:22	0:11:49	<5	0:09:05	0:15:12	<5	0:33:47	1:23:49	14	0:49:01	2:02:15	7
May	0:06:56	0:13:24	<5	0:09:44	0:16:44	<5	0:33:35	1:15:13	<5	0:47:29	1:47:21	<5
Jun	0:06:17	0:10:43	<5	0:09:43	0:18:06	<5	0:38:03	1:25:43	8	0:55:38	2:00:49	<5
Jul	0:07:38	0:11:55	<5	0:09:38	0:17:11	<5	0:35:34	1:18:03	7	0:49:53	1:51:38	<5
Aug	0:07:23	0:11:53	<5	0:09:53	0:18:07	7	0:30:52	1:12:16	<5	0:50:22	1:49:10	<5
Sep	0:07:31	0:12:42	<5	0:10:48	0:19:30	5	0:32:55	1:09:08	6	0:56:39	2:09:37	14
Oct	0:06:57	0:13:16	5	0:09:57	0:16:43	<5	0:33:37	1:18:25	6	0:47:24	1:39:02	<5
Nov	0:07:38	0:13:31	<5	0:09:46	0:17:37	<5	0:30:46	1:06:08	<5	0:48:45	1:54:20	8
Dec	0:05:44	0:11:05	<5	0:09:10	0:15:28	<5	0:28:00	1:09:42	<5	0:52:23	2:17:37	5

2024	CAT1			CAT2			CAT3			CAT4		
Month	Average Response Time	90th Percentile Response Time	Calls not achieving 90th percentile standard	Average Response Time	90th Percentile Response Time	Calls not achieving 90th percentile standard	Average Response Time	90th Percentile Response Time	Calls not achieving 90th percentile standard	Average Response Time	90th Percentile Response Time	Calls not achieving 90th percentile standard
Jan	0:05:59	0:11:35	<5	0:09:59	0:17:02	5	0:25:20	1:04:56	<5	0:31:28	1:28:50	<5
Feb	0:05:56	0:10:14	<5	0:09:14	0:16:21	<5	0:23:04	0:58:12	<5	0:34:19	1:35:23	<5
Mar	0:06:22	0:11:59	<5	0:09:08	0:15:23	<5	0:23:52	1:02:01	0	0:36:06	1:33:42	<5
Apr	0:05:44	0:10:20	0	0:10:00	0:16:49	5	0:25:02	1:00:22	<5	0:37:41	1:30:09	<5