

On average, we get to breakdowns in under an hour.

In the table below, you can see our list of average call out times, for both our Green Flag app and over the phone.

Month	Mar 2024	Feb 2024	Jan 2024	Dec 2023	Nov 2023	Oct 2023	Sep 2023	Aug 2023	Jul 2023	Jun 2023	May 2023	Apr 2023	TOTAL
Phone Average Response Time	57.5	58.3	61.2	63.4	60.3	59.5	60.4	59.7	57.5	59.8	56.3	55.9	59.6
App Average Response Time	51.6	53.7	55.5	56.9	53.6	52.3	50.9	52.7	51.0	53.4	48.8	45.5	53.0
Combined Average Total													56.3

This data was correct as of 10 June 2024.

The average is calculated on all jobs that are closed or completed, where the response time is below 240 min, and excludes pre-booked jobs.

The data may have minor monthly variances due to job updates and closures.