

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	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	TOTAL
Phone Average Response Time	64.94	61.66	61.03	60.46	61.05	61.25	60.77	61.6
App Average Response Time	55.52	53.8	51.42	50.03	49.49	49.65	50.51	51.49
Combined Average Response Time								56.54

This this data was correct as of 1st September 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.