| **Table 1m:** Key performance indicator results1 | | | | |
| --- | --- | --- | --- | --- |
| **Key performance indicator** | **Target 2013–14** | **Result 2012–13** | **Performance 2013–14** | **Met 2013–14** |
| **Achievement of call service level standards** | | | | |
| Telephony: Average speed of answer – providers | ⩽30 seconds | 33 seconds | 46 seconds5 | No |

1. Percentages in this table may have been rounded to the nearest decimal point.

5. The department transitioned telephony infrastructure and associated workforce management tools resulting in increases to wait times. Last quarter performance recovered to be under the 30 second average.