PERFORMANCE – Median and 90th Percentile Page Load Times

Median and pc90 Initial Loading Time

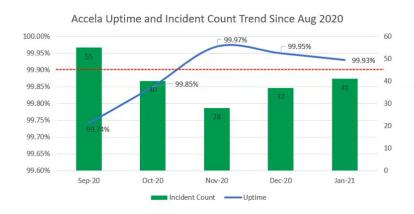|	Value	Min	Avg	Max	Metric
🟦	645.25ms	645.25ms	770.3ms	840.88ms	median:@view.loading_time[@view.loading_type:initial_load]
🟪	1.96s	1.96s	2.46s	2.78s	pc90:@view.loading_time[@view.loading_type:initial_load]

- Getting good telemetry on end-user performance: Page Load Times from Real User Monitoring (RUM)

- PLTs since early Jan 770ms Median, 2.46sec pc90 – **across all Accela Civic Platform Page Loads**

- Monitoring trend and alerting as needed

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UPTIME METRICS (since Azure Migration Aug 2020)

Accela Uptime and Incident Count Trend Since Aug 2020

- Trending to beat Three-and-a-half Nines (99.95%)
- Lower impact incidents since fixes and improvements in Azure

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