



Armstrong

Response Time/90th Percentile Information

Response Time Standard 62

Call Priority	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	YTD
1	0	0	1	0	0	0	0	0	0	0	0	0	1
2	0	0	0	3	1	4	5	1	1	2	1	0	18
3	5	8	15	8	24	23	45	36	33	21	13	9	240
4	23	16	17	13	20	27	41	28	17	18	15	10	245
8	1	0	1	0	0	0	0	1	0	0	0	0	3
Total	29	24	34	24	45	54	91	66	51	41	29	19	507
90th Percentile 2009	55.34	58.38	54.55	51.09	53.45	33.24	54.44	58.24	48.37	64.36	49.48	47.55	54.01
90th Percentile 2008	60.24	58.05	12.1	61.4	51.52	56.33	47.2	37.22	59.23	56.03	77.02	53.47	56.33
2007	61.07	59.36	54.55	14.55	48.45	65.06	66.19	57.4	55.37	37.09	54.53	68.06	58.54

90th Percentile Armstrong 2008
1996 62 Min

□ 2007 ■ 2008 ■ 2009

