



Response Time/90th Percentile Information

Red Rock

Response Time Standard 15.1

Call Priority	Jan.	Feb.	Mar.	Apr.	May	Jun.	Jul.	Aug.	Sept.	Oct.	Nov.	Dec.	YTD
1	3	3	4	9	14	12	0	2	4	6	1	7	65
2	7	6	7	5	9	11	0	7	2	8	4	4	70
3	1	2	1	3	12	4	4	7	2	4	3	6	49
4	11	9	11	8	15	14	11	8	12	7	7	8	121
8	1	0	0	2	3	0	0	1	0	1	0	0	8
Total	23	20	23	27	53	41	15	25	20	26	15	25	313
2009	38.05	29.35	36.07	28.06	26.54	23.06	20.24	24.2	21.51	25.45	27.09	39	25.45
2008	21.21	25.46	31.03	35.22	16.53	84.16	9.49	17.57	31.03	22.27	39.4	24.4	27.23
2007	31	13.32	29.25	31.52	23.51	27.51	23.32	20.33	16.41	27.57	22.59	25.52	25.04

