ANNUAL PERFORMANCE ACTIVITES

Priority One Calls
18,557 calls @ 01:14 Average Dispatch Time
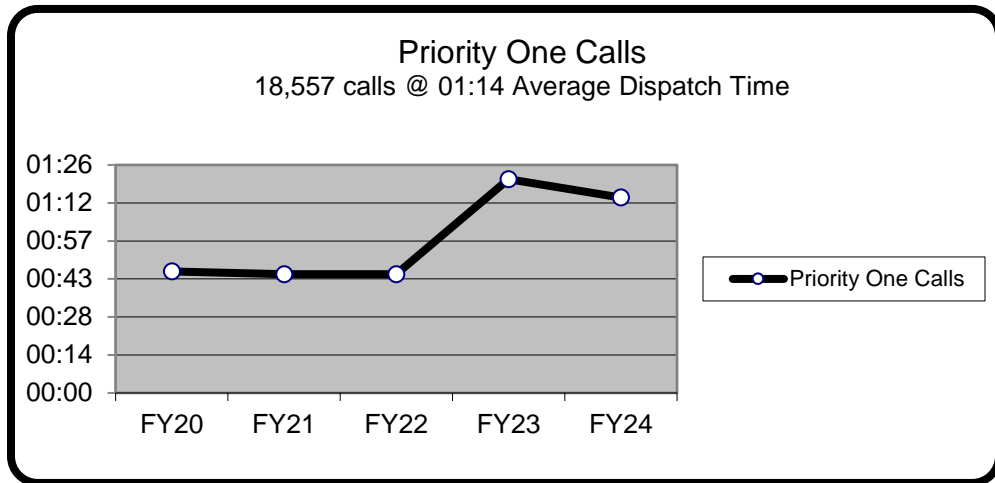
	FY20	FY21	FY22	FY23	FY24
Priority 1 Calls	0:46	0:45	0:45	1:12*	1:14*

During FY23- (September 6, 2023) migrated to Motorola Flex CAD system; we have determined that data is not captured exactly the same as far as when the call start time is captured, we have done our best to attempt to capture data the same way and it is just not possible. This system was used all year for FY24 so trend continued and should now see more consistency. Goal for receipt to dispatch of priority 1 calls is an average of under 2 minutes.