

**2024 - 911 ANSWERING SPEED**

2024

*Vesta Call Count by Wait Time Range*

|                  | Total<br>911 Calls |                     | Answered in<br>0-15 Seconds | Answered in<br>16-20 Seconds |
|------------------|--------------------|---------------------|-----------------------------|------------------------------|
| <b>January</b>   | <b>31,534</b>      | Percentage of total | <b>53%</b>                  | <b>56%</b>                   |
|                  |                    | Number of calls     | <b>16,596</b>               | <b>1,104</b>                 |
| <b>February</b>  | <b>26,389</b>      | Percentage of total | <b>54%</b>                  | <b>57%</b>                   |
|                  |                    | Number of calls     | <b>14,093</b>               | <b>827</b>                   |
| <b>March</b>     | <b>27,634</b>      | Percentage of total | <b>55%</b>                  | <b>59%</b>                   |
|                  |                    | Number of calls     | <b>15,265</b>               | <b>858</b>                   |
| <b>April</b>     | <b>27,615</b>      | Percentage of total | <b>47%</b>                  | <b>51%</b>                   |
|                  |                    | Number of calls     | <b>13,031</b>               | <b>971</b>                   |
| <b>May</b>       | <b>29,527</b>      | Percentage of total | <b>47%</b>                  | <b>50%</b>                   |
|                  |                    | Number of calls     | <b>13,842</b>               | <b>1,007</b>                 |
| <b>June</b>      | <b>29,289</b>      | Percentage of total | <b>47%</b>                  | <b>51%</b>                   |
|                  |                    | Number of calls     | <b>13,850</b>               | <b>1,074</b>                 |
| <b>July</b>      | <b>31,586</b>      | Percentage of total | <b>48%</b>                  | <b>52%</b>                   |
|                  |                    | Number of calls     | <b>15,055</b>               | <b>1,181</b>                 |
| <b>August</b>    | <b>31,591</b>      | Percentage of total | <b>51%</b>                  | <b>54%</b>                   |
|                  |                    | Number of calls     | <b>16,005</b>               | <b>1,130</b>                 |
| <b>September</b> | <b>29,897</b>      | Percentage of total | <b>50%</b>                  | <b>54%</b>                   |
|                  |                    | Number of calls     | <b>14,951</b>               | <b>1,109</b>                 |
| <b>October</b>   |                    | Percentage of total | <b>0%</b>                   | <b>0%</b>                    |
|                  |                    | Number of calls     |                             |                              |
| <b>November</b>  |                    | Percentage of total | <b>0%</b>                   | <b>0%</b>                    |
|                  |                    | Number of calls     |                             |                              |
| <b>December</b>  |                    | Percentage of total | <b>0%</b>                   | <b>0%</b>                    |
|                  |                    | Number of calls     |                             |                              |

**2023 - 911 ANSWERING SPEED**  
*Vesta Call Count by Wait Time Range*

**2023**

|                  |                                | <b>Answered in<br/>0-15 Seconds</b> | <b>Answered in<br/>16-20 Seconds</b> |
|------------------|--------------------------------|-------------------------------------|--------------------------------------|
| <b>January</b>   | % of total                     | <b>51%</b>                          | <b>55%</b>                           |
|                  | # of 911 calls received 22,380 | <b>11301</b>                        | <b>921</b>                           |
| <b>February</b>  | % of total                     | <b>45%</b>                          | <b>49%</b>                           |
|                  | # of 911 calls 22,033          | <b>9765</b>                         | <b>901</b>                           |
| <b>March</b>     | % of total                     | <b>44%</b>                          | <b>48%</b>                           |
|                  | # of 911 calls 23,396          | <b>10136</b>                        | <b>958</b>                           |
| <b>April</b>     | % of total                     | <b>48%</b>                          | <b>52%</b>                           |
|                  | # of 911 calls 24,797          | <b>11747</b>                        | <b>1028</b>                          |
| <b>May</b>       | % of total                     | <b>42%</b>                          | <b>47%</b>                           |
|                  | # of 911 calls 27,051          | <b>11221</b>                        | <b>1150</b>                          |
| <b>June</b>      | % of total                     | <b>41%</b>                          | <b>45%</b>                           |
|                  | # of 911 calls 24,994          | <b>10135</b>                        | <b>994</b>                           |
| <b>July</b>      | % of total                     | <b>38%</b>                          | <b>42%</b>                           |
|                  | # of 911 calls 27,203          | <b>10198</b>                        | <b>1098</b>                          |
| <b>August</b>    | % of total                     | <b>37%</b>                          | <b>41%</b>                           |
|                  | # of 911 calls 27,654          | <b>10127</b>                        | <b>1121</b>                          |
| <b>September</b> | % of total                     | <b>38%</b>                          | <b>43%</b>                           |
|                  | # of 911 calls 26,857          | <b>10248</b>                        | <b>1138</b>                          |
| <b>October</b>   | % of total                     | <b>38%</b>                          | <b>42%</b>                           |
|                  | # of 911 calls 25,481          | <b>9544</b>                         | <b>1047</b>                          |
| <b>November</b>  | % of total                     | <b>46%</b>                          | <b>50%</b>                           |
|                  | # of 911 calls 24,645          | <b>11204</b>                        | <b>1017</b>                          |
| <b>December</b>  | % of total                     | <b>50%</b>                          | <b>54%</b>                           |
|                  | # of 911 calls 28,252          | <b>14064</b>                        | <b>1038</b>                          |