



Average Speed to Answer (ASA) Targets for Tier 1 FY 23-24

As part of the FY 2023-24 County Incentives Program, Customer Service Incentive for Tier 1, Call Center requirements, counties must meet or exceed ASA target below.

<u>County</u>	<u>ASA Target</u>
Adams	30 minutes
Arapahoe	30 minutes
Boulder	15 minutes
Denver	30 minutes
Douglas	5 minutes
El Paso	20 minutes
Jefferson	25 minutes
Larimer	5 minutes
Pueblo	30 minutes
Weld	15 minutes



