

Average Speed to Answer (ASA) Targets for Tier 1 FY 24-25

As part of the FY 2024-25 County Incentives Program, Customer Service Incentive for Tier 1, Call Center requirements, counties must meet or exceed ASA target below.

County	ASA Target
Adams	12 Minutes
Arapahoe	25 minutes
Boulder	17 minutes
Denver	25 minutes
Douglas	5 minutes
El Paso	15 minutes
Jefferson	25 minutes
Larimer	6 minutes
Pueblo	25 minutes
Weld	12 minutes