

Speaker 1:

I think as of March 30th, we've been on over 1200 calls. We still have yet to have to ask for police backup on any of those. We've been able to self-resolve all those, which is really a testament to that we are being dispatched to the appropriate calls and that it kind of holds water that police didn't need to be the initial response to begin with. So, I'm pretty proud of that.

I think Carly and I can probably acknowledge that since June 1st, when we started this with just a plan, that we didn't really have a lot of stumbles or hurdles that we had to overcome. It was a pretty smooth transition. 911 knew how to send us. We knew how to navigate the system. We knew how to respond. Very proud that actually, I think about 28% of our calls have been police that are in the community requesting STAR and saying, "this doesn't have a criminal justice component. I'm going to tap in the resource that's most appropriate." And being able to utilize us in that way, which I think was a surprise to us. We thought we were just going to be responding, not at the request of law enforcement.