

Monthly Report

Statistical Summary

DECEMBER 2013

E911 Received 12,017 Telephone Calls for Service This Month

E911 Received 141,165 Telephone Calls for Service Year to Date

E911 Handled Incoming Calls For Service In An Average Time Of 1:07(mm:ss) This Month

E911 Handled Incoming Calls For Service In An Average Time Of 1:10(mm:ss) Year to Date

Benchmark Standard For Call Handling Is An Average Time Of 2:00
(mm:ss)

Incoming Calls For Service Per range of Answer Time

	<u>9-1-1</u>	(%)	<u>Non-Emergency</u>	(%)	
0.0 -15 (ss)	11,196	93.2%	0.00 -15 (ss)	11,035	92.4%
15-20 (ss)	432	3.6%	15-20 (ss)	435	3.6%
20-30 (ss)	253	2.1%	20-30 (ss)	320	2.7%
30-40 (ss)	85	0.7%	30-40 (ss)	96	0.8%
40+(ss)	51	0.4%	40+(ss)	56	0.5%
Totals	12,017	100.0%	Total	11,942	100.0%

E911 Dispatched Local Services 33074 Times This Month To Assist The Community

E911 Dispatched Local Services 381007 Times Year To Date To Assist The Community

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