

Emergency Communications Monthly Report for 2016

Emergency & Service Related Call Taking

	January	February	March	April	May	June	July	August	September	October	November	December	Y_T_D
Number of Wire Line 911 Calls Received	671	636	655	656	719	633	693	686	646	657	655	733	8,040
Number of Wireless 911 Calls Received	2,000	2,047	2,431	2,052	2,496	2,720	2,924	2,591	2,326	2,420	2,110	2,116	28,233
Number of Ring Down Calls Received	49	46		44	57	48	42	65	45	54	41	56	547
Number of Ring Down Out Bound	96	105		53	93	98	74	73	74	77	60	78	881
Number of PBX Calls Received	9,843	8,972	10,072	8,870	9,559	10,023	9,483	9,065	9,378	9,499	8,579	8,704	112,047
Number of Out Bound PBX Calls	5,608	5,358	6,191	5,447	6,037	5,965	6,319	5,656	5,507	5,342	4,736	4,887	67,053
Number of Abandoned 911 Calls	351	319	305	263	480	455	559	486	459	386	337	301	4,701
Number of Transfers	418	459	282	395	488	559	523	445	451	492	452	430	5,394
Percentage of 911 Calls Answered in 3 Rings or less	99.8%	99.1%	99.1%	99.5%	98.7%	98.8%	98.3%	98.6%	99.0%	98.4%	98.9%	99.4%	99.0%
Average Time Spent on a 911 Call in sec.	177	173	157	147	157	154	155	157	173	176	190	181	166
Man-hours spent on FOI cases	16	20	26	12.5	29	15.5	19.5	32.5	28.5	17.5		11	228.0



Average Number of 911 Calls by Day of the Week

Sunday	89.8	101.5	90.3	101.5	108.4	121.8	116.2	127.0	120.5	113.0	96.8	90.5	106
Monday	103.5	144.0	116.0	113.8	99.2	132.3	140.5	111.8	127.5	110.4	107.0	106.3	118
Tuesday	96.8	112.3	107.4	104.8	117.0	122.5	129.8	111.6	111.3	114.0	1,070.8	111.8	192
Wednesday	103.5	122.0	106.8	107.5	106.0	123.4	121.3	112.2	143.0	108.5	116.2	86.8	113
Thursday	100.5	103.8	114.4	93.5	111.0	148.2	155.0	124.8	108.6	110.0	106.3	104.4	115
Friday	113.6	93.0	124.3	115.4	148.0	155.5	135.4	126.8	120.4	129.8	123.3	113.0	125
Saturday	111.2	82.8	105.0	102.0	142.3	125.5	146.4	151.0	114.0	136.0	104.8	94.4	118

Public Safety Incidents & Responses

Sheriff's Incidents	2,768	2,673	3,031	2,746	3,169	3,395	3,227	3,208	3,153	3,351	2,993	2,968	36,682
Ashland Police Incidents	490	444	527	531	573	584	552	573	535	599	492	481	6,381
Other Law Enforcement Incidents	371	444	429	415	599	609	817	626	539	629	532	494	6,504
Animal Control Incidents	398	483	459	435	560	582	556	486	447	411	364	334	5,515
Fire/EMS Incidents	1,141	1,038	1,079	1,129	1,134	1,279	1,221	1,139	1,141	1,171	1,124	1,188	13,784
After Hour Public Utility Incidents	32	17	12	5	12	20	21	20	13	16	14	19	201
After Hour Facilities Maintenance Responses	3	-	1	1	1	5	9	6	13	6	3	5	53
Y-T-D Total	5,203	5,099	5,538	5,262	6,048	6,474	6,403	6,058	5,841	6,183	5,522	5,489	69,120
Sheriff's Responses	4,401	4,152	4,733	4,608	4,884	5,330	5,667	5,189	5,031	4,839	4,287	4,801	57,922
Ashland Police Responses	748	716	527	685	855	910	892	894	819	1,015	753	749	9,563
Other Law Enforcement Responses	371	444	429	415	599	609	817	626	539	629	532	494	6,504
Animal Control Responses	684	517	713	620	762	846	845	734	682	702	610	518	8,233
Fire/EMS Responses	1,843	1,646	1,750	1,716	1,861	1,713	2,023	1,793	1,858	1,822	1,867	1,925	21,817
After Hour Public Utility Responses	32	17	12	5	12	20	21	20	13	16	14	19	201
After Hour Facilities Maintenance Responses	3	-	1	1	1	5	9	6	13	6	3	5	53
Y-T-D Total	8,082	7,492	8,165	8,050	8,974	9,433	10,274	9,262	8,955	9,029	8,066	8,511	104,293
Total Number of QJT Hours for the Month	522.00	240.00	34.00	0.00	0.00	0.00	285.00	240.00	0.00	151.50	0.00	0.00	1,472.50
Total Number of In-service Training Hours for the Month	149.50	102.50	384.50	251.75	228.50	373.00	241.00	236.00	103.25	95.75	18.25	36.00	2,220.00



Other Activity

Quick Calls via Dispatch	10,528	8,817	6,627	8,776	12,723	12,770	9,969	10,435	10,284	10,445	10,121	9,593	121,088
Quick Calls Via Mobile			6,484	4,371	199	565	1,425	1,988	1,242	1,474	1,803	1,911	21,462
Tow Requests	167	163	150	152	148	253	163	152	149	191	193	167	2,048
Out of Service Entries Via Dispatch	1,039	2,162	1,170	1,794	1,811	1,620	1,451	1,454	1,743	1,713	1,800	1,966	19,723
Out of Service Entries Via Mobile			596	541	80	47	59	69	76	60	54	57	1,639
OIC Calls	11	4	3	1	1	1	7	-	1	4	5	2	40
Advisories Entered	8	5	2	3	4	2	10	4	27	7	11	9	92
BOLO's Entered	39	7	42	58	84	100	80	57	92	73	113	85	830
Premise Alerts Entered (by ECC)	78	114	135	125	109	81	23	43	37	80	24	35	884
Residential Security Checks Entered (by ECC)					42	143	170	100	41	149	149	161	955
Sites Updated	156	731	313	578	84	60	126	72	161	39	55	43	2,418
Units Moved	184	160	192	171	266	236	276	307	268	255	257	258	2,830
Alpha-Numeric Pages per Month	44,085	41,182	47,306	46,023	50,064	31,469	49,388	32,482	32,706	51,908	40,129	37,079	503,821
Alarms Permits Added Monthly (1,248 YTD 2015)	3	5	3	3	4	2	3	7	4	5		0	1,287

