

PERFORMANCE INDICATORS

911 Communications 2020

<i>Landline Telephone Calls</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>TOTALS</i>
Lexington County	1,002	974	999	802	1,023	1,090	1,123	1,218	969	1,182	938	1,045	12,365
Batesburg/Leesville	36	35	57	24	21	42	48	11	17	17	30	52	390
Cayce	88	36	35	24	75	28	28	22	20	22	13	15	406
West Columbia	141	123	144	128	154	158	202	136	129	122	51	80	1,568
Total Landline Calls	1,267	1,168	1,235	978	1,273	1,318	1,401	1,387	1,135	1,343	1,032	1,192	14,729
<i>Cell Phone Calls</i>													
Lexington County	25,314	24,718	25,861	24,160	27,279	28,095	29,648	28,114	25,741	26,248	24,676	25,227	315,081
Batesburg/Leesville	253	249	241	245	266	242	276	226	187	183	243	205	2,816
Cayce	430	418	387	355	421	460	483	533	460	595	458	500	5,500
West Columbia	951	887	894	786	1,003	962	942	1,063	900	926	896	887	11,097
Total Cell Phone Calls	26,948	26,272	27,383	25,546	28,969	29,759	31,349	29,936	27,288	27,952	26,273	26,819	334,494
<i>VOIP Phone Calls</i>													
Lexington County	864	846	805	688	838	854	900	807	756	790	915	864	9,927
Batesburg/Leesville	34	30	27	24	27	29	43	35	16	33	30	21	349
Cayce	65	78	86	57	68	57	92	87	75	81	58	73	877
West Columbia	110	106	102	98	118	113	94	101	102	107	115	109	1,275
Total VOIP Calls	1,073	1,060	1,020	867	1,051	1,053	1,129	1,030	949	1,011	1,118	1,067	12,428
<i>Outgoing Phone Calls</i>													
Lexington County	9,811	9,569	9,224	8,776	10,135	10,791	11,328	11,403	8,432	10,817	10,102	9,987	120,375
Batesburg/Leesville													0
Cayce													0
West Columbia													0
Total Outgoing Calls	9,811	9,569	9,224	8,776	10,135	10,791	11,328	11,403	8,432	10,817	10,102	9,987	120,375
<i>Total Telephone Calls</i>													
Lexington County	36,991	36,107	36,889	34,426	39,275	40,830	42,999	41,542	35,898	39,037	36,631	37,123	457,748
Batesburg/Leesville	323	314	325	293	314	313	367	272	220	233	303	278	3,555
Cayce	583	532	508	436	564	545	603	642	555	698	529	588	6,783
West Columbia	1,202	1,116	1,140	1,012	1,275	1,233	1,238	1,300	1,131	1,155	1,062	1,076	13,940
Total Telephone Calls	39,099	38,069	38,862	36,167	41,428	42,921	45,207	43,756	37,804	41,123	38,525	39,065	482,026
<i>Law Enforcement CAD Events</i>													
Airport PD	37	41	18	12	18	23	33	24	29	26	30	29	320
Animal Control	878	745	656	590	712	761	712	803	893	851	743	875	9,219
Chapin PD	363	298	256	252	297	277	315	289	326	239	291	239	3,442
Coroner	69	69	75	76	77	81	85	91	80	75	78	92	948
Gaston PD	227	235	265	294	303	240	226	266	210	259	207	258	2,990
Irmo PD	1,645	1,399	1,455	1,086	1,520	1,457	1,619	1,511	1,548	1,448	1,253	1,427	17,368
Lexington PD	2,636	2,415	2,473	1,865	2,558	2,531	2,691	2,668	2,662	2,872	2,661	3,177	31,209
Pelion PD	139	122	160	131	150	172	203	181	151	161	158	161	1,889
Pineridge PD	351	380	260	159	161	155	211	190	162	106	105	89	2,329
South Congaree PD	536	590	504	404	476	438	503	512	438	462	389	355	5,607
Springdale PD	807	761	765	731	802	704	715	654	709	768	847	852	9,115
Swansea PD	257	294	205	200	250	188	177	214	135	118	112	143	2,293
Total Municipal LE CAD Events	7,945	7,349	7,092	5,800	7,324	7,027	7,490	7,403	7,343	7,385	6,874	7,697	86,729
Sheriff's Department	18,987	17,162	19,408	19,582	21,241	20,643	20,606	18,704	18,281	18,207	17,173	17,865	227,859
Total Law Enforcement CAD Events	26,932	24,511	26,500	25,382	28,565	27,670	28,096	26,107	25,624	25,592	24,047	25,562	314,588

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EMS CAD Events	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Lexington County EMS	4,222	4,186	4,152	3,610	4,093	4,306	4,764	4,949	4,746	5,066	5,073	5,332	54,499
Fire Service CAD Events	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Lexington County Fire	1,468	1,438	1,332	1,306	1,388	1,382	1,368	1,464	1,412	1,577	1,563	1,659	17,357
Irmo Fire	351	322	346	306	281	358	354	390	365	369	336	377	4,155
Airport Fire	3	3	1	0	0	2	3	0	0	0	0	0	12
Batesburg Fire	71	65	62	85	90	73	76	66	47	91	83	68	877
West Columbia Fire	227	207	185	180	185	214	215	184	166	217	239	217	2,436
Total Fire CAD Events	2,120	2,035	1,926	1,877	1,944	2,029	2,016	2,104	1,990	2,254	2,221	2,321	22,401
Miscellaneous Activity	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Complaints	0	0	1	0	0	0	2	0	2	0	0	0	5
Attaboys	0	0	0	0	0	0	2	1	0	1	2	4	10
NCIC Entries/Deletions/CCH	361	394	286	300	332	387	415	333	341	429	393	296	4,267
Tape Request Completed	128	129	176	111	122	170	215	167	152	272	183	148	1,973
Vacancies/Apps in Progress	1/0	5/13	7/10	13/0	9/0	11/47	15/69	15/4	11/55	13/0	8/0	9/0	
Dispatch Times	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly
EMS - A/O Calls - % under 4 min	81%	79%	70%	71%	72%	72%	73%	76%	83%	85%	83%	84%	78%
B/C Calls - % under 3 min	65%	61%	57%	62%	64%	62%	61%	66%	68%	68%	71%	73%	65%
D Calls - % under 2 min	27%	28%	21%	22%	23%	23%	24%	21%	29%	34%	34%	35%	27%
E Calls - under 1 min	11%	17%	22%	21%	23%	10%	17%	26%	16%	25%	17%	28%	20%
FIRE - A/O Calls - % under 4 min	93%	93%	91%	91%	91%	93%	96%	93%	94%	93%	96%	95%	93%
B/C Calls - % under 3 min	78%	86%	85%	73%	85%	80%	83%	87%	90%	87%	90%	91%	84%
D Calls - % under 2 min	92%	94%	90%	91%	94%	92%	91%	94%	93%	96%	96%	94%	93%
E Calls -% under 1 min	61%	63%	58%	73%	71%	79%	60%	74%	76%	71%	83%	83%	71%
LAW - A/O Calls - % under 4 min	68%	67%	65%	61%	62%	63%	64%	65%	71%	62%	68%	66%	65%
B/C Calls - % under 3 min	48%	46%	44%	43%	42%	44%	47%	47%	50%	44%	47%	47%	46%
D Calls - % under 2 min	23%	26%	23%	22%	21%	25%	24%	25%	27%	20%	24%	22%	24%
E Calls -% under 1 min	50%	80%	40%	67%	64%	33%	63%	50%	50%	61%	60%	44%	56%
% of 911 Telephone Calls Answered	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly
Within 10 Seconds	74.80%	77.42%	78.53%	69.70%	67.06%	90.49%	94.06%	97.64%	97.60%	94.80%	96.58%	97.32%	86.68%
Within 20 Seconds	95.72%	94.74%	95.08%	92.84%	91.91%	94.73%	95.47%	98.32%	98.33%	96.25%	97.42%	98.13%	96.05%
Within 30 Seconds	98.62%	97.88%	98.14%	97.25%	96.98%	96.31%	96.51%	98.77%	98.88%	97.29%	98.08%	98.67%	98.08%
Shift Comparison % of 911 Calls Answered	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly
A Shift Dispatchers within 10 Seconds	52.00%	42.68%	29.22%	31.24%	42.80%	84.92%	92.27%	97.47%	94.29%	93.09%	93.85%	95.99%	71.12%
B Shift Dispatchers within 10 Seconds	75.75%	69.34%	59.68%	69.40%	65.49%	89.32%	93.56%	96.13%	95.84%	94.71%	95.04%	95.75%	83.63%
C Shift Dispatchers within 10 Seconds	59.32%	65.42%	59.86%	59.42%	59.17%	83.93%	87.71%	95.14%	96.06%	90.35%	94.65%	95.56%	79.19%
D Shift Dispatchers within 10 Seconds	49.57%	50.52%	54.67%	49.28%	46.83%	87.00%	92.04%	96.46%	97.49%	93.05%	92.31%	93.56%	75.56%
Call Takers	85.08%	88.84%	88.44%	80.49%	82.47%	95.10%	96.75%	99.04%	98.85%	96.91%	98.29%	98.42%	92.71%
Budget Information	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Lexington CMRS	\$		55,313.84	\$		53,959.24							\$ 109,273.08
Quarterly Wireles Funds (ALL)	\$		337,290.43	\$		305,039.44	\$	333,742.75					\$ 976,072.62
CMRS -Cayce	\$		4,997.62	\$		4,999.68							\$ 9,997.30
CMRS -West Columbia	\$		4,797.56										\$ 4,797.56
CMRS- Batesburg	\$		3,807.00	\$		3,777.67	\$	3,807.00					\$ 11,391.67
Tape Fees Collected	\$ 607.30	\$ 532.92	\$ 346.46	\$ 358.22	\$519.38	\$ 389.38	\$ 300.22	\$ 215.84	\$ 142.92	\$ 490.22	\$ 209.28	\$ 142.92	\$ 4,255.06
Special Projects	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Public Education Events	1	0	0	0	0	0	0	0	0	0	0	0	1
Recruitment Events	0	1	0	0	0	0	0	0	0	0	0	0	1