

PERFORMANCE INDICATORS

911 Communications 2023

Landline Telephone Calls	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Lexington County	636	443	477	539	488	518	573	514	537	557	636	599	6,517
Batesburg/Leesville													0
Cayce													0
West Columbia													0
Total Landline Calls	636	443	477	539	488	518	573	514	537	557	636	599	6,517
Cell Phone Calls													
Lexington County	23,998	22,651	25,789	24,609	14,207	14,977	14,240	13,571	11,974	12,792	10,863	11,858	201,529
Batesburg/Leesville													0
Cayce													0

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West Columbia														0
Total Cell Phone Calls	23,998	22,651	25,789	24,609	14,207	14,977	14,240	13,571	11,974	12,792	10,863	11,858	201,529	
Text Calls														
Lexington County	65	40	31	38	29	48	38	25	43	46	41	41	485	
Batesburg/Leesville													0	
Cayce													0	
West Columbia													0	
Total Text Calls	65	40	31	38	29	48	38	25	43	46	41	41	485	
VOIP Phone Calls														
Lexington County	1,432	1,174	981	894	1,023	995	1,050	1,038	992	1,072	873	965	12,489	
Batesburg/Leesville													0	
Cayce													0	
West Columbia													0	
Total VOIP Calls	1,432	1,174	981	894	1,023	995	1,050	1,038	992	1,072	873	965	12,489	
Outgoing Phone Calls														
Lexington County	6,856	6,276	6,650	6,541	7,053	7,599	7,751	7,528	6,655	6,645	5,906	6,630	82,090	
Total Outgoing Calls	6,856	6,276	6,650	6,541	7,053	7,599	7,751	7,528	6,655	6,645	5,906	6,630	82,090	
Total Telephone Calls														
Lexington County	32,987	30,584	33,928	32,621	22,800	24,137	23,652	22,676	20,201	21,112	18,319	20,093	303,110	
Batesburg/Leesville	0	0	0	0	0	0	0	0	0	0	0	0	0	
Cayce	0	0	0	0	0	0	0	0	0	0	0	0	0	
West Columbia	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Telephone Calls	32,987	30,584	33,928	32,621	22,800	24,137	23,652	22,676	20,201	21,112	18,319	20,093	303,110	
Law Enforcement CAD Events														
Airport PD	32	41	36	45	52	46	33	33	37	40	30	39	464	

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Animal Control	1,168	1,015	1,056	871	952	972	879	953	877	934	803	737	11,217
Chapin PD	323	256	378	237	381	349	297	454	379	310	348	315	4,027
Coroner	73	59	83	85	72	89	95	68	73	84	63	95	939
Gaston PD	239	202	308	324	321	376	283	307	216	241	233	280	3,330
Irmo PD	994	923	936	938	998	991	934	138	1,025	1,071	941	954	10,843
Lexington PD	2,929	2,786	3,176	2,753	2,942	2,838	2,946	3,006	2,855	2,726	2,505	2,508	33,970
Pelion PD	160	149	157	178	169	155	233	226	240	238	181	160	2,246

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Pineridge PD	170	154	237	150	149	155	215	184	176	201	137	174	2,102
South Congaree PD	355	336	336	356	376	308	292	334	344	353	287	254	3,931

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Springdale PD	633	554	631	562	479	573	597	510	550	486	465	562	6,602
Swansea PD	414	290	341	276	356	322	264	330	257	213	251	216	3,530

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Total Municipal LE CAD Events	7,490	6,765	7,675	6,775	7,247	7,174	7,068	6,543	7,029	6,897	6,244	6,294	83,201
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Sheriff's Department	19,435	17,559	19,753	18,865	20,231	20,566	19,808	18,562	16,706	17,517	15,963	17,214	222,179
Total Law Enforcement CAD Events	26,925	24,324	27,428	25,640	27,478	27,740	26,876	25,105	23,735	24,414	22,207	23,508	305,380

EMS CAD Events	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Lexington County EMS	5,896	5,016	5,696	5,533	5,875	5,884	6,240	6,383	6,021	6,275	5,810	6,634	71,263
Fire Service CAD Events	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Lexington County Fire	1,885	1,683	1,856	1,769	1,883	1,947	1,961	2,057	1,868	1,927	1,838	2,069	22,743
Irmo Fire	468	427	522	448	430	464	453	457	460	489	486	527	5,631
Airport Fire	6	5	7	4	4	4	5	2	2	3	1	4	47
Batesburg Fire	98	63	404	103	85	134	123	111	103	131	124	98	1,577
West Columbia Fire	310	261	283	267	280	305	336	310	268	345	275	316	3,556
Total Fire CAD Events	2,767	2,439	3,072	2,591	2,682	2,854	2,878	2,937	2,701	2,895	2,724	3,014	29,998
Miscellaneous Activity	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Complaints	0	0	1	0	0	0	0	0	0	0	0	0	1
Attaboys	0	0	4	1	0	2	0	3	1	1	2	0	14
NCIC Entries/Deletions/CCH	278	372	284	263	70				299	305	61	57	1,989
Tape Request Completed	175	144	219	150	177	217	75	216	113	207	142	111	1,946
Vacancies/Apps in Progress	25/622	27/647	25/545	29/45	/65	24/90	25/90	/94	/73	/45	/76	/54	
Dispatch Times	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly

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EMS - A/O Calls - % under 4 min	71%	71%	75%	70%	75%	67%	71%	67%	67%	68%	68%	68%	70%
B/C Calls - % under 3 min	61%	61%	61%	56%	61%	60%	53%	59%	57%	57%	51%	57%	58%
D Calls - % under 2 min	31%	30%	30%	25%	27%	24%	27%	28%	27%	28%	29%	30%	28%
E Calls - under 1 min	15%	27%	25%	29%	19%	18%	18%	28%	23%	30%	17%	22%	23%
FIRE - A/O Calls - % under 4 min	92%	92%	94%	94%	94%	92%	87%	87%	87%	92%	88%	91%	91%
B/C Calls - % under 3 min	84%	85%	83%	85%	85%	86%	79%	82%	81%	82%	80%	78%	83%

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D Calls - % under 2 min	92%	92%	93%	93%	96%	93%	90%	87%	88%	89%	90%	89%	91%
E Calls -% under 1 min	80%	76%	76%	73%	79%	84%	68%	74%	72%	72%	75%	80%	76%
LAW - A/O Calls - % under 4 min	37%	36%	39%	43%	43%	42%	37%	33%	33%	38%	35%	35%	38%
B/C Calls - % under 3 min	28%	26%	25%	33%	32%	30%	25%	20%	20%	27%	24%	24%	26%
D Calls - % under 2 min	45%	46%	41%	45%	43%	44%	18%	15%	39%	43%	45%	40%	39%
E Calls -% under 1 min	25%	23%	38%	50%	39%	30%	33%	10%	25%	42%	32%	36%	32%
% of 911 Telephone Calls Answered	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly
Within 10 Seconds	88.43%	88.76%	89.48%	90.74%	89.47%	84.32%	87.43%	86.54%	84.43%	81.45%	85.69%	84.75%	87%

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Within 20 Seconds	91.11%	91.23%	91.67%	92.60%	91.74%	87.55%	89.98%	89.31%	87.19%	84.41%	88.12%	87.36%	89%
Within 30 Seconds	94.98%	93.44%	93.63%	94.24%	93.81%	90.21%	92.30%	91.55%	89.58%	86.82%	90.39%	89.65%	92%
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	79.42%	87.27%	84.81%	89.41%	85.24%	78.80%	84.95%	80.46%	88.10%	74.36%	79.91%	77.46%	83%
B Shift Dispatchers within 10 Seconds	88.37%	81.26%	87.00%	81.11%	84.37%	82.44%	80.03%	82.49%	75.08%	71.89%	75.26%	75.14%	80%
C Shift Dispatchers within 10 Seconds	84.79%	86.97%	81.67%	90.04%	90.22%	77.14%	82.17%	82.13%	84.06%	72.23%	78.01%	75.96%	82%
D Shift Dispatchers within 10 Seconds	87.36%	87.41%	86.75%	84.45%	86.65%	83.40%	85.43%	85.70%	74.41%	83.63%	84.86%	85.39%	85%
Call Takers	92.58%	91.99%	91.03%	92.04%	91.82%	87.22%	90.28%	89.48%	87.27%	85.67%	90.87%	86.70%	90%
Budget Informtion	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Lexington CMRS													\$ -
Quarterly Wireles Funds (ALL)													\$ -
CMRS -Cayce													\$ -
CMRS -West Columbia													\$ -
CMRS- Batesburg													\$ -
Tape Fees Collected	\$ 446.28		\$ 388.14	\$ 265.00		\$ 234.00	\$ 145.00						\$ 1,478.42
Special Projects	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Public Education Events						1							1
Recruitment Events											1		1