

PERFORMANCE INDICATORS

911 Communications 2025

| Landline Telephone Calls | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
|--------------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| Lexington County | 295 | 280 | 1,151 | 273 | 274 | 275 | 342 | 310 | 208 | 206 | 241 | 201 | 4,056 |
| Batesburg/Leesville | | | | | | | | | | | | | 0 |
| Cayce | | | | | | | | | | | | | 0 |
| West Columbia | | | | | | | | | | | | | 0 |
| Total Landline Calls | 295 | 280 | 1,151 | 273 | 274 | 275 | 342 | 310 | 208 | 206 | 241 | 201 | 4,056 |
| Cell Phone Calls | | | | | | | | | | | | | |
| Lexington County | 20,554 | 18,459 | 22,193 | 21,039 | 22,287 | 22,031 | 23,282 | 21,629 | 20,886 | 20,940 | 19,784 | 20,715 | 253,799 |
| Batesburg/Leesville | | | | | | | | | | | | | 0 |
| Cayce | | | | | | | | | | | | | 0 |
| West Columbia | | | | | | | | | | | | | 0 |
| Total Cell Phone Calls | 20,554 | 18,459 | 22,193 | 21,039 | 22,287 | 22,031 | 23,282 | 21,629 | 20,886 | 20,940 | 19,784 | 20,715 | 253,799 |
| Text Calls | | | | | | | | | | | | | |
| Lexington County | 87 | 41 | 82 | 99 | 58 | 49 | 64 | 48 | 34 | 64 | 67 | 48 | 741 |
| Batesburg/Leesville | | | | | | | | | | | | | 0 |
| Cayce | | | | | | | | | | | | | 0 |
| West Columbia | | | | | | | | | | | | | 0 |
| Total Text Calls | 87 | 41 | 82 | 99 | 58 | 49 | 64 | 48 | 34 | 64 | 67 | 48 | 741 |
| VOIP Phone Calls | | | | | | | | | | | | | |
| Lexington County | 1,075 | 965 | 1,039 | 1,003 | 1,043 | 1,123 | 1,105 | 1,017 | 913 | 961 | 978 | 1,002 | 12,224 |
| Batesburg/Leesville | | | | | | | | | | | | | 0 |
| Cayce | | | | | | | | | | | | | 0 |
| West Columbia | | | | | | | | | | | | | 0 |
| Total VOIP Calls | 1,075 | 965 | 1,039 | 1,003 | 1,043 | 1,123 | 1,105 | 1,017 | 913 | 961 | 978 | 1,002 | 12,224 |
| Outgoing Phone Calls | | | | | | | | | | | | | |
| Lexington County | 5,782 | 5,181 | 6,419 | 6,379 | 7,241 | 7,294 | 7,635 | 7,379 | 6,794 | 7,112 | 6,488 | 6,742 | 80,446 |
| Total Outgoing Calls | 5,782 | 5,181 | 6,419 | 6,379 | 7,241 | 7,294 | 7,635 | 7,379 | 6,794 | 7,112 | 6,488 | 6,742 | 80,446 |
| Total Telephone Calls | | | | | | | | | | | | | |
| Lexington County | 27,793 | 24,926 | 30,884 | 27,790 | 30,903 | 30,772 | 32,428 | 30,383 | 28,835 | 29,283 | 27,558 | 28,708 | 350,263 |
| 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 | 27,793 | 24,926 | 30,884 | 27,790 | 30,903 | 30,772 | 32,428 | 30,383 | 28,835 | 29,283 | 27,558 | 28,708 | 350,263 |
| Law Enforcement CAD Events | | | | | | | | | | | | | |
| Airport PD | 39 | 66 | 74 | 39 | 43 | 84 | 94 | 69 | 63 | 74 | 80 | 66 | 791 |
| Animal Control | 1,058 | 1,070 | 1,159 | 1,001 | 1,160 | 1,070 | 984 | 1,088 | 938 | 1,106 | 970 | 1,015 | 12,619 |
| Chapin PD | 216 | 245 | 290 | 325 | 287 | 403 | 426 | 479 | 387 | 360 | 333 | 357 | 4,108 |
| Coroner | 91 | 69 | 78 | 71 | 63 | 64 | 80 | 63 | 62 | 62 | 63 | 91 | 857 |
| Gaston PD | 397 | 303 | 481 | 423 | 382 | 376 | 467 | 385 | 408 | 356 | 366 | 286 | 4,630 |
| Irmo PD | 800 | 777 | 1,008 | 897 | 1,013 | 925 | 845 | 852 | 939 | 898 | 1,005 | 1,184 | 11,143 |
| Lexington PD | 2,496 | 2,596 | 2,703 | 2,727 | 2,746 | 2,776 | 3,086 | 2,870 | 2,986 | 2,944 | 2,568 | 2,600 | 33,098 |
| Pelion PD | 113 | 174 | 166 | 212 | 197 | 194 | 212 | 239 | 233 | 183 | 197 | 174 | 2,294 |
| Pineridge PD | 158 | 192 | 191 | 179 | 147 | 174 | 300 | 224 | 340 | 329 | 276 | 183 | 2,693 |
| South Congaree PD | 275 | 281 | 248 | 279 | 334 | 319 | 333 | 239 | 184 | 237 | 164 | 222 | 3,115 |
| Springdale PD | 343 | 292 | 463 | 470 | 485 | 448 | 575 | 395 | 417 | 437 | 401 | 521 | 5,247 |
| Swansea PD | 112 | 103 | 120 | 147 | 105 | 180 | 131 | 116 | 85 | 89 | 104 | 87 | 1,379 |
| Total Municipal LE CAD Events | 6,098 | 6,168 | 6,981 | 6,770 | 6,962 | 7,013 | 7,533 | 7,019 | 7,042 | 7,075 | 6,527 | 6,786 | 81,974 |
| Sheriff's Department | 16,432 | 15,050 | 16,203 | 16,518 | 17,214 | 18,010 | 18,200 | 16,833 | 16,451 | 17,147 | 16,275 | 17,302 | 201,635 |

PERFORMANCE INDICATORS

911 Communications 2025

| | | | | | | | | | | | | | |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|-----------------|
| Total Law Enforcement CAD Events | 22,530 | 21,218 | 23,184 | 23,288 | 24,176 | 25,023 | 25,733 | 23,852 | 23,493 | 24,222 | 22,802 | 24,088 | 283,609 |
| EMS CAD Events | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
| Lexington County EMS | 6,487 | 5,626 | 6,403 | 6,192 | 6,513 | 6,220 | 6,740 | 6,441 | 6,415 | 6,332 | 6,283 | 6,790 | 76,442 |
| Fire Service CAD Events | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
| Lexington County Fire | 2,055 | 1,746 | 2,188 | 1,848 | 1,859 | 1,880 | 1,969 | 1,813 | 1,898 | 1,879 | 1,931 | 2,066 | 23,132 |
| Irmo Fire | 482 | 449 | 558 | 506 | 515 | 422 | 381 | 366 | 398 | 373 | 351 | 438 | 5,239 |
| Airport Fire | 2 | 1 | 4 | 1 | 1 | 2 | 4 | 3 | 4 | 4 | 3 | 4 | 33 |
| Batesburg Fire | 116 | 107 | 129 | 96 | 119 | 123 | 101 | 90 | 119 | 122 | 107 | 122 | 1,351 |
| West Columbia Fire | 391 | 322 | 471 | 433 | 383 | 394 | 412 | 390 | 355 | 388 | 385 | 380 | 4,704 |
| Total Fire CAD Events | 3,046 | 2,625 | 3,350 | 2,884 | 2,877 | 2,821 | 2,867 | 2,662 | 2,774 | 2,766 | 2,777 | 3,010 | 29,755 |
| Miscellaneous Activity | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
| Complaints | 2 | 9 | 4 | 19 | 6 | 4 | 6 | 4 | 11 | 3 | 8 | 2 | 78 |
| Attaboys | 1 | 0 | 1 | 5 | 2 | 6 | 0 | 2 | 1 | 1 | 2 | 0 | 21 |
| NCIC Entries/Deletions/CCH | 290 | 200 | 182 | 158 | 256 | 329 | 341 | 309 | 309 | 292 | 326 | 324 | 3,316 |
| Tape Request Completed | 220 | 133 | 151 | 163 | 160 | 183 | 173 | 253 | 190 | 178 | 132 | 186 | 2,122 |
| Vacancies/Apps in Progress | /64 | /0 | /0 | /8 | 2/7 | 8/ | 8/ | 10/ | 12/ | 8/10 | 9/13 | 8/10 | /263 |
| Dispatch Times | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Yearly |
| EMS - A/O Calls - % under 4 min | 70% | 60% | 67% | 62% | 61% | 65% | 62% | 60% | 63% | 60% | 58% | 60% | 62% |
| B/C Calls - % under 3 min | 67% | 61% | 56% | 57% | 60% | 56% | 59% | 53% | 53% | 51% | 58% | 53% | 57% |
| D Calls - % under 2 min | 29% | 26% | 22% | 22% | 22% | 22% | 22% | 19% | 18% | 17% | 19% | 19% | 21% |
| E Calls - under 1 min | 23% | 15% | 15% | 8% | 21% | 12% | 18% | 13% | 13% | 17% | 21% | 8% | 15% |
| FIRE - A/O Calls - % under 4 min | 93% | 92% | 88% | 91% | 90% | 90% | 91% | 90% | 89% | 87% | 90% | 93% | 90% |
| B/C Calls - % under 3 min | 89% | 89% | 86% | 88% | 89% | 87% | 85% | 85% | 85% | 88% | 88% | 90% | 87% |
| D Calls - % under 2 min | 95% | 93% | 92% | 93% | 92% | 92% | 94% | 93% | 93% | 93% | 93% | 93% | 93% |
| E Calls -% under 1 min | 80% | 74% | 93% | 72% | 83% | 82% | 80% | 76% | 73% | 78% | 82% | 84% | 80% |
| LAW - A/O Calls - % under 4 min | 58% | 52% | 51% | 52% | 52% | 52% | 48% | 51% | 51% | 48% | 50% | 51% | 51% |
| B/C Calls - % under 3 min | 37% | 34% | 32% | 34% | 34% | 36% | 34% | 34% | 34% | 33% | 34% | 36% | 34% |
| D Calls - % under 2 min | 48% | 45% | 43% | 49% | 46% | 48% | 45% | 45% | 46% | 41% | 43% | 45% | 45% |
| E Calls -% under 1 min | 30% | 11% | 0% | 8% | 21% | 30% | 28% | 37% | 10% | 44% | 0% | 44% | 22% |
| % of 911 Telephone Calls Answered | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Yearly |
| Within 10 Seconds | 96.27% | 94.79% | 90.20% | 89.00% | 89.62% | 89.61% | 90.19% | 92.12% | 84.85% | 89.13% | 84.73% | 78.06% | 89% |
| Within 20 Seconds | 97.37% | 97.15% | 94.37% | 93.31% | 93.58% | 93.78% | 93.62% | 95.60% | 89.81% | 94.07% | 90.99% | 85.54% | 93% |
| Within 30 Seconds | 98.83% | 98.22% | 96.34% | 95.52% | 95.65% | 95.85% | 95.87% | 97.08% | 92.95% | 96.28% | 94.03% | 90.01% | 96% |
| 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 | 91.37% | 90.43% | 78.33% | 70.92% | 75.24% | 71.66% | 81.84% | 80.60% | 67.46% | 69.67% | 71.86% | 71.50% | 77% |
| B Shift Dispatchers within 10 Seconds | 90.96% | 86.68% | 77.33% | 78.67% | 70.13% | 76.56% | 78.89% | 87.98% | 69.02% | 81.34% | 69.72% | 70.34% | 78% |
| C Shift Dispatchers within 10 Seconds | 93.78% | 91.81% | 79.58% | 80.91% | 81.67% | 68.42% | 69.23% | 81.37% | 71.39% | 69.79% | 81.72% | 68.17% | 78% |
| D Shift Dispatchers within 10 Seconds | 91.99% | 86.31% | 73.40% | 76.77% | 84.74% | 81.35% | 72.73% | 83.82% | 57.61% | 75.82% | 90.03% | 72.75% | 79% |
| Call Takers | 97.85% | 96.94% | 94.02% | 91.49% | 93.26% | 93.39% | 93.30% | 94.11% | 88.61% | 91.65% | 88.28% | 82.18% | 92% |
| Budget Information | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
| Lexington CMRS | | | | | | | | | | | | | \$ - |
| Quarterly Wireles Funds (ALL) | | | | \$ | | 360,207.94 | \$ | | 343,651.53 | \$ | | 357,720.39 | \$ 1,061,579.86 |
| CMRS -Cayce | | | | | | | | | | | | | \$ - |
| CMRS -West Columbia | | | | | | | | | | | | | \$ - |
| CMRS- Batesburg | | | | | | | | | | | | | \$ - |
| Tape Fees Collected | | | | | | | | | | | | | \$ - |

PERFORMANCE INDICATORS

911 Communications 2025

| Special Projects | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | TOTALS |
|-------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|
| Public Education Events | 0 | 1 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 6 | 0 | 0 | 13 |
| Recruitment Events | | | | | | | | | | | | | 0 |