

**Emergency Communications Monthly Report for 2021**

**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                | 551     | 513      | 566   | 546   | 790   | 582   | 580   | 548    | 477       | 570     | 514      | 576      | <b>6,813</b>  |
| Number of Wireless 911 Calls Received                 | 2,117   | 2,150    | 2,439 | 2,585 | 2,792 | 3,196 | 3,724 | 3,358  | 3,069     | 3,507   | 2,058    | 2,957    | <b>33,952</b> |
| DEENS Line  | 5       | 9        | 9     | 21    | 12    | 6     | 6     | 4      | 4         | 2       | 3        | 5        | <b>86</b>     |
| Number of Ring Down Calls Received                    | 46      | 38       | 36    | 40    | 63    | 59    | 61    | 50     | 49        | 28      | 46       | 44       | <b>560</b>    |
| Number of Ring Down Out Bound                         | 42      | 37       | 52    | 48    | 33    | 42    | 39    | 49     | 40        | 7       | 25       | 28       | <b>442</b>    |
| Number of PBX Calls Received                          | 6,206   | 6,351    | 7,436 | 6,521 | 6,862 | 7,075 | 6,766 | 6,608  | 6,400     | 6,786   | 6,120    | 6,066    | <b>79,197</b> |
| Number of Out Bound PBX Calls                         | 4,536   | 4,459    | 5,117 | 4,770 | 5,378 | 6,540 | 6,658 | 5,909  | 5,309     | 6,236   | 4,667    | 4,951    | <b>64,530</b> |
| Number of Abandoned 911 Calls                         | 584     | 509      | 600   | 640   | 625   | 711   | 727   | 694    | 646       | 754     | 653      | 659      | <b>7,802</b>  |
| Number of Transfers                                   | 323     | 411      | 453   | 507   | 492   | 573   | 560   | 534    | 515       | 519     | 495      | 473      | <b>5,855</b>  |
| Number of Text 2 9-1-1's                              | 9       | 4        | 4     | 5     | 4     | 11    | 13    | 7      | 10        | 3       | 2        | 3        | <b>75</b>     |
| Percentage of 911 Calls Answered in 3 Rings or less   | 98.6%   | 99.6%    | 98.4% | 99.2% | 99.2% | 99.4% | 98.9% | 99.7%  | 99.4%     | 99.0%   | 99.2%    | 99.2%    | <b>99.2%</b>  |
| Percentage of Admin Calls Answered in 3 Rings or less | 99.2%   | 99.6%    | 99.3% | 99.8% | 99.6% | 99.8% | 99.9% | 99.9%  | 99.9%     | 99.8%   | 99.8%    | 99.8%    | <b>99.7%</b>  |
| Average Time Spent on a 911 Call in sec.              | 202     | 201      | 198   | 196   | 171   | 171   | 158   | 163    | 182       | 172     | 186      | 188      | <b>182</b>    |
| Average Time Spent on Admin Call in sec.              | 122     | 120      | 127   | 127   | 129   | 131   | 127   | 129    | 126       | 125     | 127      | 130      | <b>127</b>    |
| Man-hours spent on FOI cases                          | 21.5    | 20.5     | 34.5  | 22.5  | 26.5  | 33.5  | 34.5  | 35     | 28.5      | 44      | 44       | 36.5     | <b>381.5</b>  |
| Average Number of 911 Calls by Day of the Week        |         |          |       |       |       |       |       |        |           |         |          |          |               |
| Sunday  | 98.8    | 115.3    | 115.5 | 115.0 | 135.0 | 168.0 | 167.3 | 156.8  | 158.0     | 179.6   | 116.8    | 145.5    | <b>139</b>    |
| Monday  | 109.3   | 99.0     | 109.2 | 124.5 | 145.4 | 142.5 | 168.8 | 146.6  | 137.3     | 136.3   | 134.0    | 13.8     | <b>122</b>    |
| Tuesday   | 123.5   | 110.0    | 118.8 | 124.8 | 136.8 | 134.6 | 146.0 | 132.4  | 140.5     | 118.8   | 130.2    | 132.0    | <b>129</b>    |
| Wednesday   | 111.0   | 116.5    | 109.8 | 119.8 | 126.5 | 148.8 | 161.0 | 147.5  | 135.8     | 130.0   | 133.5    | 125.0    | <b>130</b>    |
| Thursday  | 115.5   | 106.0    | 131.8 | 133.8 | 128.8 | 142.8 | 166.8 | 155.3  | 139.0     | 134.8   | 132.8    | 134.4    | <b>135</b>    |
| Friday  | 100.6   | 128.5    | 139.0 | 133.2 | 146.3 | 175.8 | 171.8 | 173.8  | 145.5     | 182.6   | 142.0    | 151.6    | <b>149</b>    |
| Saturday  | 109.2   | 148.5    | 129.8 | 127.0 | 133.8 | 171.0 | 183.2 | 165.5  | 168.8     | 185.6   | 129.3    | 131.5    | <b>149</b>    |

**Public Safety Incidents & Responses**

|   |              |              |              |              |               |               |               |               |               |               |              |              |               |
|---|--------------|--------------|--------------|--------------|---------------|---------------|---------------|---------------|---------------|---------------|--------------|--------------|---------------|
| Sheriff's Incidents                         | 2,980        | 3,017        | 3,579        | 3,454        | 3,564         | 3,794         | 3,867         | 3,678         | 3,678         | 3,762         | 3,374        | 3,484        | <b>42,231</b> |
| Ashland Police Incidents                    | 447          | 470          | 590          | 493          | 599           | 651           | 563           | 588           | 560           | 639           | 561          | 525          | <b>6,686</b>  |
| Other Law Enforcement Incidents             | 608          | 688          | 645          | 790          | 863           | 1,097         | 1,350         | 1,228         | 939           | 930           | 710          | 684          | <b>10,532</b> |
| Animal Control Incidents                    | 328          | 297          | 387          | 412          | 439           | 465           | 443           | 427           | 355           | 398           | 325          | 329          | <b>4,605</b>  |
| Fire/EMS Incidents                          | 1,337        | 1,517        | 1,419        | 1,439        | 1,451         | 1,404         | 1,514         | 1,478         | 1,476         | 1,525         | 1,392        | 1,641        | <b>17,593</b> |
| After Hour Public Utility Incidents         | 28           | 22           | 17           | 14           | 14            | 16            | 17            | 14            | 16            | 17            | 20           | 19           | <b>214</b>    |
| After Hour Facilities Maintenance Responses | 4            | 1            | 3            | 1            | 4             | 11            | 2             | 2             | 3             | 3             | -            | 2            | <b>36</b>     |
| Zoning Violation Incidents                  | -            | -            | -            | -            | -             | -             | -             | -             | -             | -             | -            | -            | <b>-</b>      |
| Y-T-D Total                                 | <b>5,732</b> | <b>6,012</b> | <b>6,640</b> | <b>6,603</b> | <b>6,934</b>  | <b>7,438</b>  | <b>7,756</b>  | <b>7,415</b>  | <b>7,027</b>  | <b>7,274</b>  | <b>6,382</b> | <b>6,684</b> | <b>81,897</b> |
| Sheriff's Responses                         | 4,881        | 4,540        | 5,228        | 5,300        | 6,042         | 6,469         | 6,158         | 5,394         | 5,453         | 5,408         | 4,637        | 4,898        | <b>64,408</b> |
| Ashland Police Responses                    | 735          | 734          | 950          | 685          | 835           | 980           | 997           | 1,024         | 1,104         | 1,096         | 947          | 873          | <b>10,960</b> |
| Other Law Enforcement Responses             | 608          | 688          | 645          | 790          | 863           | 1,097         | 1,350         | 1,228         | 939           | 930           | 710          | 684          | <b>10,532</b> |
| Animal Control Responses                    | 450          | 442          | 540          | 588          | 574           | 623           | 592           | 584           | 488           | 484           | 458          | 421          | <b>6,244</b>  |
| Fire/EMS Responses                          | 1,873        | 2,042        | 1,937        | 2,075        | 2,193         | 2,041         | 2,284         | 2,318         | 2,121         | 2,238         | 2,059        | 2,348        | <b>25,529</b> |
| After Hour Public Utility Responses         | 28           | 22           | 17           | 14           | 14            | 16            | 17            | 14            | 16            | 17            | 20           | 19           | <b>214</b>    |
| After Hour Facilities Maintenance Responses | 4            | 1            | 3            | 1            | 4             | 11            | 2             | 2             | 3             | 3             | -            | 2            | <b>36</b>     |
| Zoning Violation Incidents                  | -            | -            | -            | -            | -             | -             | -             | -             | -             | -             | -            | -            | <b>-</b>      |
| Y-T-D Total                                 | <b>8,579</b> | <b>8,469</b> | <b>9,320</b> | <b>9,453</b> | <b>10,525</b> | <b>11,237</b> | <b>11,400</b> | <b>10,564</b> | <b>10,124</b> | <b>10,176</b> | <b>8,831</b> | <b>9,245</b> | <b>#####</b>  |

**Other Activity**

|  |        |        |        |        |        |        |        |        |        |        |        |        |               |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------------|
| Self Initiated Via Dispatch                  | 4,114  | 2,939  | 4,342  | 3,848  | 3,790  | 4,557  | 3,953  | 3,464  | 3,687  | 4,875  | 3,322  | 3,186  | <b>46,077</b> |
| Self Initiated Via Mobile                    | 6,569  | 4,135  | 6,705  | 6,487  | 7,570  | 7,553  | 7,451  | 7,914  | 6,947  | 7,156  | 6,680  | 6,405  | <b>81,572</b> |
| Duplicate/Accidental/Test Calls              | 873    | 795    | 1,055  | 1,013  | 998    | 1,135  | 1,082  | 578    | 605    | 627    | 812    | 799    | <b>10,372</b> |
| ASAP to PSAP via Interface                   | 88     | 116    | 139    | 100    | 99     | 132    | 126    | 148    | 153    | 179    | 169    | 165    | <b>1,614</b>  |
| Alarm Calls - All Disciplines/Any Source     | 248    | 235    | 281    | 254    | 322    | 345    | 293    | 349    | 335    | 301    | 314    | 318    | <b>3,595</b>  |
| Tow Requests                                 | 185    | 195    | 150    | 187    | 178    | 173    | 207    | 189    | 176    | 249    | 177    | 195    | <b>2,261</b>  |
| Out of Service Entries Via Dispatch          | 2,412  | 2,133  | 3,220  | 2,346  | 2,524  | 2,489  | 2,235  | 2,223  | 2,466  | 2,409  | 2,090  | 2,340  | <b>28,887</b> |
| Out of Service Entries Via Mobile            | 4,154  | 3,394  | 4,364  | 4,101  | 4,445  | 4,016  | 3,716  | 3,573  | 3,715  | 3,441  | 3,178  | 3,390  | <b>45,487</b> |
| OIC Calls                                    | 23     | 34     | 36     | 28     | 67     | 38     | 39     | 30     | 35     | 35     | 40     | 45     | <b>450</b>    |
| Tower Calls                                  | 55     | 23     | 61     | 41     | 52     | 37     | 64     | 30     | 45     | 73     | 71     | 46     | <b>598</b>    |
| Advisories Entered                           | 93     | 47     | 88     | 90     | 69     | 50     | 48     | 45     | 60     | 71     | 70     | 90     | <b>821</b>    |
| BOLO's Entered                               | 130    | 80     | 113    | 136    | 148    | 151    | 150    | 53     | 61     | 143    | 106    | 123    | <b>1,394</b>  |
| Premise Alerts Entered                       | 414    | 345    | 487    | 65     | 111    | 119    | 97     | 80     | 92     | 86     | 76     | 79     | <b>2,051</b>  |
| Residential Security Checks Entered (by ECC) | 67     | 43     | 67     | 59     | 100    | 90     | 84     | 92     | 67     | 77     | 72     | 59     | <b>877</b>    |
| Administrative Warrant Unit Assigned (599E)  | 79     | 57     | 139    | 89     | 85     | 71     | 97     | 126    | 114    | 100    | 89     | 107    | <b>1,153</b>  |
| Warrants Entered as 'On File ECC'            | 181    | 130    | 264    | 203    | 215    | 193    | 163    | 255    | 253    | 197    | 201    | 206    | <b>2,461</b>  |
| Sites Updated                                | 61     | 24     | 56     | 24     | 28     | 27     | 32     | 22     | 25     | 15     | 12     | 32     | <b>358</b>    |
| Units Moved                                  | 216    | 252    | 280    | 341    | 355    | 318    | 366    | 381    | 375    | 482    | 320    | 389    | <b>4,075</b>  |
| Alpha-Numeric Pages per Month                | 53,872 | 55,396 | 29,480 | 37,840 | 35,448 | 30,017 | 33,505 | 38,771 | 33,758 | 38,840 | 34,525 | 31,910 | <b>#####</b>  |