

## Dispatch Stats

### Dispatch

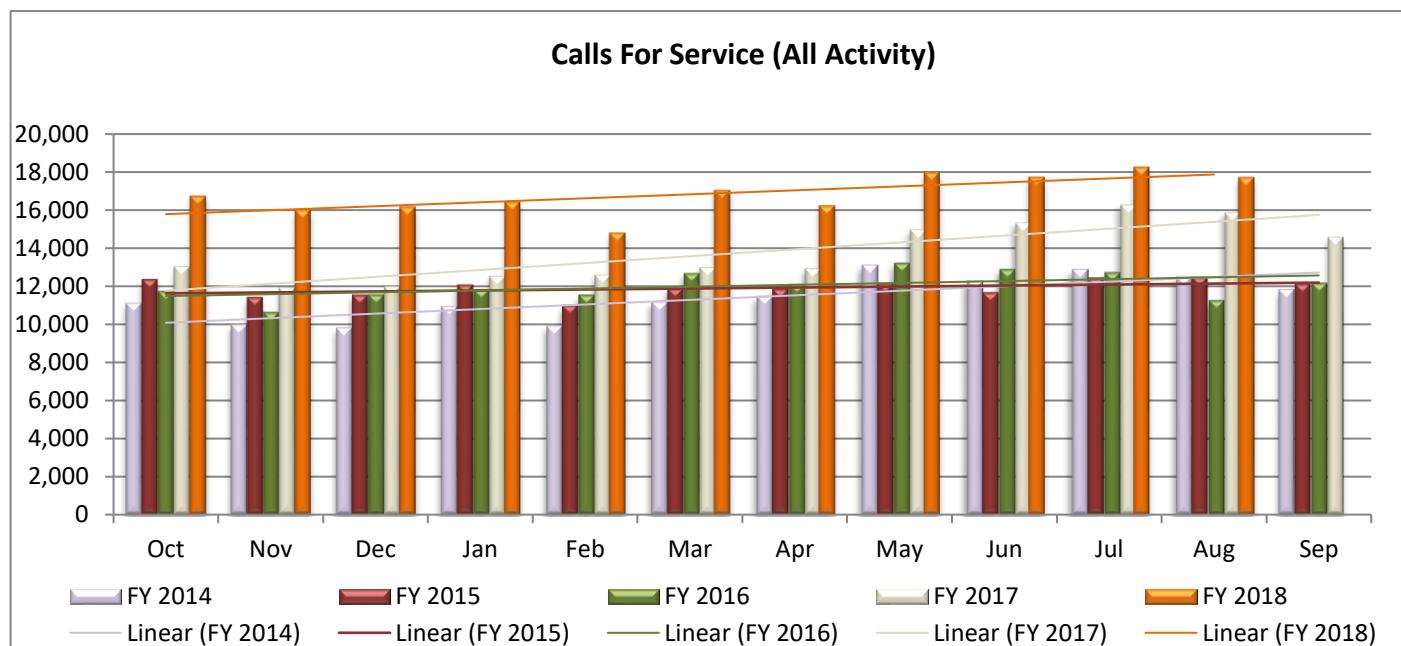
Provides communication related to requests for assistance from the public or other entities as well as needed responses to inquiries by law enforcement personnel within the county related to offenses, traffic, investigations, confirmation of warrants, etc. It is needed to disperse information to all necessary agencies and personnel when required, summon assistance from other agencies, coordinate and manage all communications in an orderly manner to help prevent confusion in times of emergency.

### Dispatch (Radio)

1. To dispatch all calls for service (911 calls) within 1 minute or less 100% of the time

2. To dispatch all fire calls within 90 seconds or less 100% of the time.

<b>FY 2018</b>	Q1	Q2	Q3	Q4	Total
# of CFS routed to the deputy/officer by Dispatch	35,169	33,104	34,094	37,712	140,079
# of CFS dispatched w/in 1 minute or less	17,456	16,228	17,304	19,077	70,065
% of CFS dispatched w/in 1 minute or less	50%	49%	51%	51%	50%
# of CFS routed to fire depts	3,092	3,410	3,055	3,229	12,786
# of CFS routed to fire depts w/in 90 secs or less	134	116	106	92	448
% of CFS routed to fire depts w/in 90 secs or less	4%	3%	3%	3%	4%

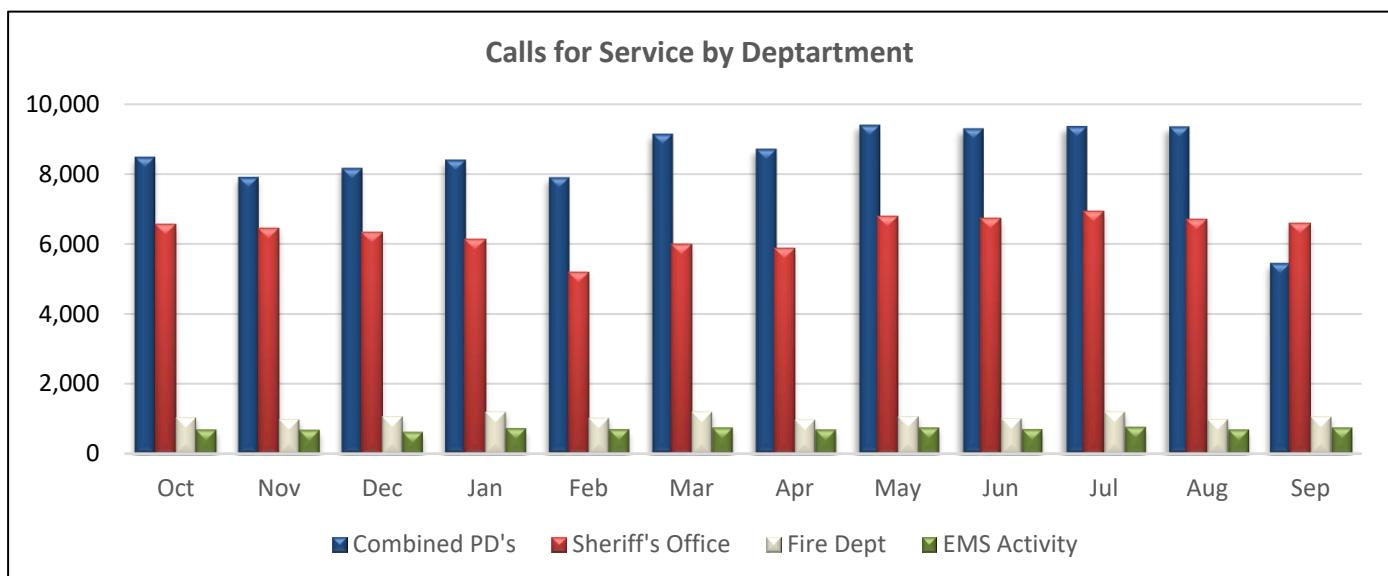


CFS All Activity					Increase
	Q1	Q2	Q3	Q4	
FY 2014	18,154	17,585	21,577	22,620	79,936
FY 2015	20,727	21,213	22,031	22,701	86,672 <b>8%</b>
FY 2016	21,783	20,853	22,602	21,664	86,902 <b>0.27%</b>
FY 2017	36,982	38,137	43,253	46,749	165,121 <b>90%</b>
FY 2018	48,946	48,296	51,963	49,795	199,000 <b>21%</b>

Includes Combined Police Departments, Sheriff's Office and Fire Department

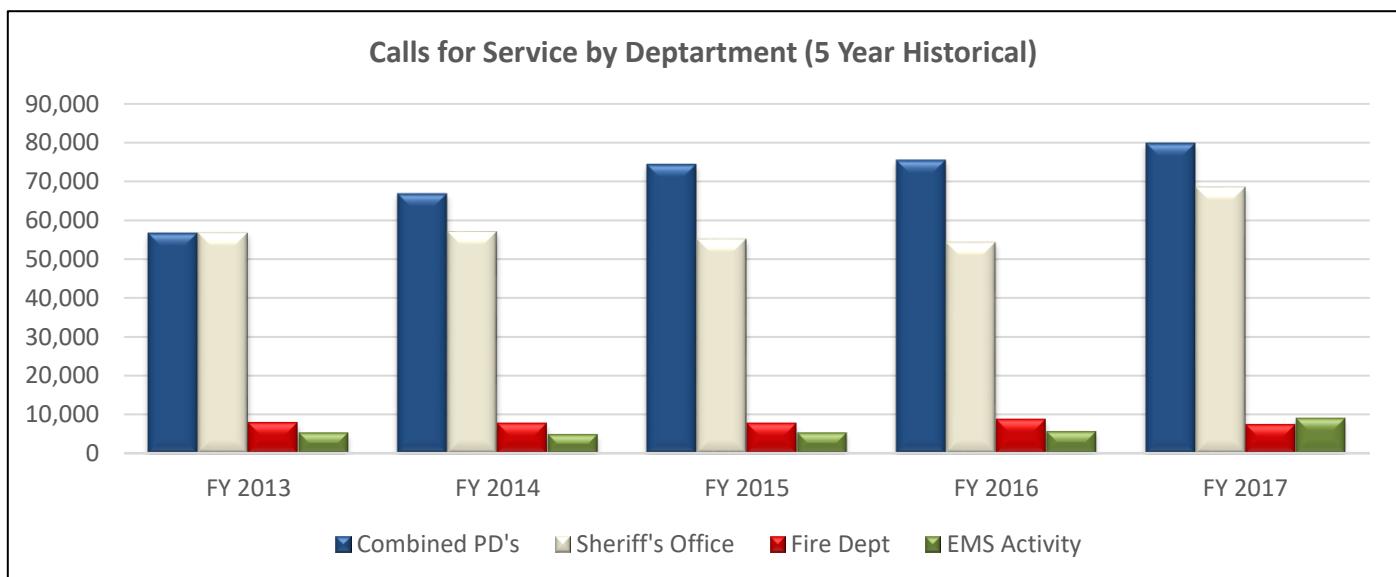
All Activity Calls For Service includes - self initiated calls for service (created own) i.e. traffic stops, warrants, investigators plus all calls for service

## Dispatch Stats



FY 2018	Q1	Q2	Q3	Q4	Total
Combined PD's	24,569	25,448	27,420	24,169	101,606
Sheriff's Office	19,341	17,325	19,402	20,228	76,296
Fire Dept	3,092	3,410	3,056	3,246	12,804
EMS Activity	1,944	2,113	2,085	2,152	8,294
<b>TOTAL</b>	<b>48,946</b>	<b>48,296</b>	<b>51,963</b>	<b>49,795</b>	<b>199,000</b>

911 calls for areas in Collin County's jurisdiction (outlying cities without their own 911 service).



Calls for Service	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	Total
Combined PD's	56,834	67,001	74,541	75,608	80,043	354,027
Sheriff's Office	56,799	57,163	55,296	54,334	68,663	292,255
Fire Dept	7,857	7,751	7,736	8,718	7,351	39,413
EMS Activity	5,283	4,946	5,336	5,680	9,064	30,309
<b>TOTAL</b>	<b>126,773</b>	<b>136,861</b>	<b>142,909</b>	<b>144,340</b>	<b>165,121</b>	<b>716,004</b>

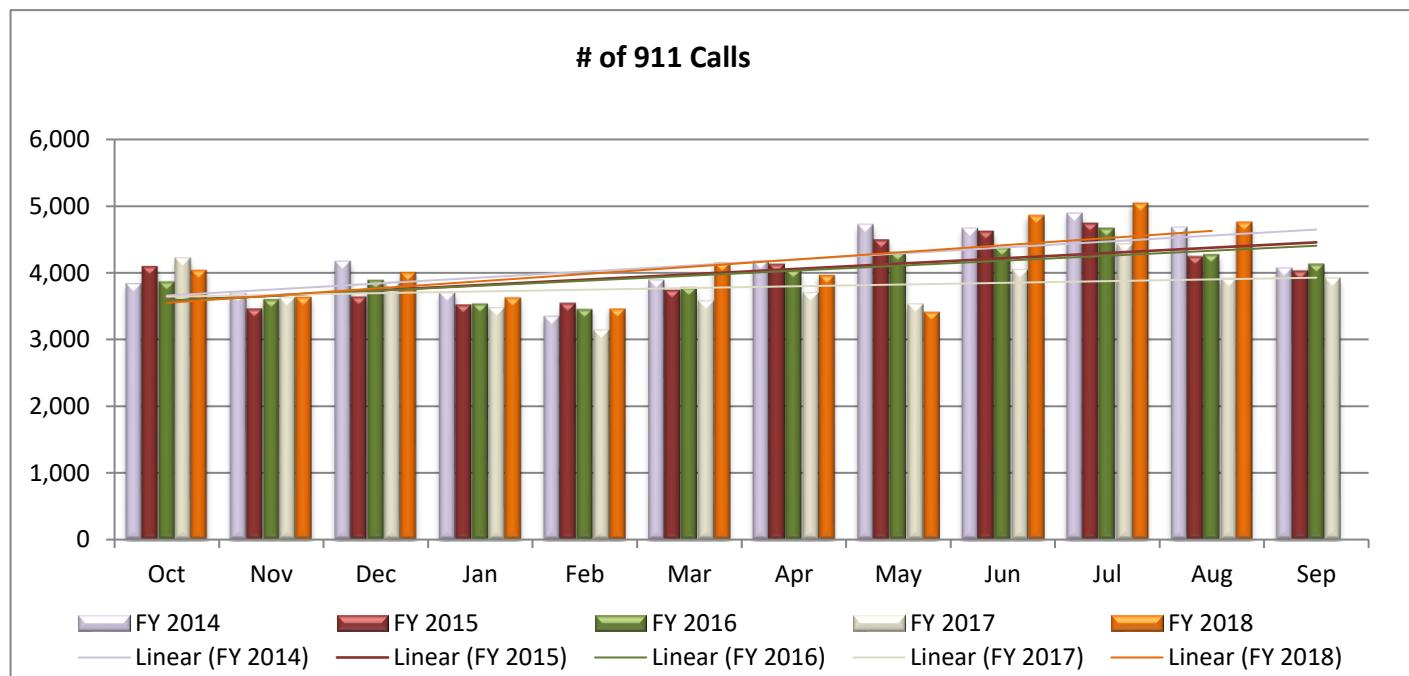
911 calls for areas in Collin County's jurisdiction (outlying cities without their own 911 service).

## Dispatch Stats

### Dispatch (Call Taker)

1. To respond to all 911 calls within 1 rings 100% of the time.
2. To respond to all non-emergency calls (Admin Calls) within 2 rings 100% of the time.

FY 2018	Q1	Q2	Q3	Q4	Total
# of 911 calls taken	11,692	11,240	13,591	14,596	51,119
# of 911 calls responded w/in 1 ring	8,022	11,030	8,603	12,631	40,286
% of 911 calls responded w/in 1 ring	69%	98%	63%	87%	79%
# of non-emergency calls taken	41,052	41,615	39,677	30,889	153,233
# of non-emergency calls responded w/in 2 rings	39,317	40,028	24,451	26,707	130,503
% # of non-emergency calls responded w/in 2 rings	96%	96%	62%	86%	85%

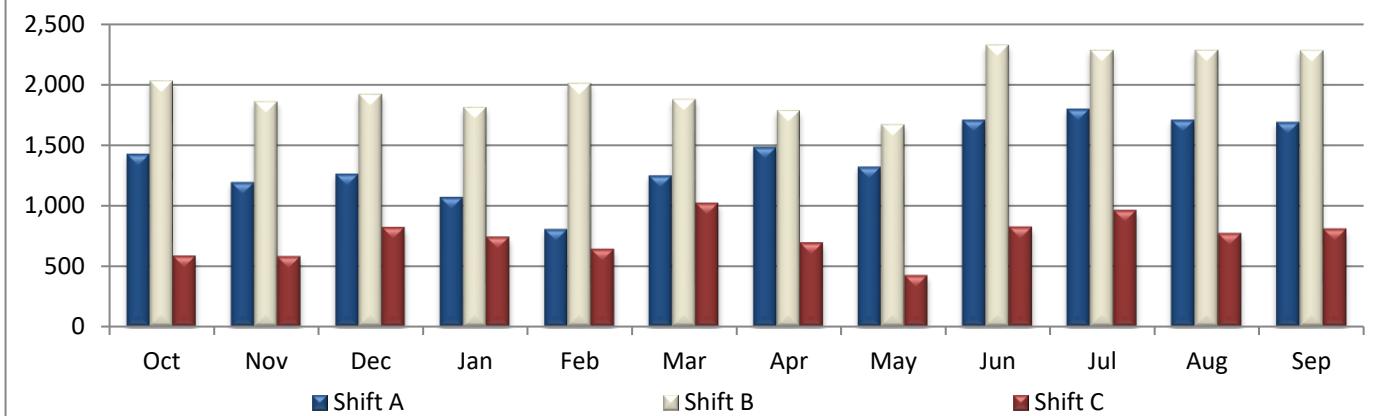


911 Calls	Q1	Q2	Q3	Q4	Total	Increase
FY 2014	11,699	10,940	13,565	13,642	49,846	
FY 2015	11,175	10,790	13,235	13,003	48,203	-3%
FY 2016	11,355	10,770	12,730	13,070	47,925	-1%
FY 2017	11,707	10,184	11,272	12,258	45,421	-5%
FY 2018	11,692	11,240	12,242	14,596	49,770	10%

*Emergency calls from the public requesting assistance*

## Dispatch Stats

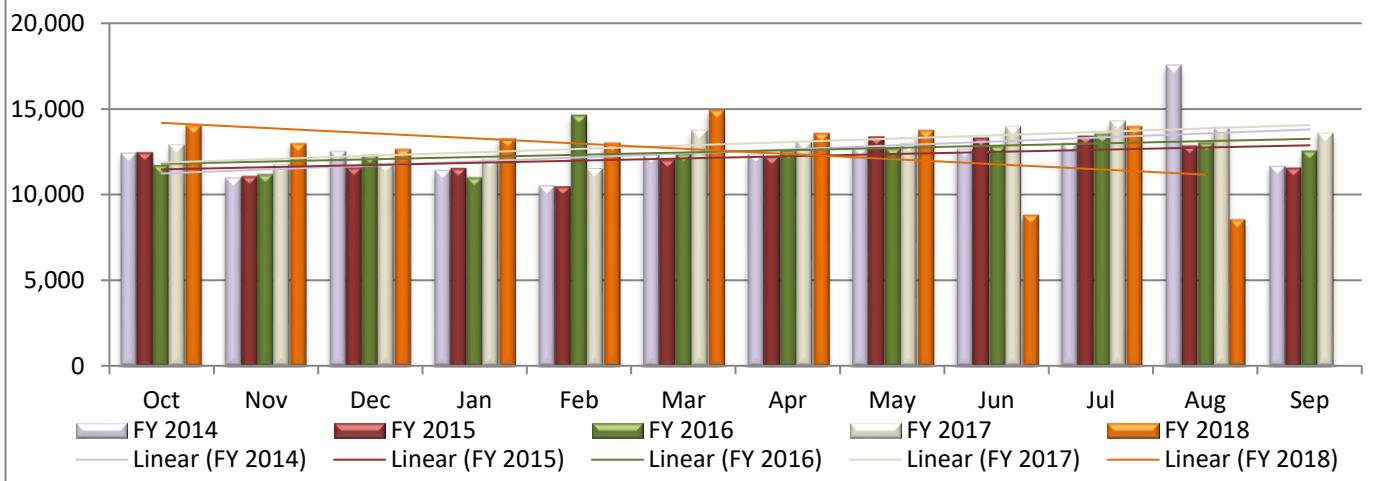
### # of 911 Calls by Shift



FY 2018	Q1	Q2	Q3	Q4	Total
Shift A	3,888	3,134	4,517	5,198	16,737
Shift B	5,821	5,708	5,790	6,863	24,182
Shift C	1,983	2,398	1,935	2,535	8,851
<b>TOTAL</b>	<b>11,692</b>	<b>11,240</b>	<b>12,242</b>	<b>14,596</b>	<b>49,770</b>

Emergency calls from the public requesting assistance

### # of Admin Calls



Admin Calls	Q1	Q2	Q3	Q4	Total	Increase
FY 2014	35,944	34,247	37,792	42,206	150,189	
FY 2015	35,146	34,119	38,934	37,858	146,057	-3%
FY 2016	35,168	37,969	38,064	39,069	150,270	3%
FY 2017	35,206	37,307	40,038	41,748	154,299	3%
FY 2018	39,617	41,169	36,126	30,889	147,801	-4%

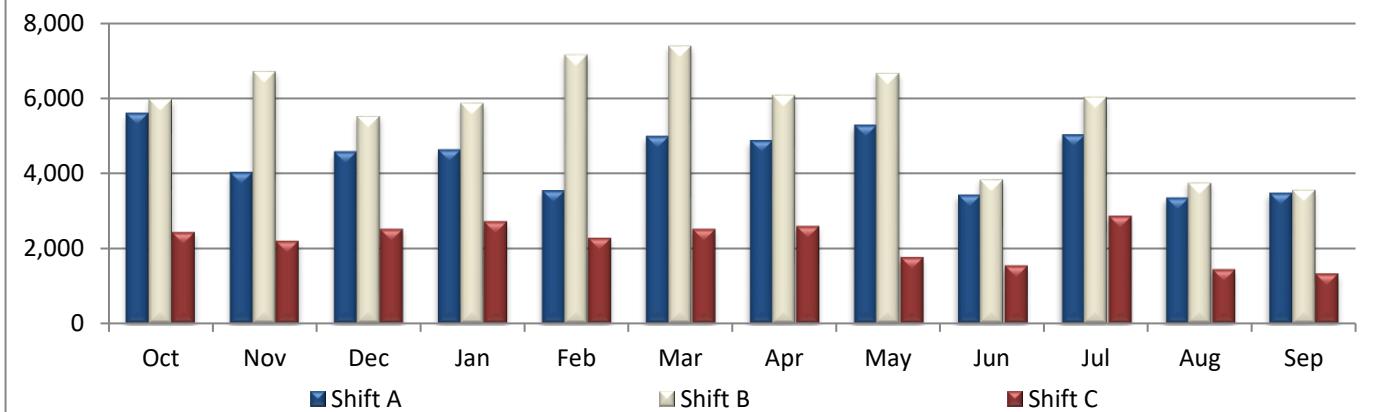
Non-Emergency calls include internal, external, public, other agencies, our deputies etc.. Includes 911 that some people felt wasn't important enough to call "911" when in reality it was like burglaries, criminal mischief, suspicious circumstance etc.

Does not include abandoned calls, which are calls answered in the system but nothing done further.

June 2018 - First month on new Solocom system. Lost the dispatch center twice

## Dispatch Stats

### # of Admin Calls by Shift



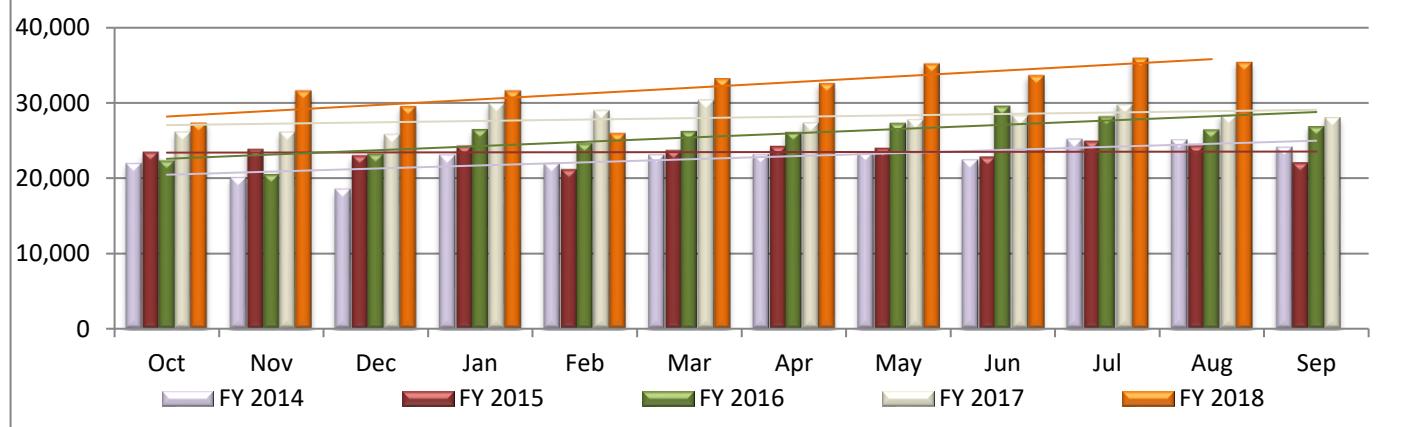
FY 2018	Q1	Q2	Q3	Q4	Total
Shift A	14,203	13,160	13,579	11,856	52,798
Shift B	18,265	20,484	16,634	13,392	68,775
Shift C	7,149	7,525	5,913	5,641	26,228
<b>TOTAL</b>	<b>39,617</b>	<b>41,169</b>	<b>36,126</b>	<b>30,889</b>	<b>147,801</b>

*Non-Emergency calls include internal, external, public, other agencies, our deputies etc.. Includes 911 that some people felt wasn't important enough to call "911" when in reality it was like burglaries, criminal mischief, suspicious circumstance etc.*

*Does not include abandoned calls, which are calls answered in the system but nothing done further.*

*June 2018 - First month on new Solocom system. Lost the dispatch center twice*

### # of TLETS Transactions



TLETS	Q1	Q2	Q3	Q4	Total	Increase
FY 2014	60,740	68,252	69,130	74,622	272,744	
FY 2015	70,285	69,120	71,046	71,233	281,684	3%
FY 2016	66,160	77,418	83,089	81,603	308,270	9%
FY 2017	77,810	89,293	83,351	86,137	336,591	9%
FY 2018	88,479	90,824	101,461	104,201	384,965	14%

*State and National database that allows authorized users to search criminal histories, outstanding warrants, stolen property, missing persons, registered sex offenders, communicate emergency messages between agencies etc. Information supports CFS. Criminal histories background checks are performed on all approved contractors and vendors.*