

Dispatch Stats

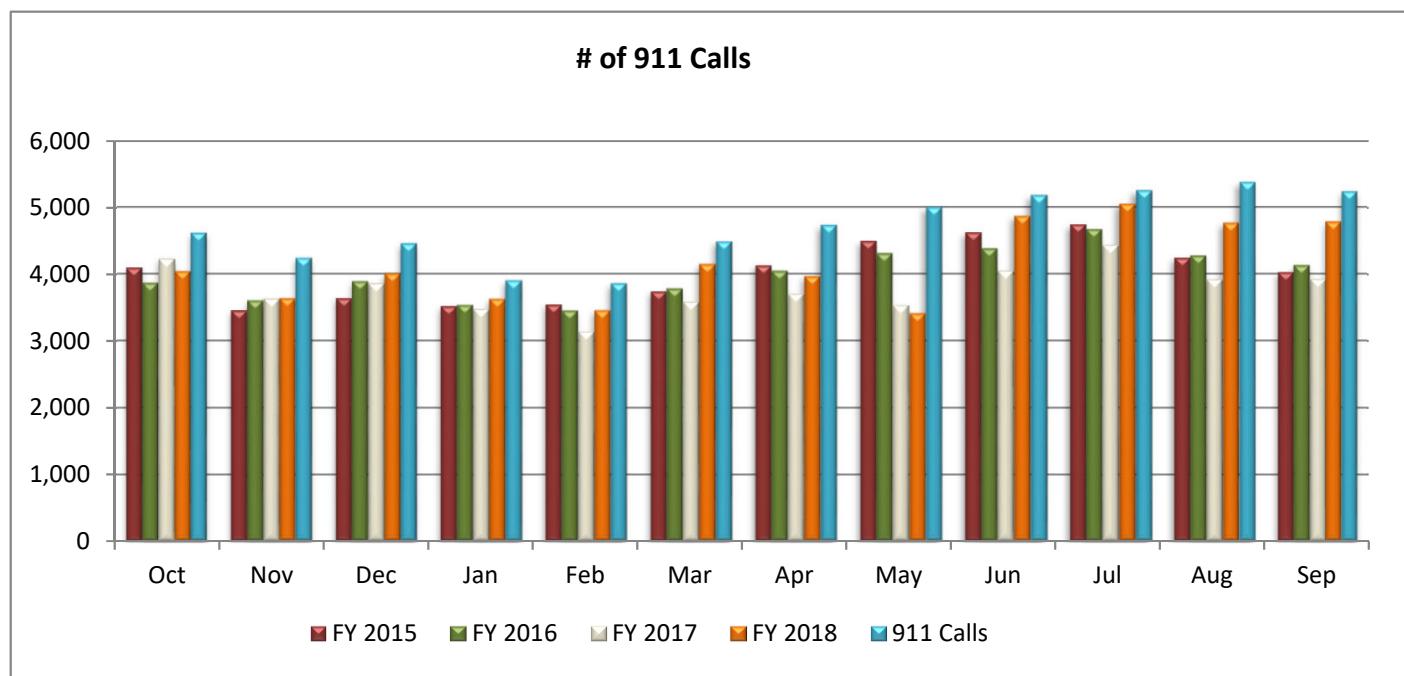
Dispatch

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 (Call Taker)

1. To respond to all 911 calls within 1 ring 100% of the time.
2. To respond to all non-emergency calls within 2 rings 100% of the time.

FY 2019 YTD	Q1	Q2	Q3	Q4	Total
# of 911 calls taken	13,290	12,232	14,885	15,833	56,240
# of 911 calls responded w/in 1 ring	11,256	10,474	12,248	13,304	47,282
% of 911 calls responded w/in 1 ring	85%	86%	82%	84%	84%
# of non-emergency calls taken	24,671	24,030	27,601	26,290	102,592
# of non-emergency calls responded w/in 2 rings	24,193	14,459	26,834	25,570	91,056
% of non-emergency calls responded w/in 2 rings	98%	60%	97%	97%	89%

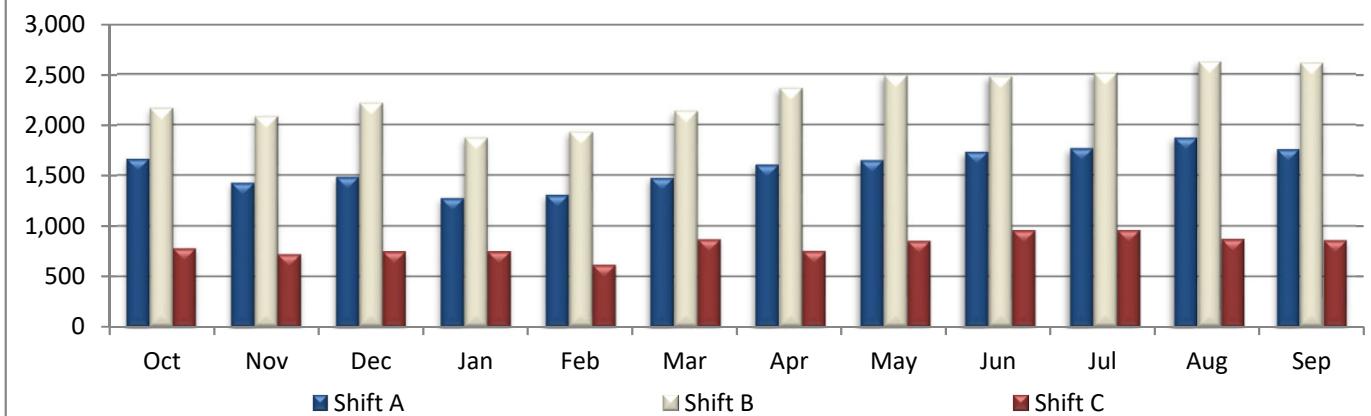


911 Calls	FY 2019 YTD				Total	Increase
	Q1	Q2	Q3	Q4		
FY 2015	11,175	10,790	13,235	13,003	48,203	
FY 2016	11,355	10,770	12,730	13,070	47,925	-1%
FY 2017	11,707	10,184	11,272	12,258	45,421	-5%
FY 2018	11,692	11,240	12,242	14,596	49,770	10%
YTD	FY 2019	13,292	12,233	14,885	15,835	56,245

Emergency calls from the public requesting assistance

Dispatch Stats

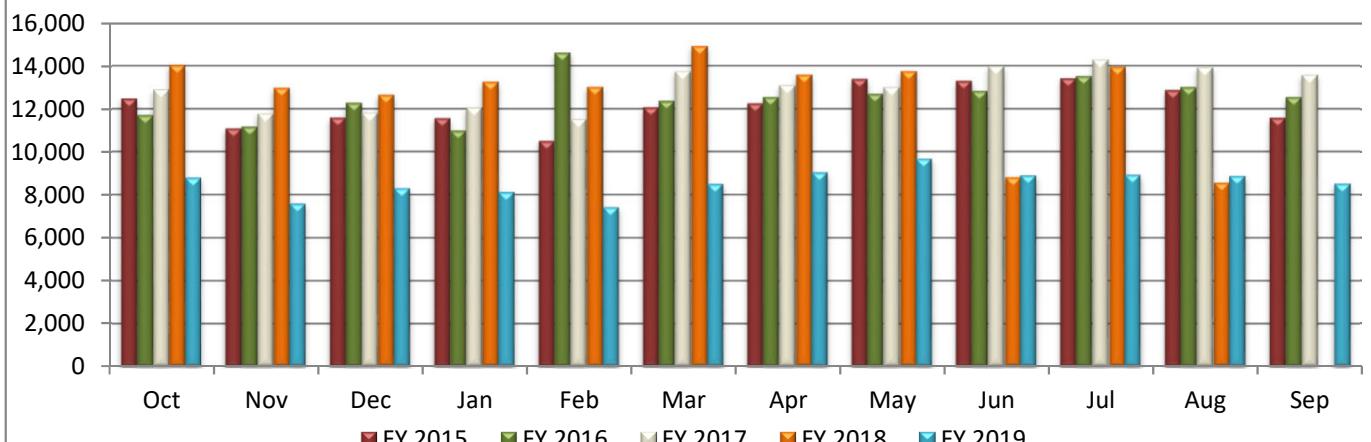
of 911 Calls by Shift



YTD	FY 2019					Total
		Q1	Q2	Q3	Q4	
	Shift A	4,575	4,057	4,992	4,992	18,616
	Shift B	6,462	5,940	7,328	7,328	27,058
	Shift C	2,255	2,236	2,565	2,565	9,621
	TOTAL	13,292	12,233	14,885	14,885	55,295

Emergency calls from the public requesting assistance

of Admin Calls



Admin Calls					Increase	
	Q1	Q2	Q3	Q4		
FY 2015	35,146	34,119	38,934	37,858	146,057	
FY 2016	35,168	37,969	38,064	39,069	150,270	
FY 2017	35,206	37,307	40,038	41,748	154,299	
FY 2018	39,617	41,169	36,126	30,889	147,801	
YTD	FY 2019	24,676	24,035	27,606	26,300	102,617

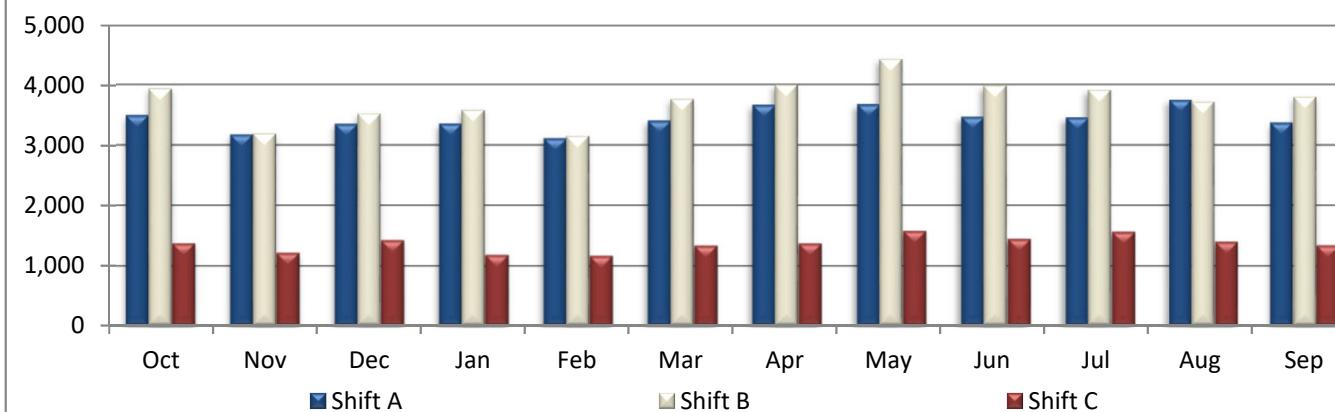
Non-Emergency calls include internal, external, public, other agencies, our deputies etc.. Includes 911 that some people felt wasn't important enough to call "911" when in reality it was like burglaries, criminal mischief, suspicious circumstance etc.

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



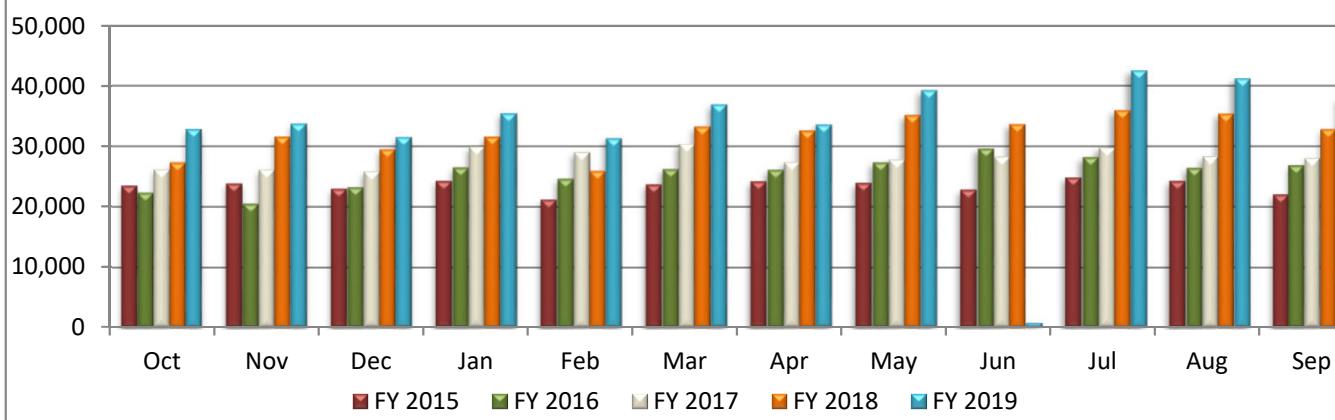
YTD	FY 2019	Q1	Q2	Q3	Q4	Total
	Shift A	10,014	9,871	10,810	10,577	41,272
	Shift B	10,650	10,486	12,403	11,422	44,961
	Shift C	4,012	3,678	4,393	4,301	16,384
	TOTAL	24,676	24,035	27,606	26,300	102,617

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of TLETS Transactions



TLETS	Q1	Q2	Q3	Q4	Total	Increase
FY 2015	70,285	69,120	71,046	71,233	281,684	
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%
YTD	FY 2019	98,067	103,623	73,589	121,737	397,016

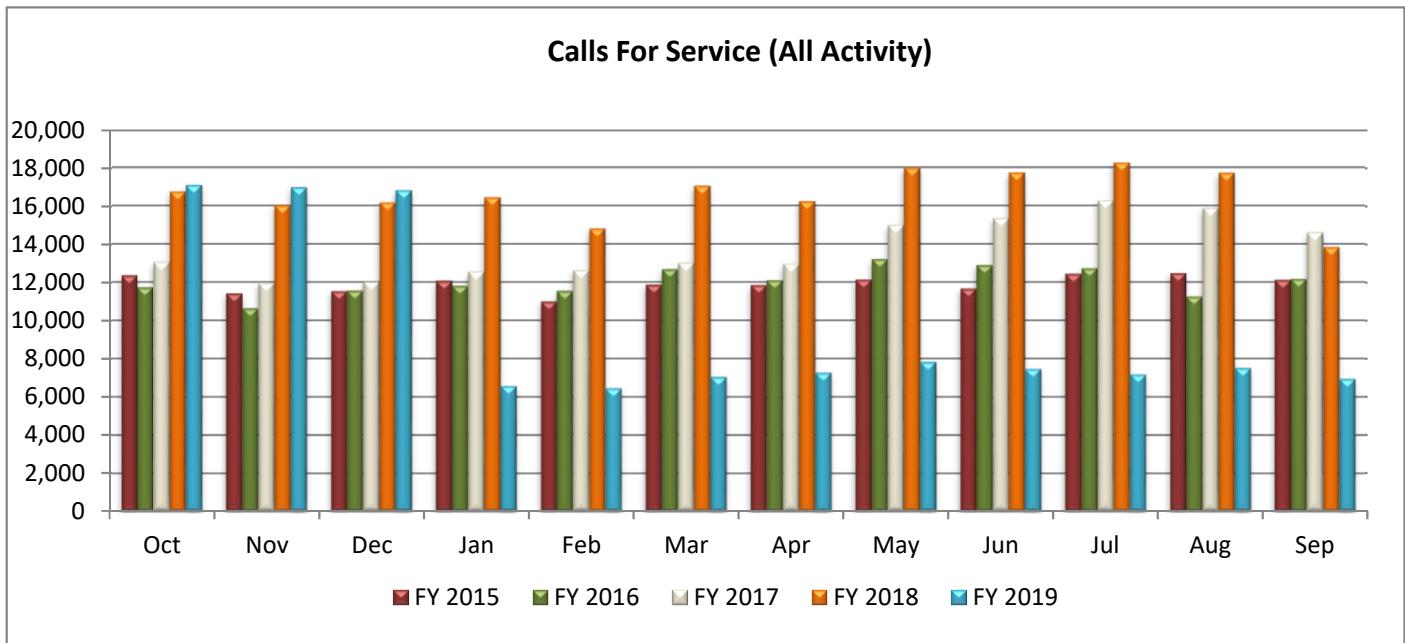
State and National database that allows authorized users to search criminal histories, outstanding warrants, stolen property, missing persons, registered sex offenders, communicate emergency messages between agencies etc. Information supports CFS. Criminal histories background checks are performed on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

Dispatch Stats

Dispatch (Radio CFS)

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

FY 2019 YTD	Q1	Q2	Q3	Q4	Total
# of CFS routed to the deputy/officer by Dispatch	34,498	34,641	37,465	39,418	146,022
# of CFS dispatched w/in 1 minute or less	17,382	18,508	19,726	20,626	76,242
% of CFS dispatched w/in 1 minute or less	50%	53%	53%	52%	52%

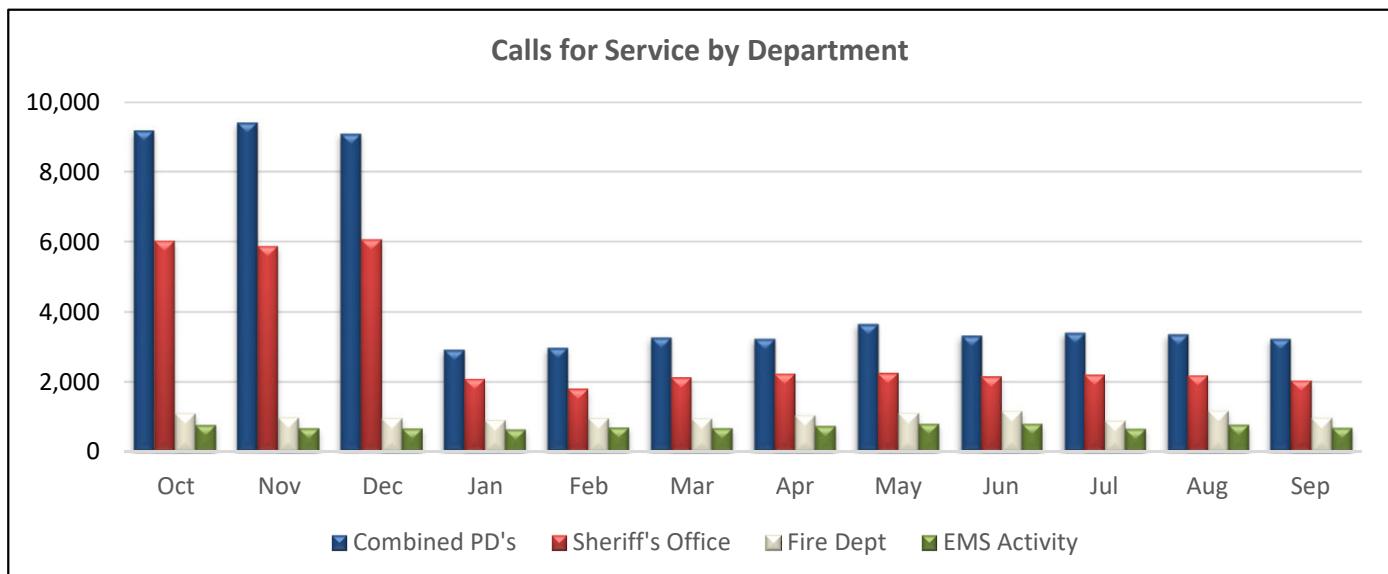


CFS All						% Increase	
Activity	Q1	Q2	Q3	Q4	Total		
FY 2015	20,727	21,213	22,031	22,701	86,672		
FY 2016	21,783	20,853	22,602	21,664	86,902	0.27%	
FY 2017	36,982	38,137	43,253	46,749	165,121	90%	
FY 2018	48,946	48,296	51,963	49,795	199,000	21%	
YTD	FY 2019	50,858	20,108	22,599	21,677	115,242	

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

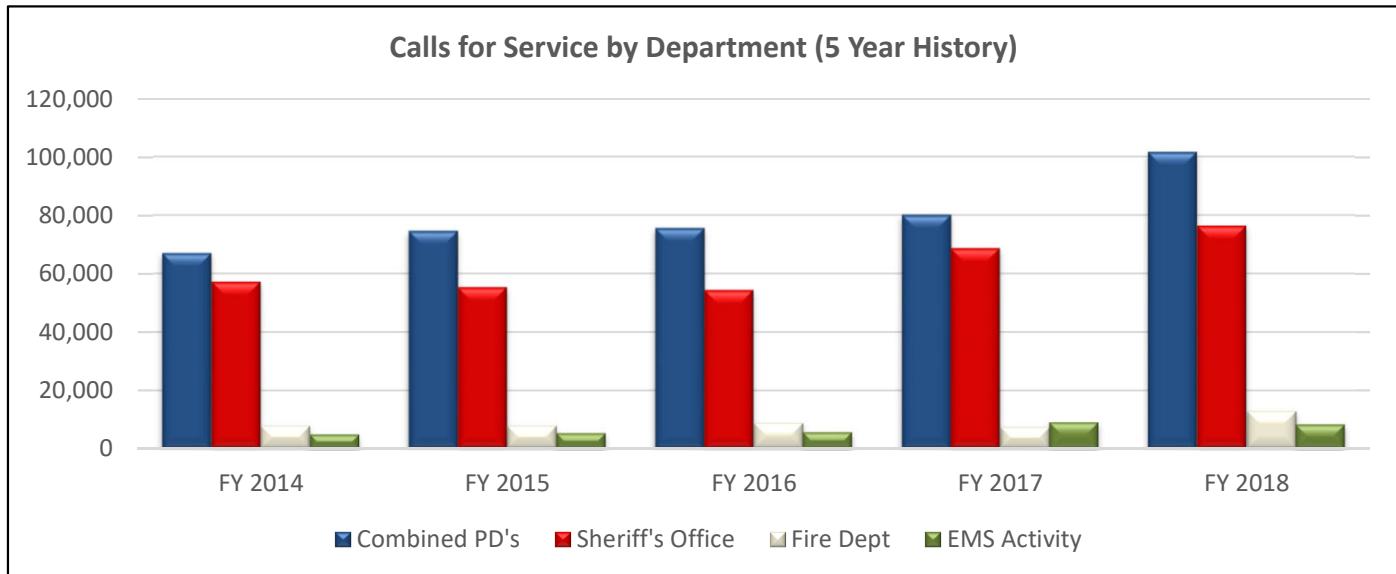
All Activity Calls For Service includes - self initiated calls for service (created own) i.e. traffic stops, warrants, investigators plus all calls for service

Dispatch Stats



FY 2019 YTD	Q1	Q2	Q3	Q4	Total
Combined PD's	27,678	9,192	10,232	10,007	57,109
Sheriff's Office	17,993	6,047	6,674	6,472	37,186
Fire Dept	3,054	2,832	3,333	3,049	12,268
EMS Activity	2,133	2,037	2,360	2,149	8,679
TOTAL	50,858	20,108	22,599	21,677	115,242

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



Calls for Service	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	Total
Combined PD's	67,001	74,541	75,608	80,043	101,606	398,799
Sheriff's Office	57,163	55,296	54,334	68,663	76,296	311,752
Fire Dept	7,751	7,736	8,718	7,351	12,804	44,360
EMS Activity	4,946	5,336	5,680	9,064	8,294	33,320
TOTAL	136,861	142,909	144,340	165,121	199,000	788,231

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

Dispatch Stats

Dispatch (Radio Fire)

1. To dispatch all fire calls within 60 seconds or less 95% of the time.

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

FY 2019 YTD	Q1	Q2	Q3	Q4	Total
# of CFS routed to fire depts	2,845	2,748	3,311	3,257	12,161
# of CFS routed to fire depts w/in 60 secs or less	105	61	85	92	343
% of CFS routed to fire depts w/in 60 secs or less	4%	2%	3%	3%	3%
# of CFS routed to fire depts	2,845	2,748	3,311	3,257	12,161
# of CFS routed to fire depts w/in 90 secs or less	112	81	113	117	423
% of CFS routed to fire depts w/in 90 secs or less	4%	3%	3%	4%	3%