

Dispatch Stats

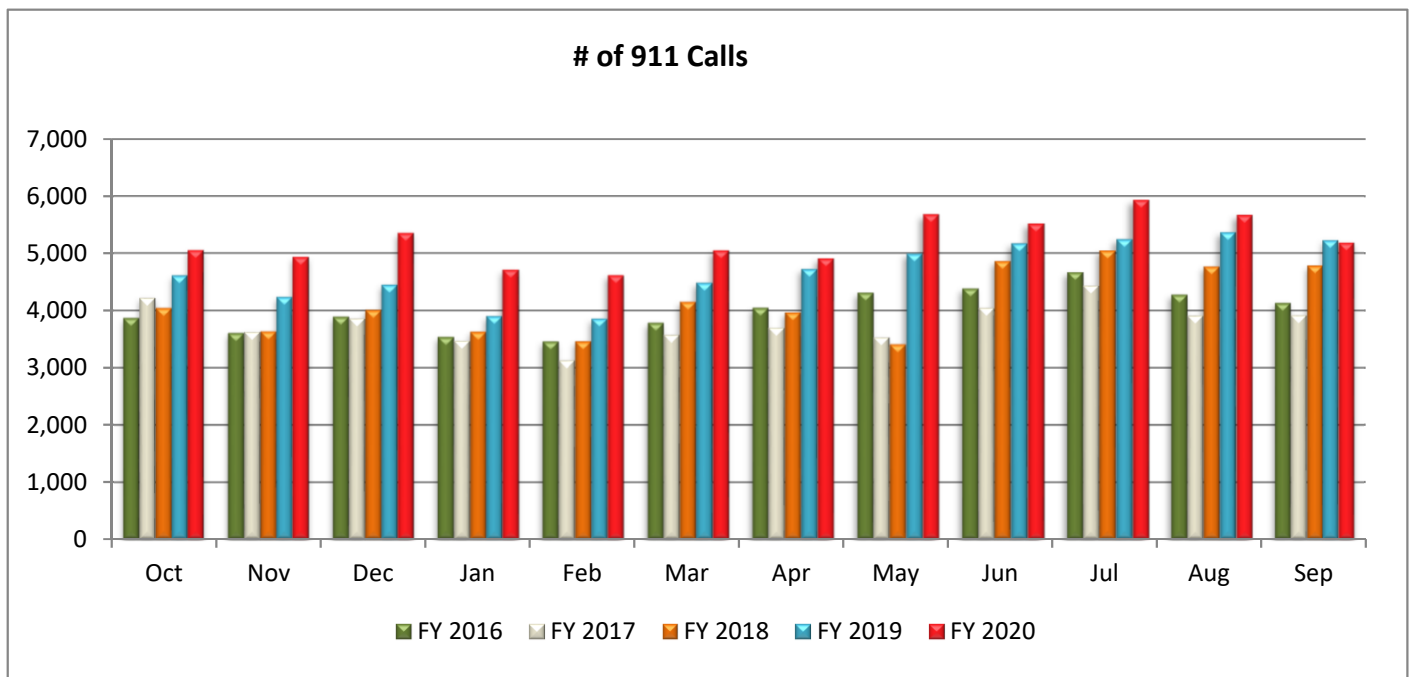
Dispatch

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 2020 YTD*	Q1	Q2	Q3	Q4	Total
# of 911 calls taken	15,132	14,181	16,095	16,771	62,179
# of 911 calls responded w/in 1 ring	14,954	14,008	15,637	16,520	61,119
% of 911 calls responded w/in 1 ring	99%	99%	97%	99%	98%
# of non-emergency calls taken	25,578	26,435	25,907	28,269	106,189
# of non-emergency calls responded w/in 2 rings	25,160	26,011	25,385	28,245	104,801
% of non-emergency calls responded w/in 2 rings	98%	98%	98%	100%	99%



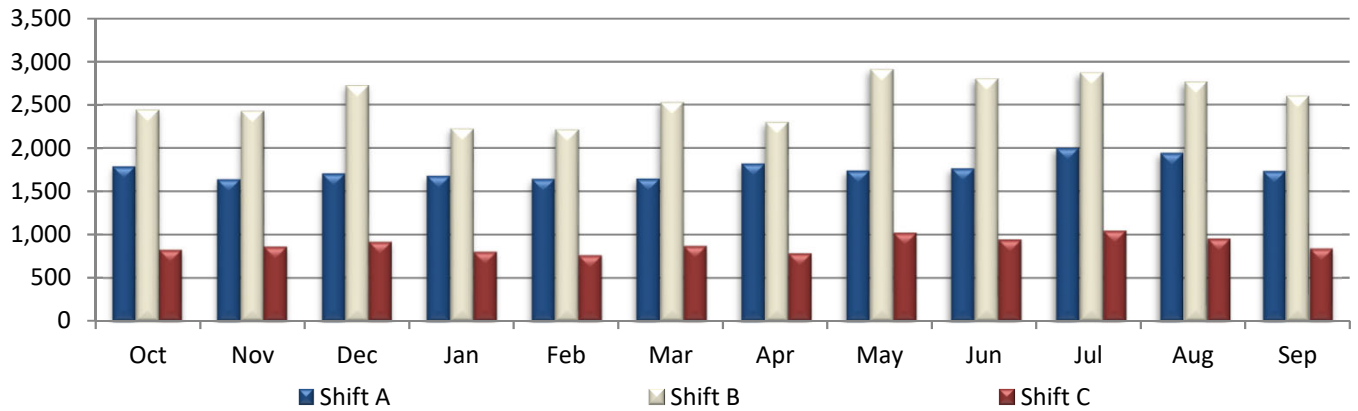
911 Calls	Q1	Q2	Q3	Q4	Total	Increase
FY 2016	11,355	10,770	12,730	13,070	47,925	
FY 2017	11,707	10,184	11,272	12,258	45,421	-5%
FY 2018	11,692	11,240	12,242	14,596	49,770	10%
FY 2019	13,292	12,233	14,885	15,835	56,245	13%
YTD FY 2020*	15,338	14,375	16,095	16,771	62,579	

Emergency calls from the public requesting assistance

*Disaster Declaration issued by County Judge March 16, 2020 due to COVID-19

Dispatch Stats

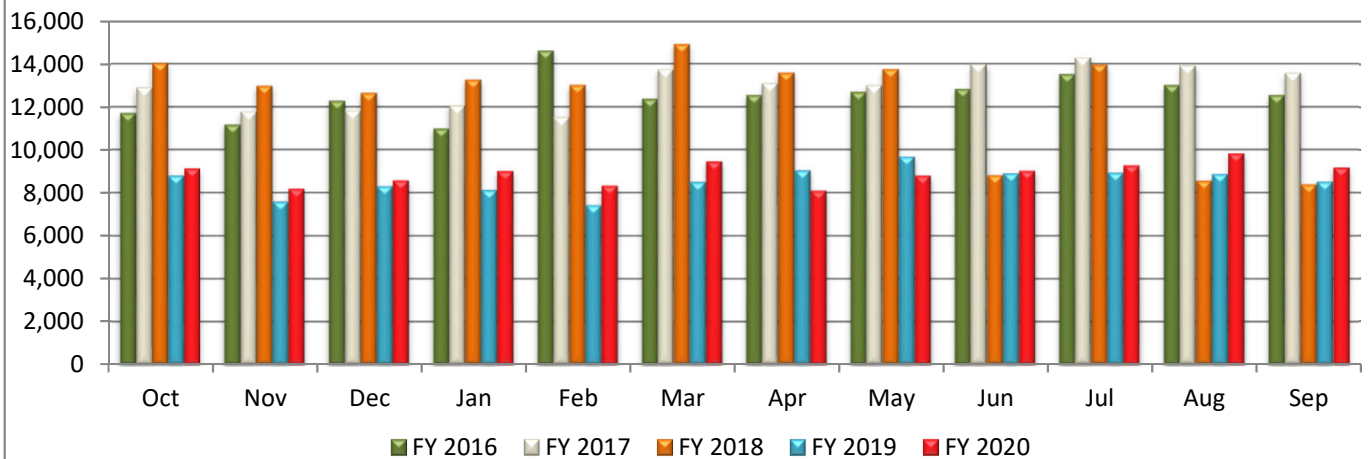
of 911 Calls by Shift



YTD	FY 2020*	Q1	Q2	Q3	Q4	Total
	Shift A	5,134	4,970	5,330	5,330	20,764
	Shift B	7,601	6,968	8,015	8,015	30,599
	Shift C	2,603	2,437	2,750	2,750	10,540
	TOTAL	15,338	14,375	16,095	16,095	61,903

Emergency calls from the public requesting assistance

of Admin Calls



Admin Calls	Q1	Q2	Q3	Q4	Total	Increase
FY 2016	35,168	37,969	38,064	39,069	150,270	
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%
FY 2019	24,676	24,035	27,606	26,300	102,617	-31%
YTD FY 2020*	25,870	26,786	25,907	28,269	106,832	

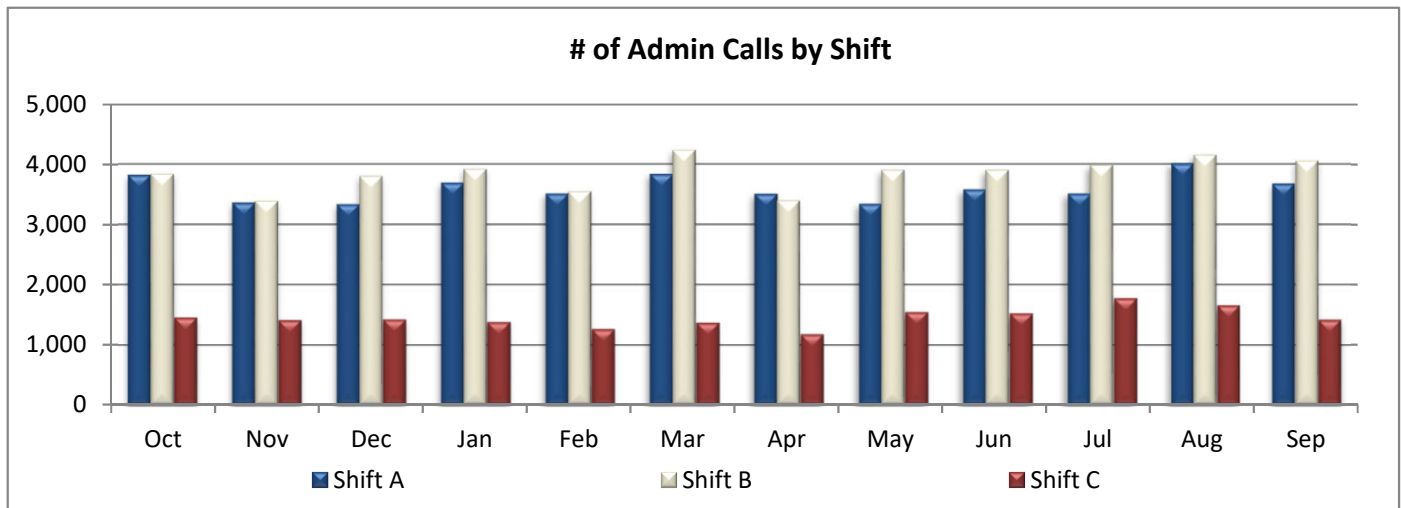
Non-Emergency calls include internal, external, public, other agencies, our deputies etc.. Includes 911 that some people felt wasn't important enough to call "911" when in reality it was like burglaries, criminal mischief, suspicious circumstance etc.

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

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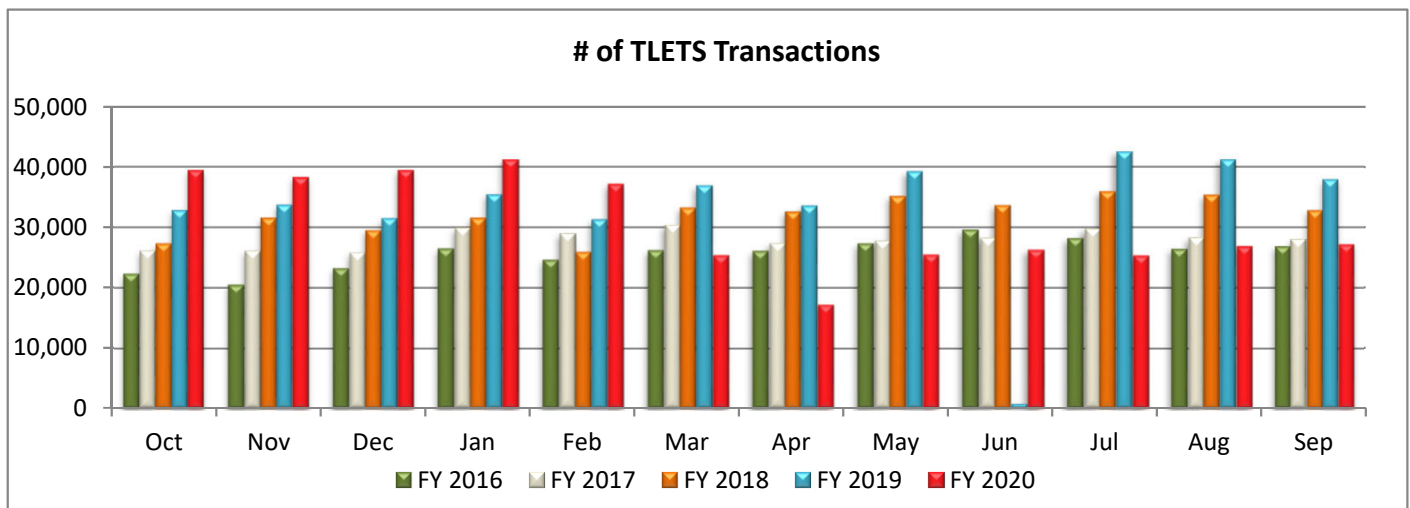


YTD	FY 2020*	Q1	Q2	Q3	Q4	Total
	Shift A	10,531	11,052	10,441	11,213	43,237
	Shift B	11,042	11,711	11,214	12,199	46,166
	Shift C	4,297	4,023	4,252	4,857	17,429
	TOTAL	25,870	26,786	25,907	28,269	106,832

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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



TLETS	Q1	Q2	Q3	Q4	Total	Increase
FY 2016	66,160	77,418	83,089	81,603	308,270	
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%
FY 2019	98,067	103,623	73,589	121,737	397,016	3%
YTD FY 2020*	117,267	103,910	69,151	79,568	369,896	

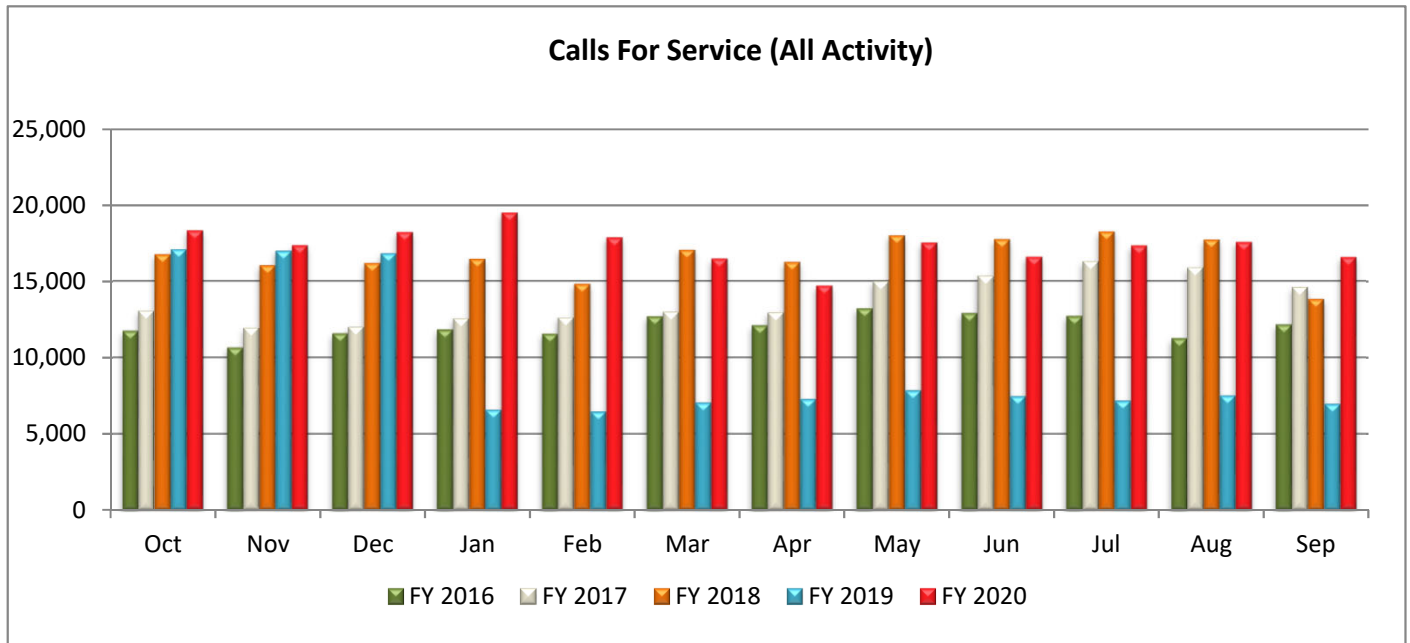
State and National database that allows authorized users to search criminal histories, outstanding warrants, stolen property, missing persons, registered sex offenders, communicate emergency messages between agencies etc. Information supports CFS. Criminal histories background checks are performed on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

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Dispatch Stats

Dispatch (Radio CFS)

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

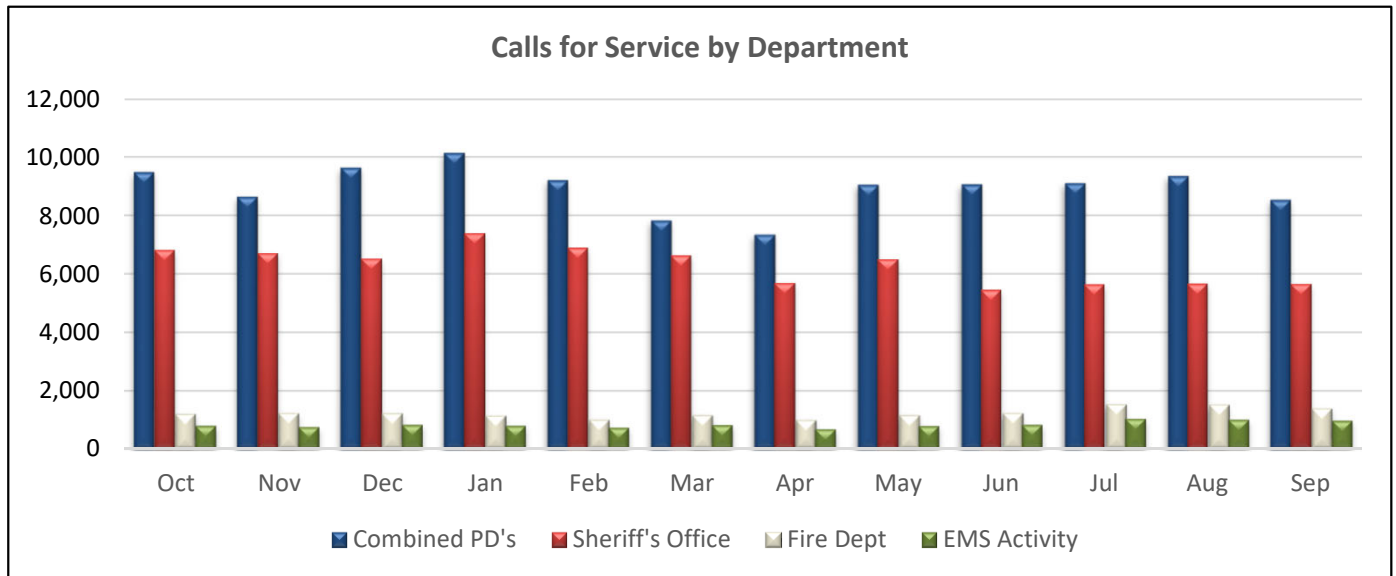


CFS All						% Increase
Activity		Q1	Q2	Q3	Q4	
	FY 2016	21,783	20,853	22,602	21,664	86,902
	FY 2017	36,982	38,137	43,253	46,749	165,121
	FY 2018	48,946	48,296	51,963	49,795	199,000
	FY 2019	50,858	20,108	22,599	21,677	115,242
YTD	FY 2020*	53,846	53,747	48,774	51,408	207,775

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

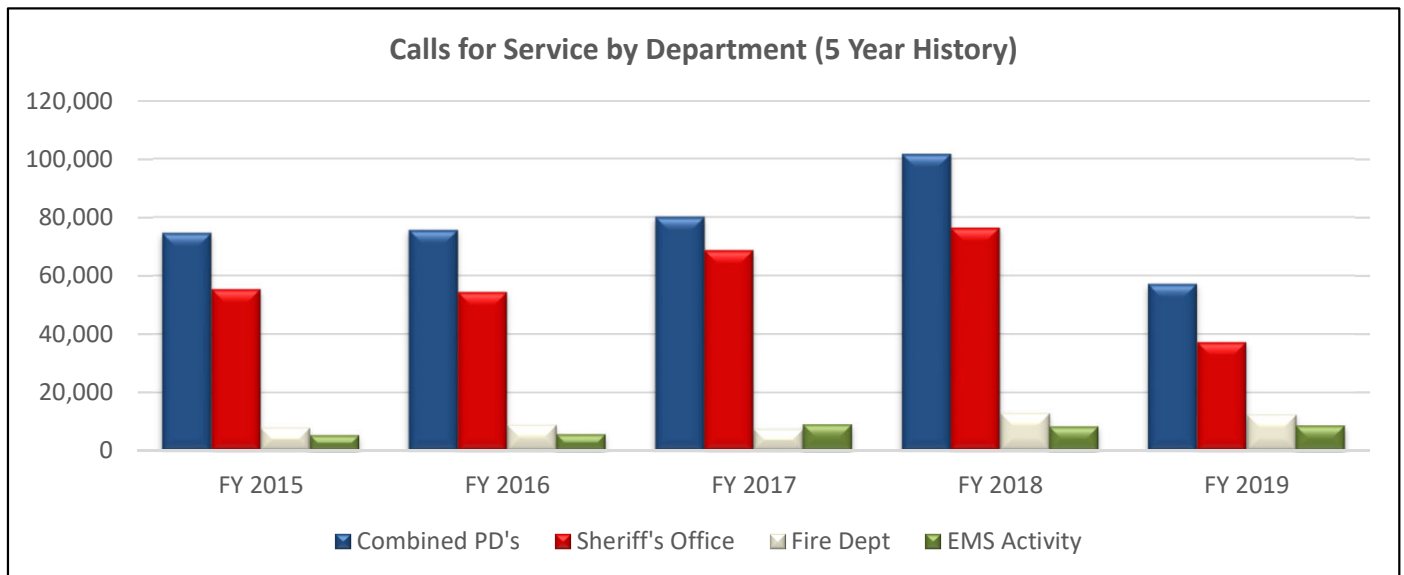
All Activity Calls For Service includes - self initiated calls for service (created own) i.e. traffic stops, warrants, investigators plus all calls for service

Dispatch Stats



FY 2020 YTD*	Q1	Q2	Q3	Q4	Total
Combined PD's	27,760	27,175	25,467	26,989	107,391
Sheriff's Office	20,041	20,912	17,624	16,947	75,524
Fire Dept	3,667	3,317	3,394	4,449	14,827
EMS Activity	2,378	2,343	2,289	3,023	10,033
TOTAL	53,846	53,747	48,774	51,408	207,775

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



Calls for Service	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	Total
Combined PD's	74,541	75,608	80,043	101,606	57,109	388,907
Sheriff's Office	55,296	54,334	68,663	76,296	37,186	291,775
Fire Dept	7,736	8,718	7,351	12,804	12,268	48,877
EMS Activity	5,336	5,680	9,064	8,294	8,679	37,053
TOTAL	142,909	144,340	165,121	199,000	115,242	766,612

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

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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 2020 YTD	Q1	Q2	Q3	Q4	Total
# of CFS routed to fire depts	2,809	2,622	2,566	2,911	10,908
# of CFS routed to fire depts w/in 60 secs or less	966	958	930	894	3,748
% of CFS routed to fire depts w/in 60 secs or less	34%	37%	36%	31%	34%
# of CFS routed to fire depts	2,809	2,622	2,566	2,911	10,908
# of CFS routed to fire depts w/in 90 secs or less	1,624	1,593	1,535	1,586	6,338
% of CFS routed to fire depts w/in 90 secs or less	58%	61%	60%	54%	58%