

## Dispatch Stats

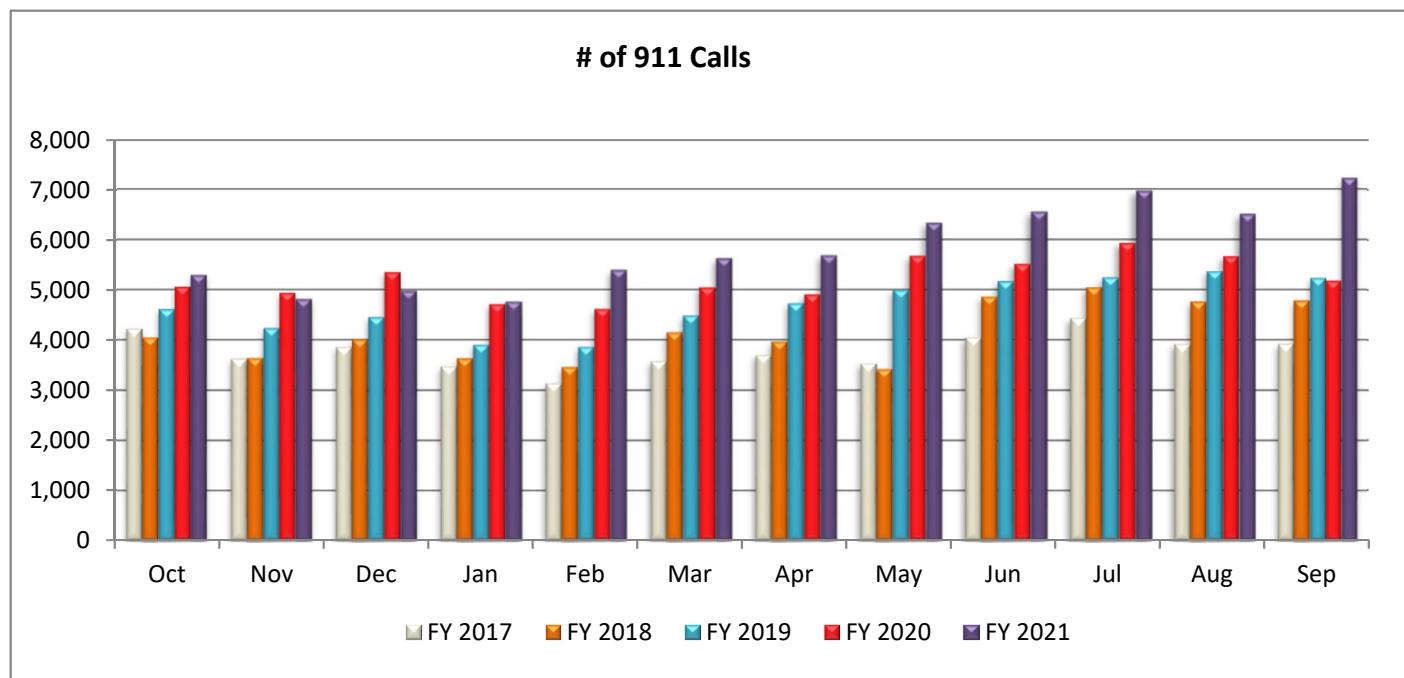
### Dispatch

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 2021 YTD	Q1	Q2	Q3	Q4	Total
# of 911 calls taken	15,072	15,766	18,555	20,687	70,080
# of 911 calls responded w/in 1 ring	14,754	15,504	18,098	19,462	67,818
% of 911 calls responded w/in 1 ring	98%	98%	98%	94%	97%
# of non-emergency calls taken	27,310	26,077	28,500	28,916	110,803
# of non-emergency calls responded w/in 2 rings	27,285	25,546	26,722	26,328	105,881
% of non-emergency calls responded w/in 2 rings	100%	98%	94%	91%	96%

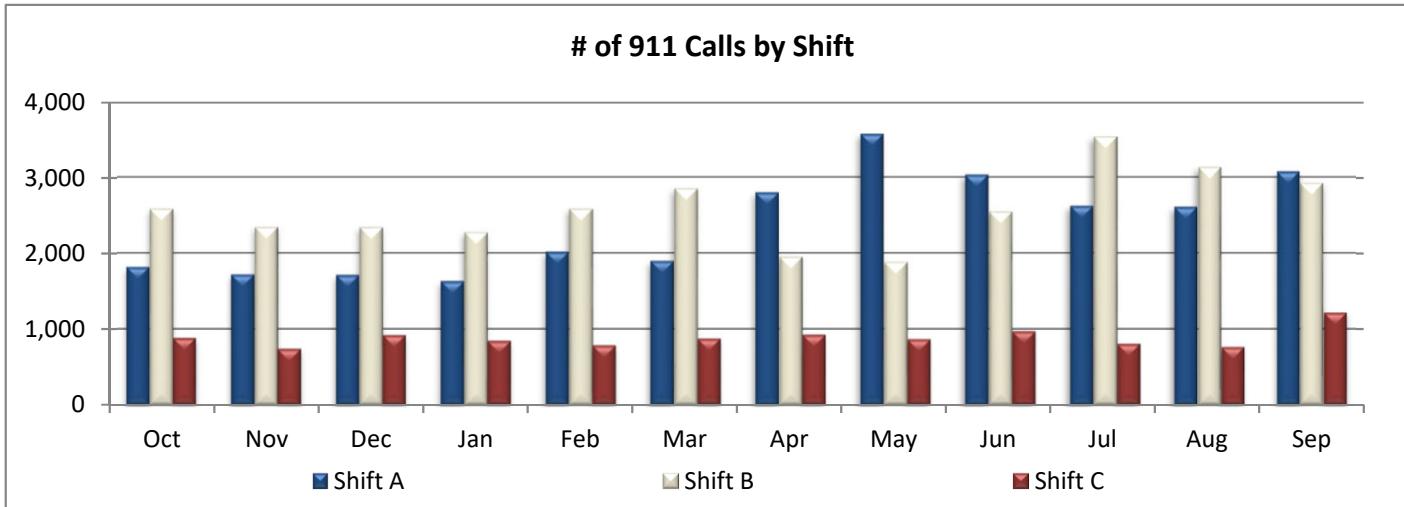


911 Calls	Q1	Q2	Q3	Q4	Total	Increase
FY 2017	11,707	10,184	11,272	12,258	45,421	
FY 2018	11,692	11,240	12,242	14,596	49,770	10%
FY 2019	13,292	12,233	14,885	15,835	56,245	13%
FY 2020*	15,338	14,375	16,095	16,771	62,579	11%
YTD	FY 2021	15,072	15,766	18,555	20,687	12%

*Emergency calls from the public requesting assistance*

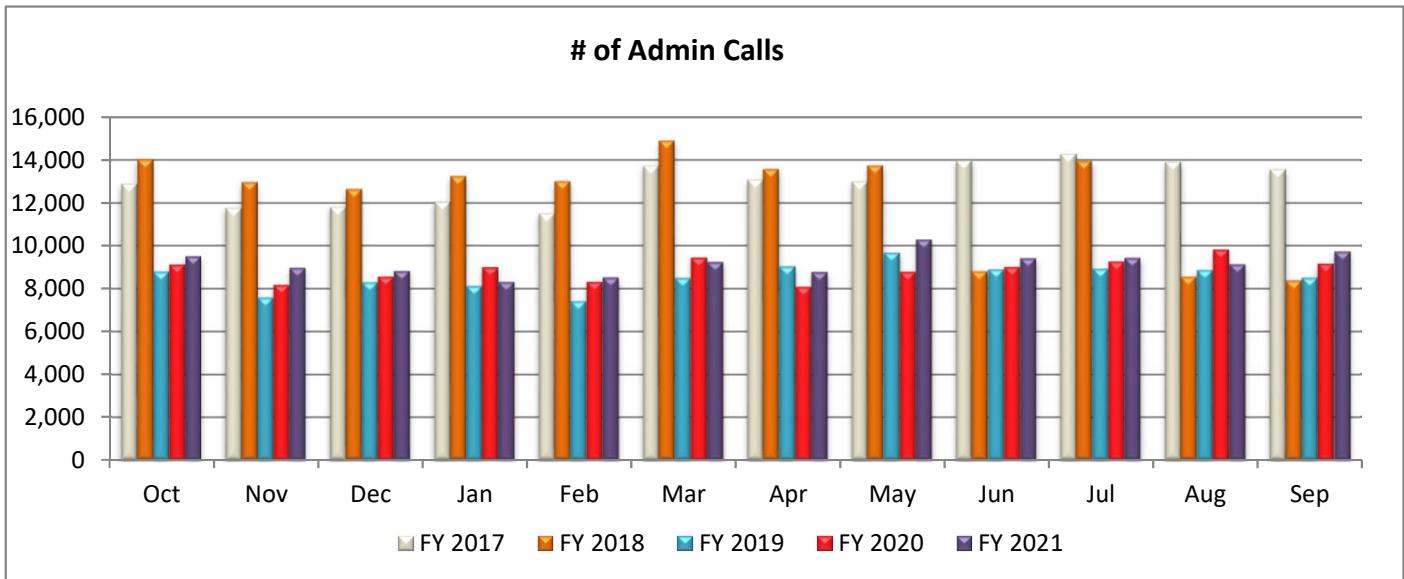
\*Disaster Declaration issued by County Judge March 16,2020 due to COVID-19

## Dispatch Stats



YTD	FY 2021	Q1	Q2	Q3	Q4	Total
	Shift A	5,255	5,548	9,405	9,405	<b>29,613</b>
	Shift B	7,273	7,715	6,389	6,389	<b>27,766</b>
	Shift C	2,544	2,503	2,761	2,761	<b>10,569</b>
	<b>TOTAL</b>	<b>15,072</b>	<b>15,766</b>	<b>18,555</b>	<b>18,555</b>	<b>67,948</b>

*Emergency calls from the public requesting assistance*



YTD	FY 2021	Admin Calls				Increase
		Q1	Q2	Q3	Q4	
	FY 2017	35,206	37,307	40,038	41,748	154,299
	FY 2018	39,617	41,169	36,126	30,889	147,801
	FY 2019	24,676	24,035	27,606	26,300	102,617
	FY 2020*	25,870	26,786	25,907	28,269	106,832
	FY 2021	27,310	26,077	28,500	28,316	110,203

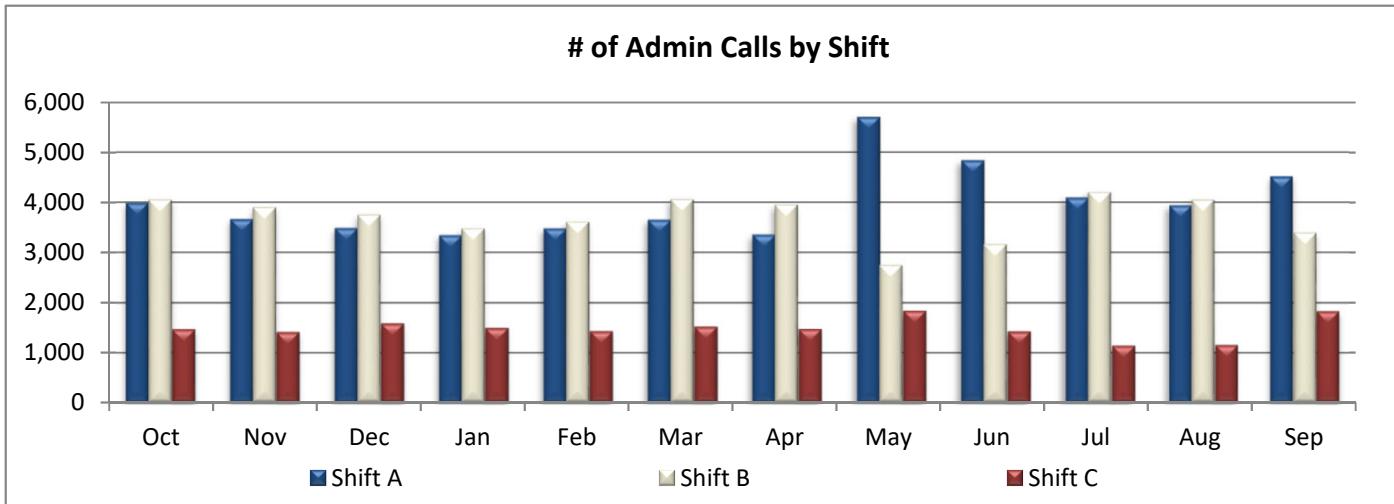
*Non-Emergency calls include internal, external, public, other agencies, our deputies etc.. Includes 911 that some people felt wasn't important enough to call "911" when in reality it was like burglaries, criminal mischief, suspicious circumstance etc.*

*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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## Dispatch Stats

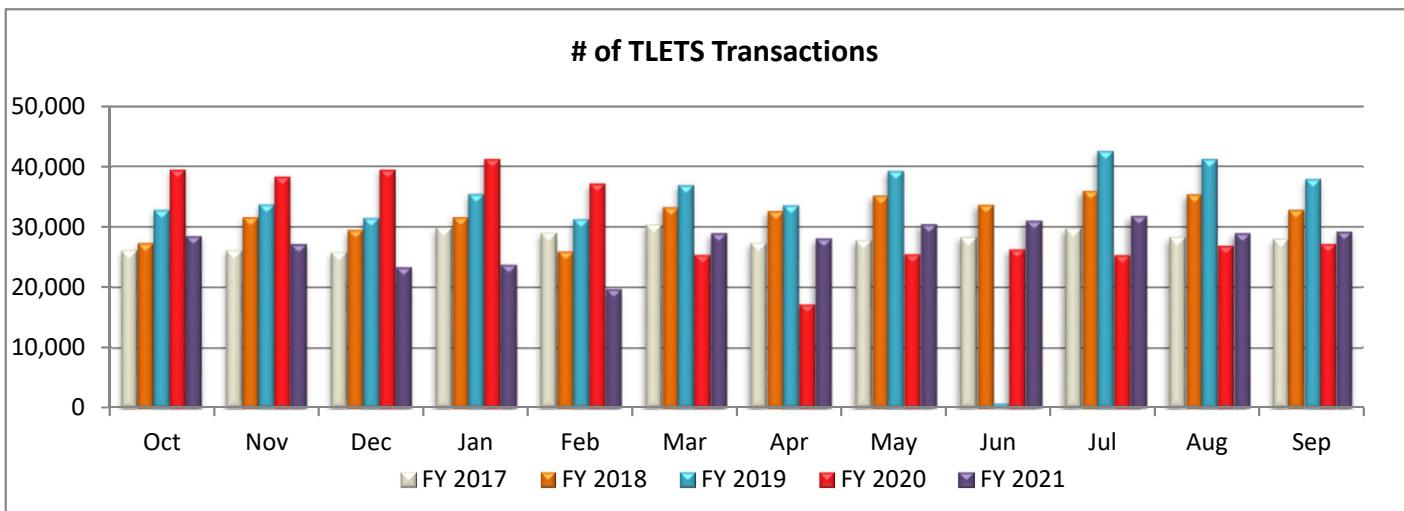


YTD	FY 2021	Q1	Q2	Q3	Q4	Total
	Shift A	11,146	10,492	13,906	12,555	48,099
	Shift B	11,710	11,146	9,859	11,641	44,356
	Shift C	4,454	4,439	4,735	4,120	17,748
	<b>TOTAL</b>	<b>27,310</b>	<b>26,077</b>	<b>28,500</b>	<b>28,316</b>	<b>110,203</b>

*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.*

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TLETS	Q1	Q2	Q3	Q4	Total	Increase	
FY 2017	77,810	89,293	83,351	86,137	336,591		
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%	
FY 2020*	117,267	103,910	69,151	79,568	369,896	-7%	
YTD	FY 2021	78,918	72,434	89,526	89,997	330,875	-11%

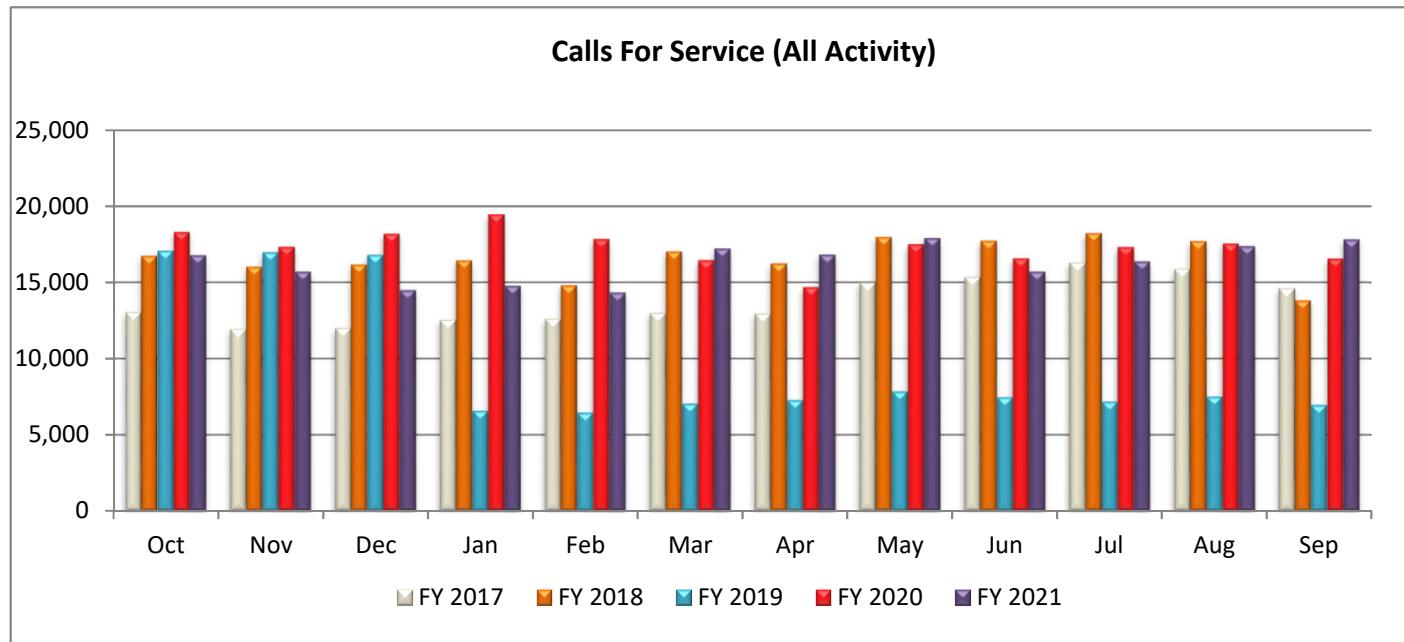
*State and National database that allows authorized users to search criminal histories, outstanding warrants, stolen property, missing persons, registered sex offenders, communicate emergency messages between agencies etc. Information supports CFS. Criminal histories background checks are performed on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



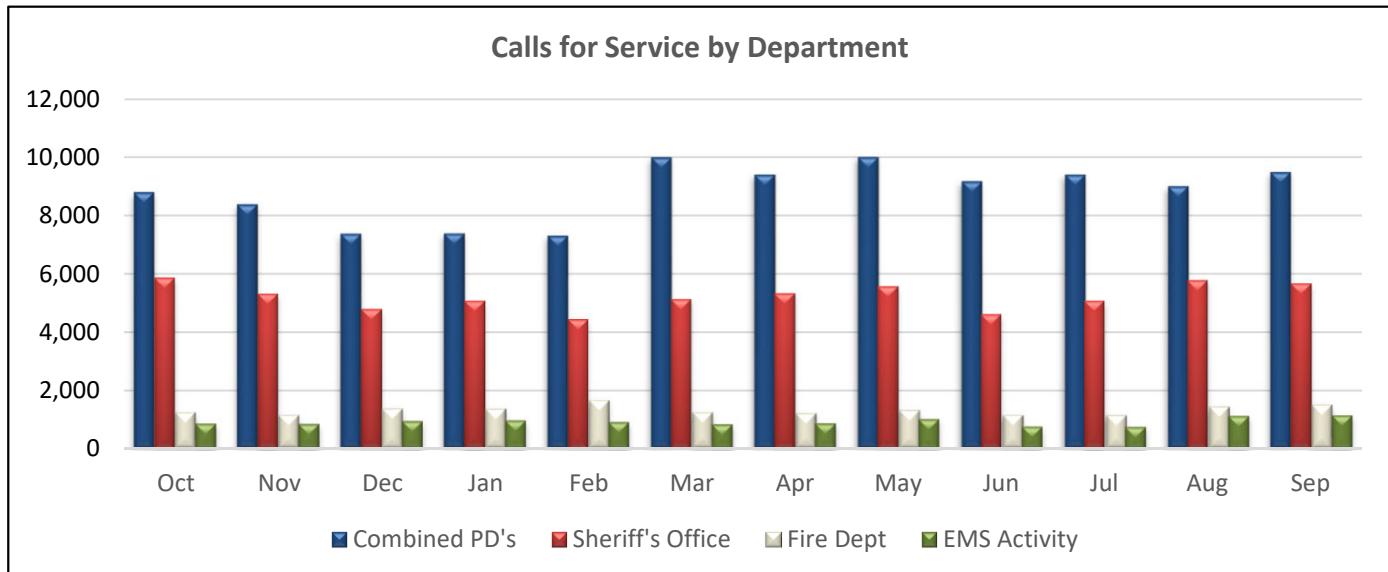
CFS All						% Increase
Activity	Q1	Q2	Q3	Q4	Total	
FY 2017	36,982	38,137	43,253	46,749	165,121	
FY 2018	48,946	48,296	51,963	49,795	199,000	<b>20.52%</b>
FY 2019	50,858	20,108	22,599	21,677	115,242	<b>-42%</b>
FY 2020*	53,846	53,747	48,774	51,408	207,775	<b>80%</b>
YTD	FY 2021	46,988	46,372	50,457	51,580	195,397
						<b>-6%</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

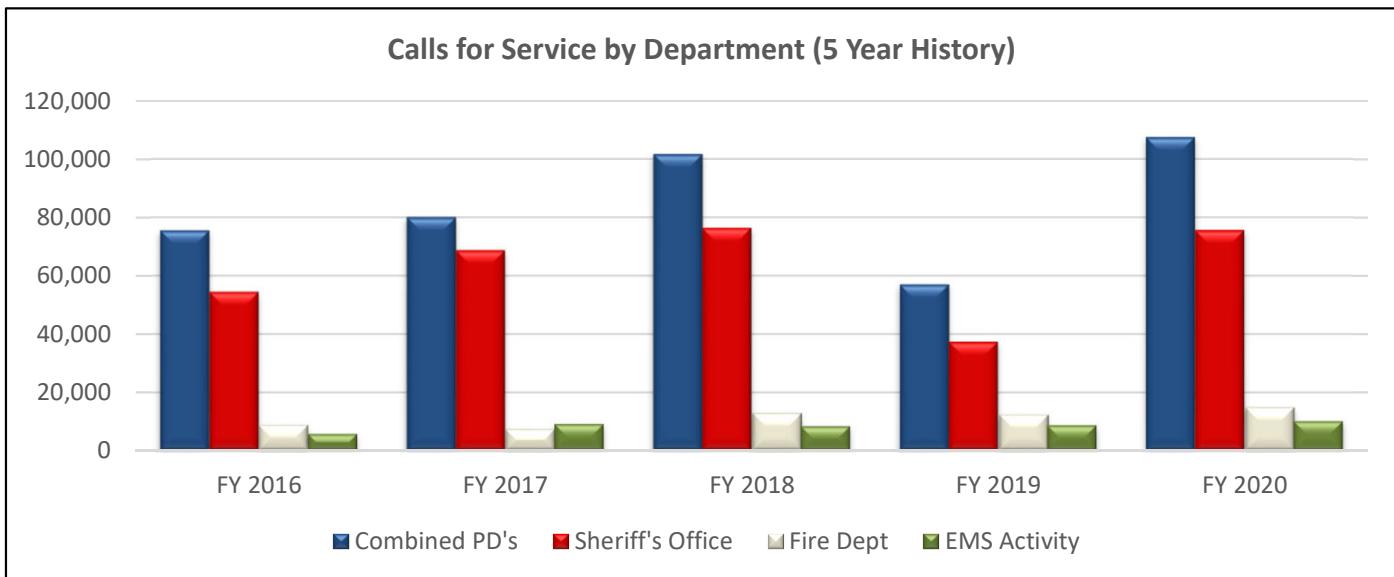
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## Dispatch Stats



FY 2021 YTD	Q1	Q2	Q3	Q4	Total
Combined PD's	24,544	24,686	28,586	27,909	<b>105,725</b>
Sheriff's Office	15,982	14,660	15,513	16,531	<b>62,686</b>
Fire Dept	3,794	4,282	3,696	4,115	<b>15,887</b>
EMS Activity	2,668	2,744	2,662	3,025	<b>11,099</b>
<b>TOTAL</b>	<b>46,988</b>	<b>46,372</b>	<b>50,457</b>	<b>51,580</b>	<b>195,397</b>

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



Calls for Service	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	Total
Combined PD's	75,608	80,043	101,606	57,109	107,391	<b>421,757</b>
Sheriff's Office	54,334	68,663	76,296	37,186	75,524	<b>312,003</b>
Fire Dept	8,718	7,351	12,804	12,268	14,827	<b>55,968</b>
EMS Activity	5,680	9,064	8,294	8,679	10,033	<b>41,750</b>
<b>TOTAL</b>	<b>144,340</b>	<b>165,121</b>	<b>199,000</b>	<b>115,242</b>	<b>207,775</b>	<b>831,478</b>

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 2021 YTD	Q1	Q2	Q3	Q4	Total
# of CFS routed to fire depts	2,905	1,084	3,696	4,115	11,800
# of CFS routed to fire depts w/in 60 secs or less	803	304	18	448	1,573
% of CFS routed to fire depts w/in 60 secs or less	28%	28%	0%	11%	13%
# of CFS routed to fire depts	2,905	1,084	3,696	4,115	11,800
# of CFS routed to fire depts w/in 90 secs or less	1,502	579	1,039	1,154	4,274
% of CFS routed to fire depts w/in 90 secs or less	52%	53%	28%	28%	36%