

Dispatch Stats

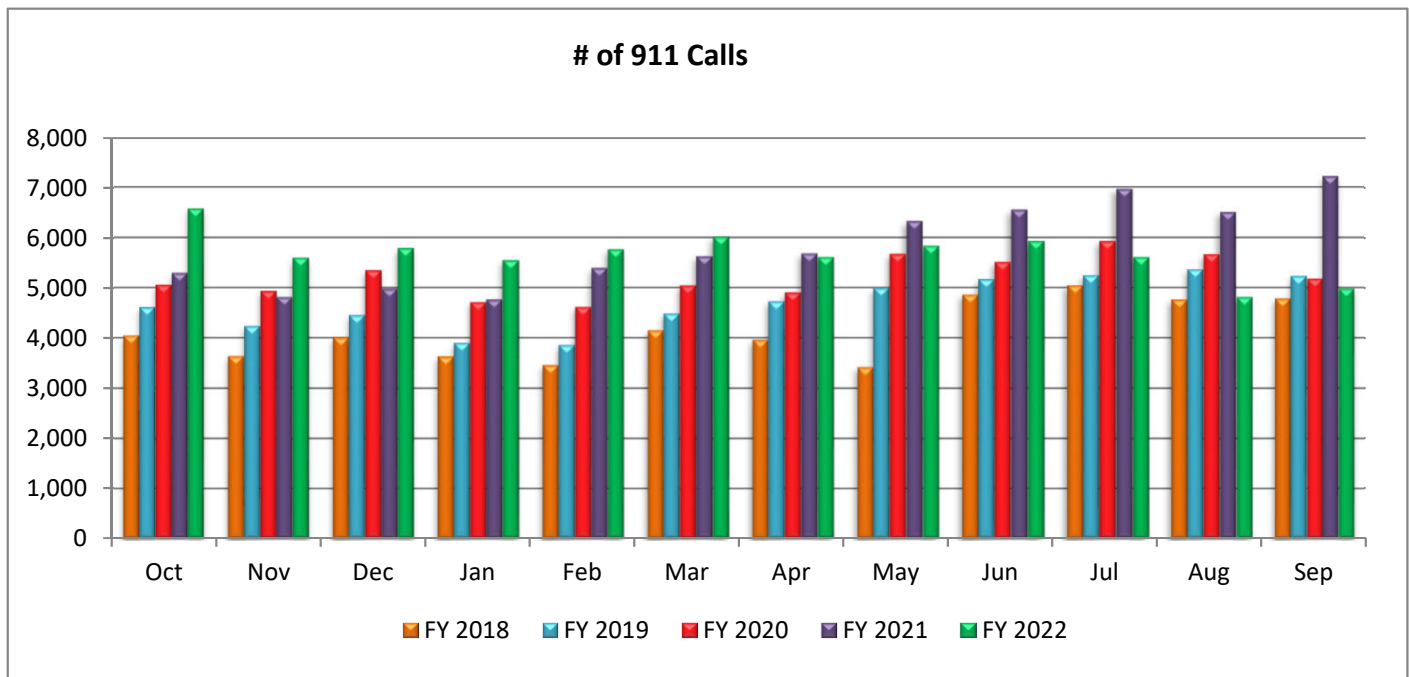
Dispatch

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 2022	Q1	Q2	Q3	Q4	Total
# of 911 calls taken	17,933	14,400	18,277	15,384	65,994
# of 911 calls responded w/in 1 ring	17,574	14,166	18,277	7,692	57,709
% of 911 calls responded w/in 1 ring	98%	98%	100%	50%	87%
# of non-emergency calls taken	24,910	21,000	33,404	35,515	114,829
# of non-emergency calls responded w/in 2 rings	24,660	20,520	32,735	34,800	112,715
% of non-emergency calls responded w/in 2 rings	99%	98%	98%	98%	98%

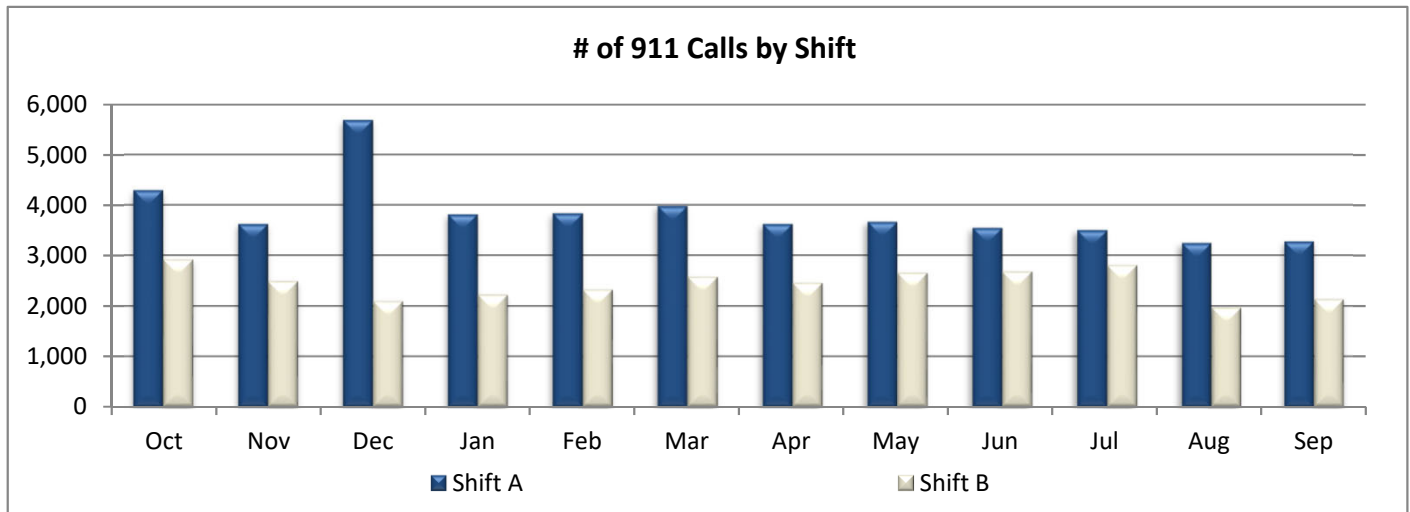


911 Calls	Q1	Q2	Q3	Q4	Total	Increase
FY 2018	11,692	11,240	12,242	14,596	49,770	
FY 2019	13,292	12,233	14,885	15,835	56,245	13%
FY 2020*	15,338	14,375	16,095	16,771	62,579	11%
FY 2021	15,072	15,766	18,555	20,687	70,080	12%
FY 2022	17,933	17,301	17,354	15,384	67,972	-3%

Emergency calls from the public requesting assistance

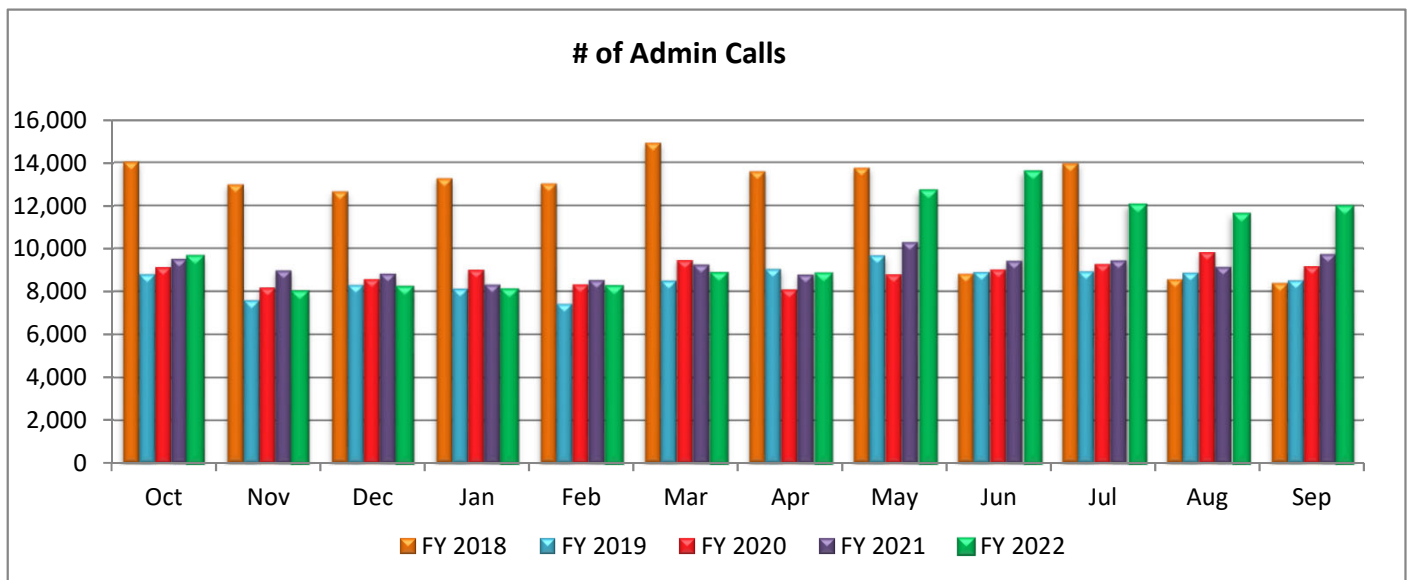
*Disaster Declaration issued by County Judge March 16, 2020 due to COVID-19

Dispatch Stats



FY 2022	Q1	Q2	Q3	Q4	Total
Shift A	13,611	11,651	10,862	10,862	46,986
Shift B	7,500	7,114	7,789	7,789	30,192
TOTAL	21,111	18,765	18,651	18,651	77,178

Emergency calls from the public requesting assistance



Admin Calls	Q1	Q2	Q3	Q4	Total	Increase
FY 2018	39,617	41,169	36,126	30,889	147,801	
FY 2019	24,676	24,035	27,606	26,300	102,617	-31%
FY 2020*	25,870	26,786	25,907	28,269	106,832	4%
FY 2021	27,310	26,077	28,500	28,316	110,203	3%
FY 2022	25,776	25,091	35,033	35,515	121,415	10%

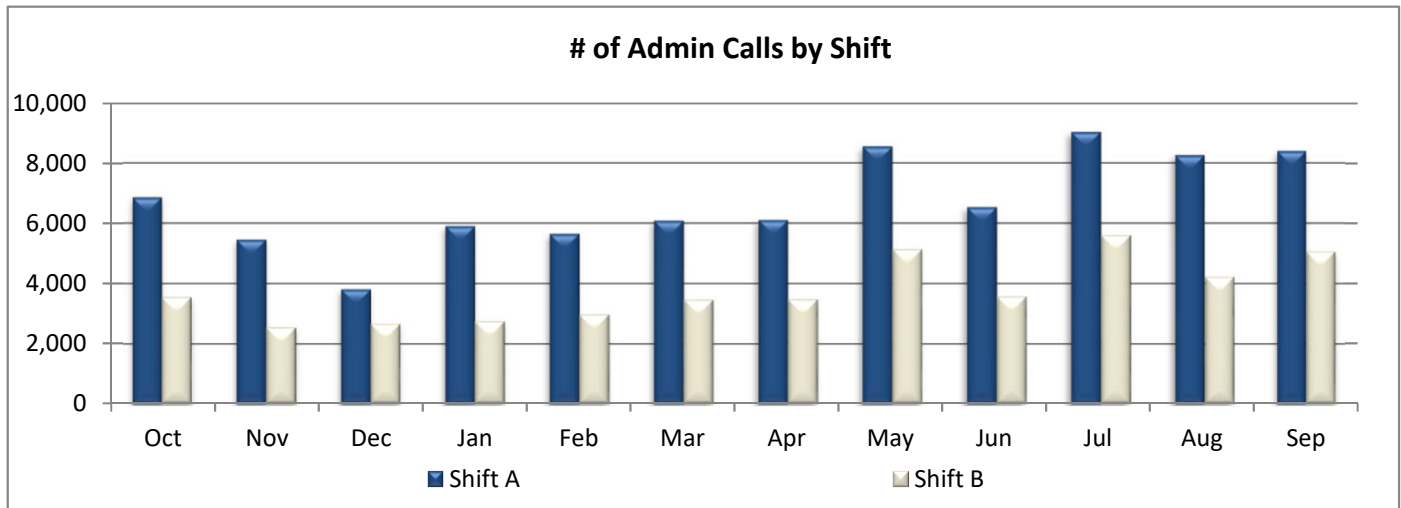
Non-Emergency calls include internal, external, public, other agencies, our deputies etc.. Includes 911 that some people felt wasn't important enough to call "911" when in reality it was like burglaries, criminal mischief, suspicious circumstance etc.

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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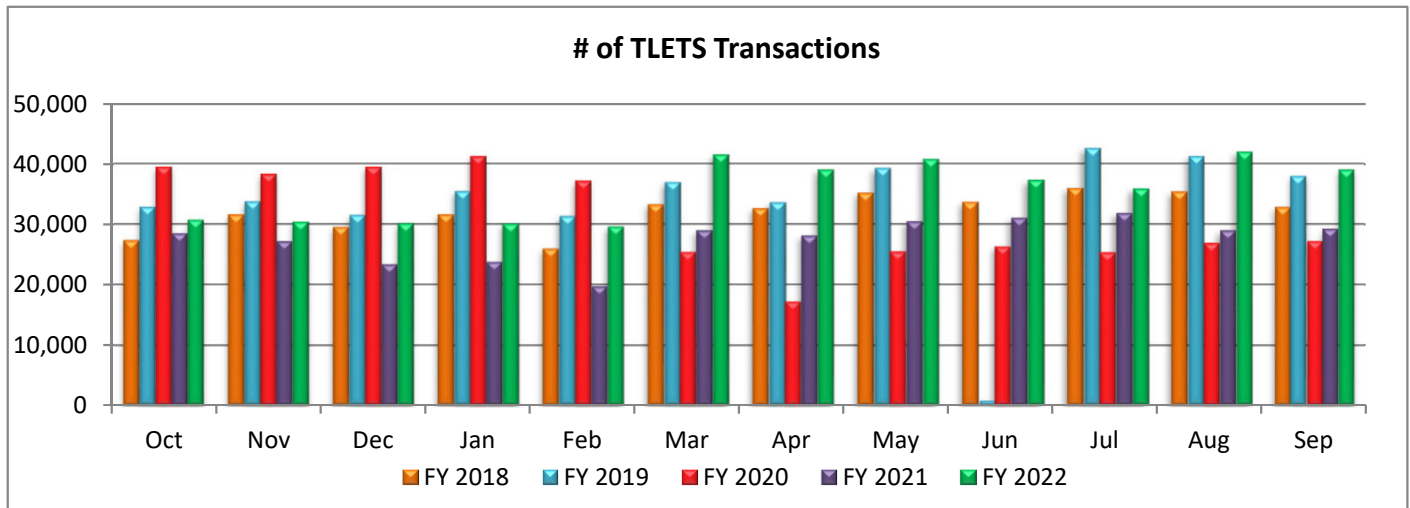


FY 2022	Q1	Q2	Q3	Q4	Total
Shift A	16,157	17,687	21,225	25,706	80,775
Shift B	8,753	9,181	12,179	14,883	44,996
TOTAL	24,910	26,868	33,404	40,589	125,771

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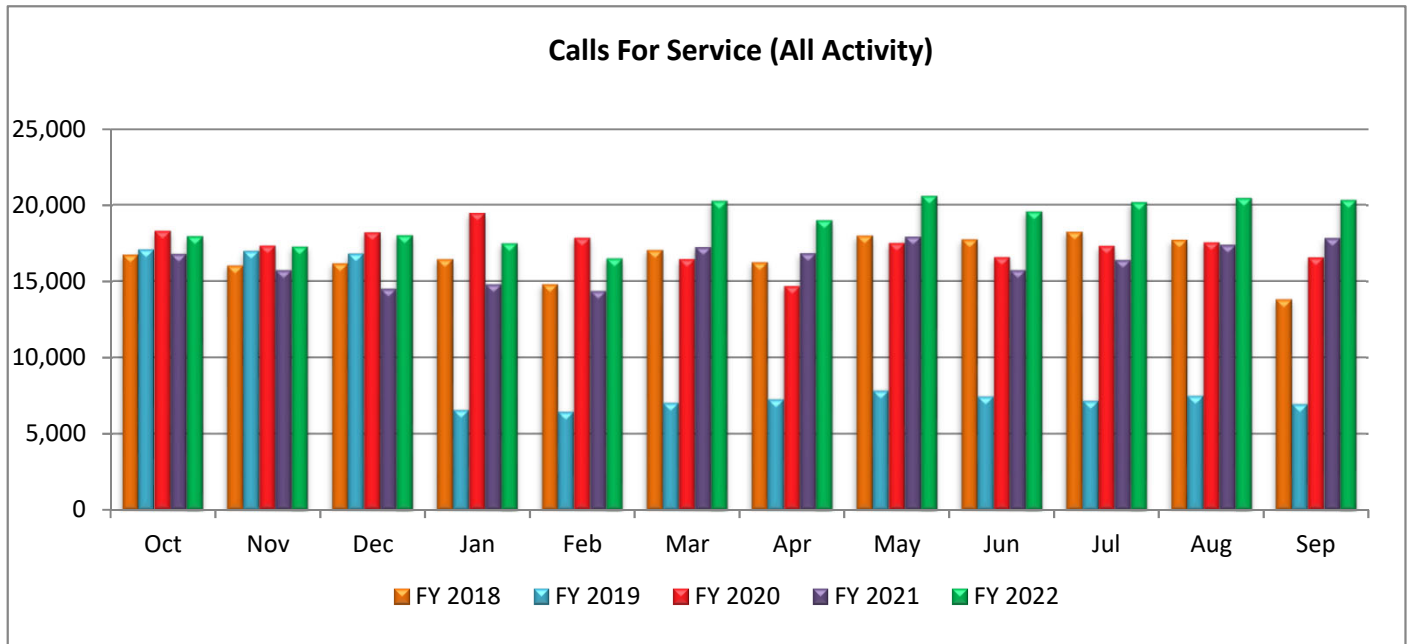
TLETS	Q1	Q2	Q3	Q4	Total	Increase
FY 2018	88,479	90,824	101,461	104,201	384,965	
FY 2019	98,067	103,623	73,589	121,737	397,016	3%
FY 2020*	117,267	103,910	69,151	79,568	369,896	-7%
FY 2021	78,918	72,434	89,526	89,997	330,875	-11%
FY 2022	91,207	101,166	117,036	116,877	426,286	29%

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

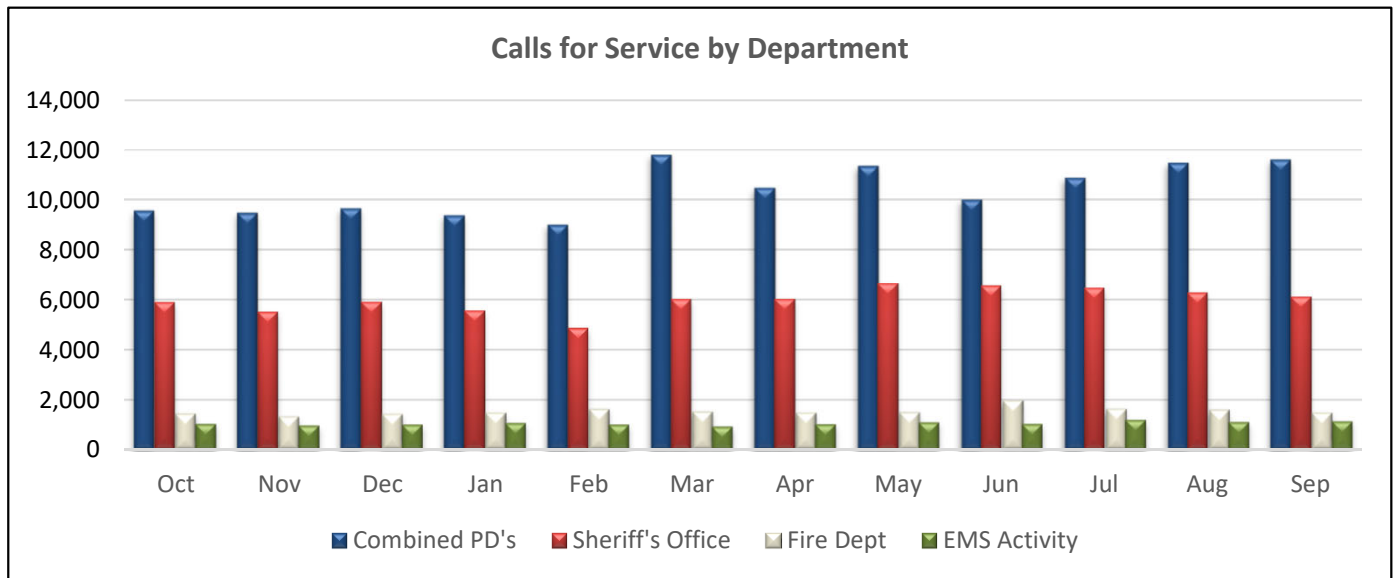


CFS All Activity	Q1	Q2	Q3	Q4	Total	% Increase
FY 2018	48,946	48,296	51,963	49,795	199,000	
FY 2019	50,858	20,108	22,599	21,677	115,242	-42%
FY 2020*	53,846	53,747	48,774	51,408	207,775	80%
FY 2021	46,988	46,372	50,457	51,580	195,397	-6%
FY 2022	53,220	54,235	59,145	60,962	227,562	16%

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

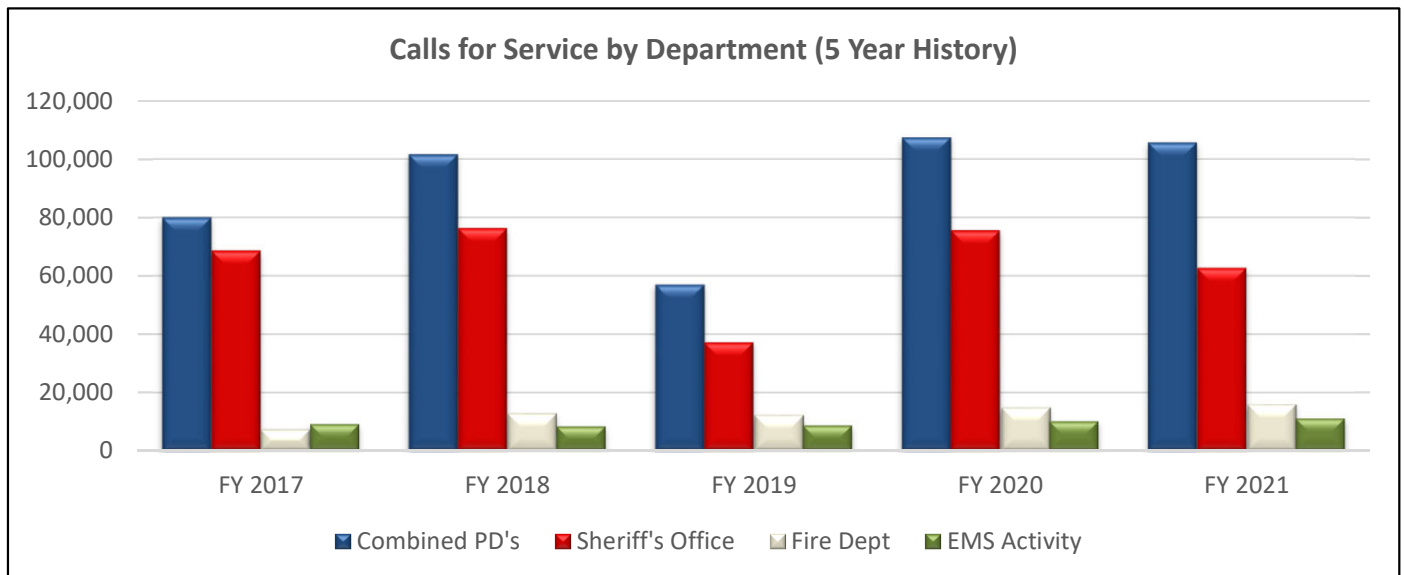
All Activity Calls For Service includes - self initiated calls for service (created own) i.e. traffic stops, warrants, investigators plus all calls for service

Dispatch Stats



FY 2022	Q1	Q2	Q3	Q4	Total
Combined PD's	28,687	30,144	31,802	33,948	124,581
Sheriff's Office	17,329	16,459	19,250	18,876	71,914
Fire Dept	4,193	4,628	4,941	4,700	18,462
EMS Activity	3,011	3,004	3,152	3,438	12,605
TOTAL	53,220	54,235	59,145	60,962	227,562

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



Calls for Service	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	Total
Combined PD's	80,043	101,606	57,109	107,391	105,725	451,874
Sheriff's Office	68,663	76,296	37,186	75,524	62,686	320,355
Fire Dept	7,351	12,804	12,268	14,827	15,887	63,137
EMS Activity	9,064	8,294	8,679	10,033	11,099	47,169
TOTAL	165,121	199,000	115,242	207,775	195,397	882,535

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 2022	Q1	Q2	Q3	Q4	Total
# of CFS routed to fire depts	4,193	4,628	4,941	4,700	18,462
# of CFS routed to fire depts w/in 60 secs or less	3,089	3,239	3,705	3,089	13,122
% of CFS routed to fire depts w/in 60 secs or less	74%	70%	75%	66%	71%
# of CFS routed to fire depts	4,193	4,628	4,941	4,700	18,462
# of CFS routed to fire depts w/in 90 secs or less	4,001	4,628	4,891	4,600	18,120
% of CFS routed to fire depts w/in 90 secs or less	95%	100%	99%	98%	98%