# 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.

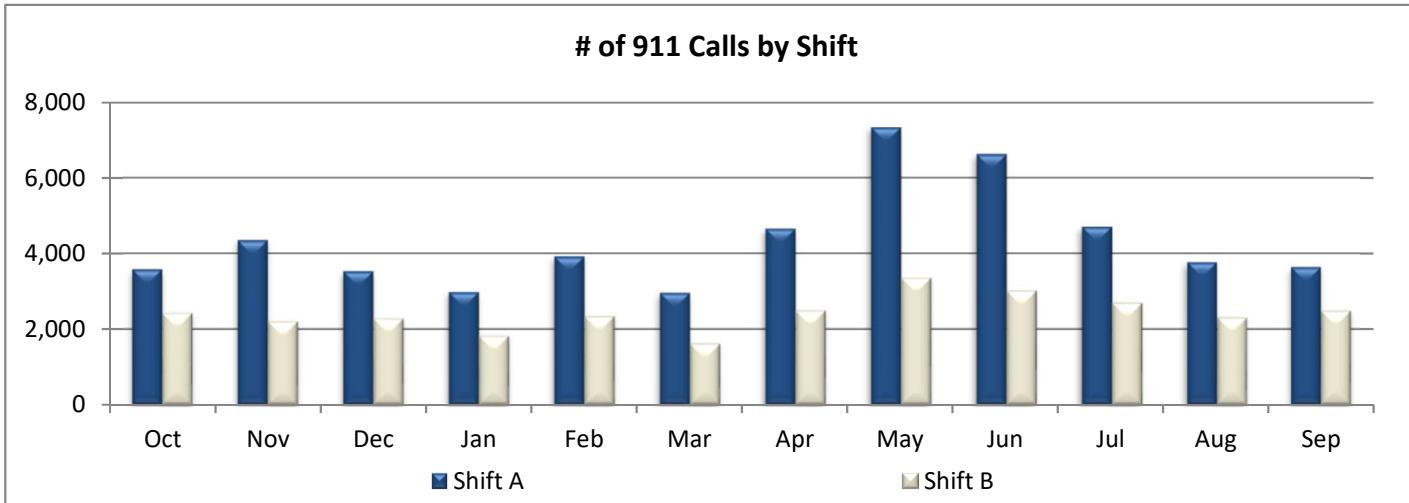| FY 2023 YTD	Q1	Q2	Q3	Q4	Total
# of 911 calls taken	15,939	14,302	25,559	18,347	74,147
# of 911 calls responded w/in 1 ring	15,706	14,000	24,999	18,001	72,706
% of 911 calls responded w/in 1 ring	99%	98%	98%	98%	98%
# of non-emergency calls taken	14,105	32,000	44,252	38,324	128,681
# of non-emergency calls responded w/in 2 rings	13,980	31,000	39,168	38,001	122,149
% of non-emergency calls responded w/in 2 rings	99%	97%	89%	99%	95%
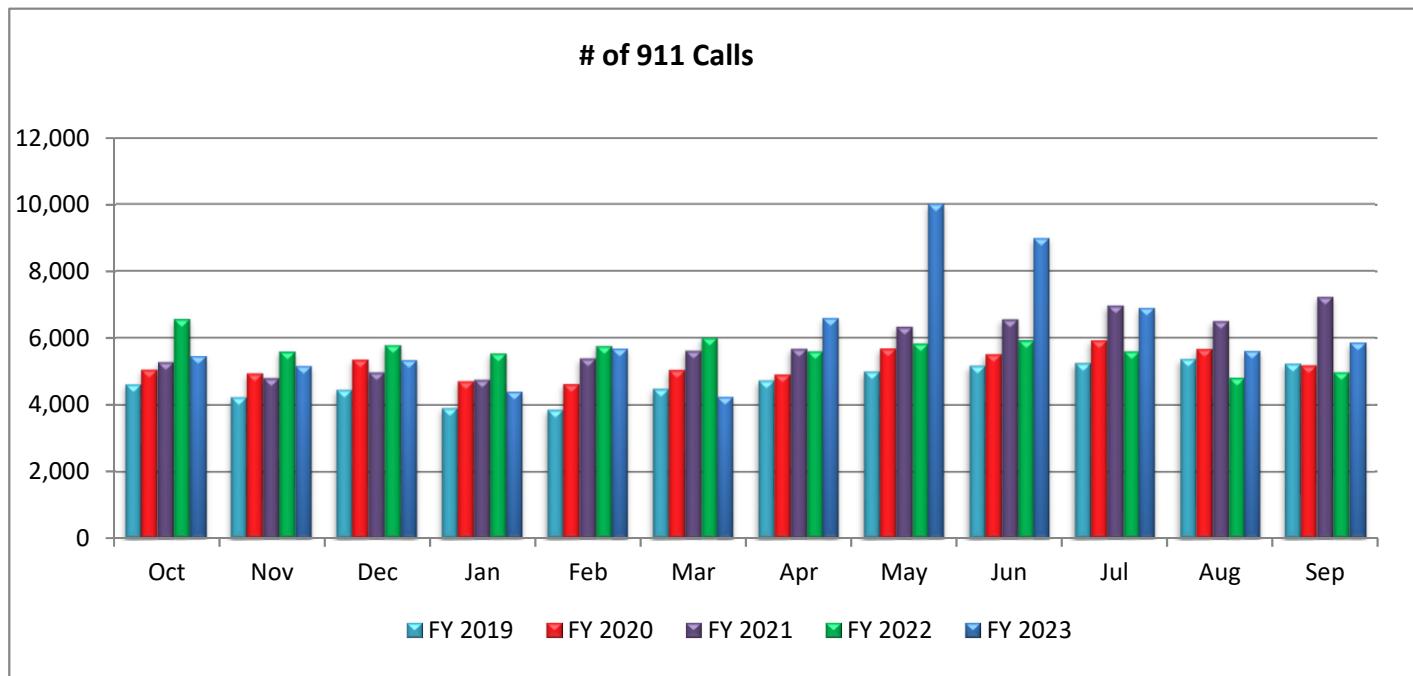
of 911 Calls

911 Calls		Q1	Q2	Q3	Q4	Total	Increase
	FY 2019	13,292	12,233	14,885	15,835	56,245	
	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%**
YTD	FY 2023	15,939	14,302	25,559	18,347	74,147	**9%**

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

FY 2023 YTD	Q1	Q2	Q3	Q4	Total
Shift A	11,459	9,857	18,621	18,621	**58,558**
Shift B	6,923	5,792	8,868	8,868	**30,451**
TOTAL	**18,382**	**15,649**	**27,489**	**27,489**	**89,009**

Emergency calls from the public requesting assistance
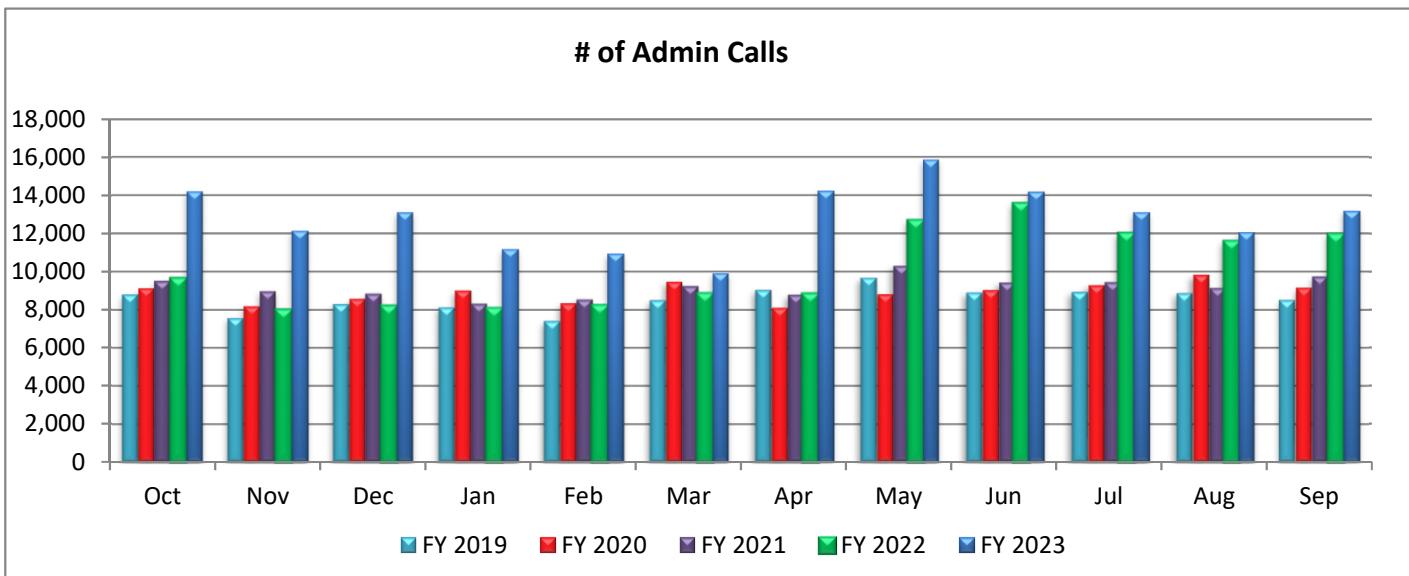
of Admin Calls

| Admin Calls		Q1	Q2	Q3	Q4	Total	Increase
	FY 2019	24,676	24,035	27,606	26,300	102,617	
	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%**
YTD	FY 2023	39,410	32,000	44,252	38,324	153,986	**27%**

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

of Admin Calls by Shift
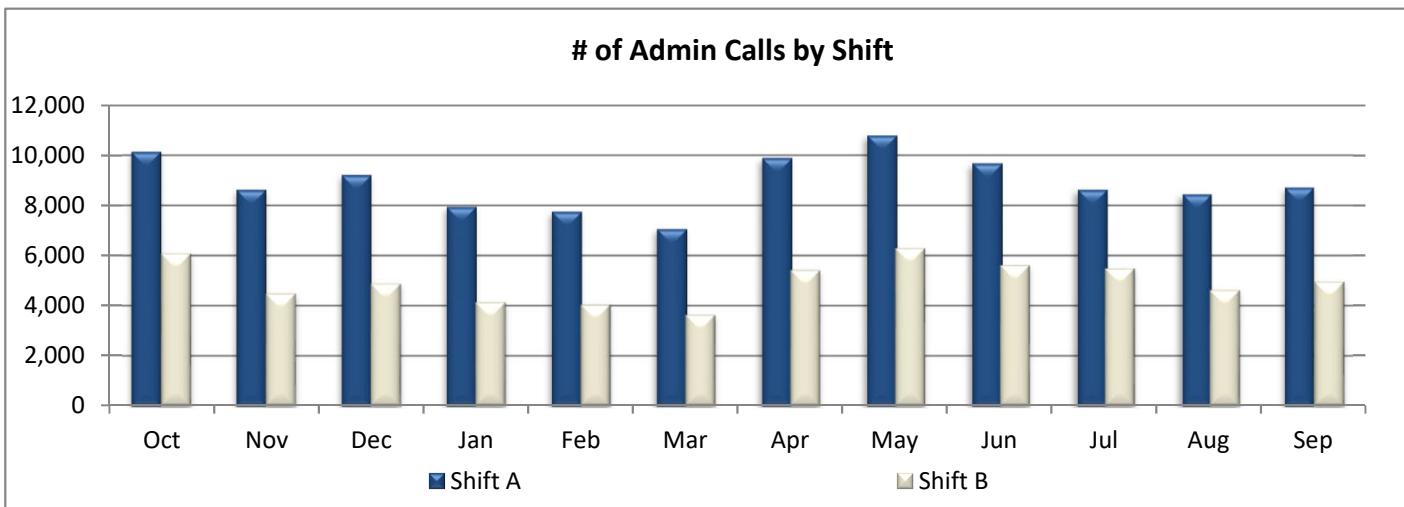
FY 2023 YTD	Q1	Q2	Q3	Q4	Total
Shift A	27,987	22,766	30,349	25,787	106,889
Shift B	15,468	11,831	17,335	15,083	59,717
TOTAL	**43,455**	**34,597**	**47,684**	**40,870**	**166,606**

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.

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of TLETS Transactions
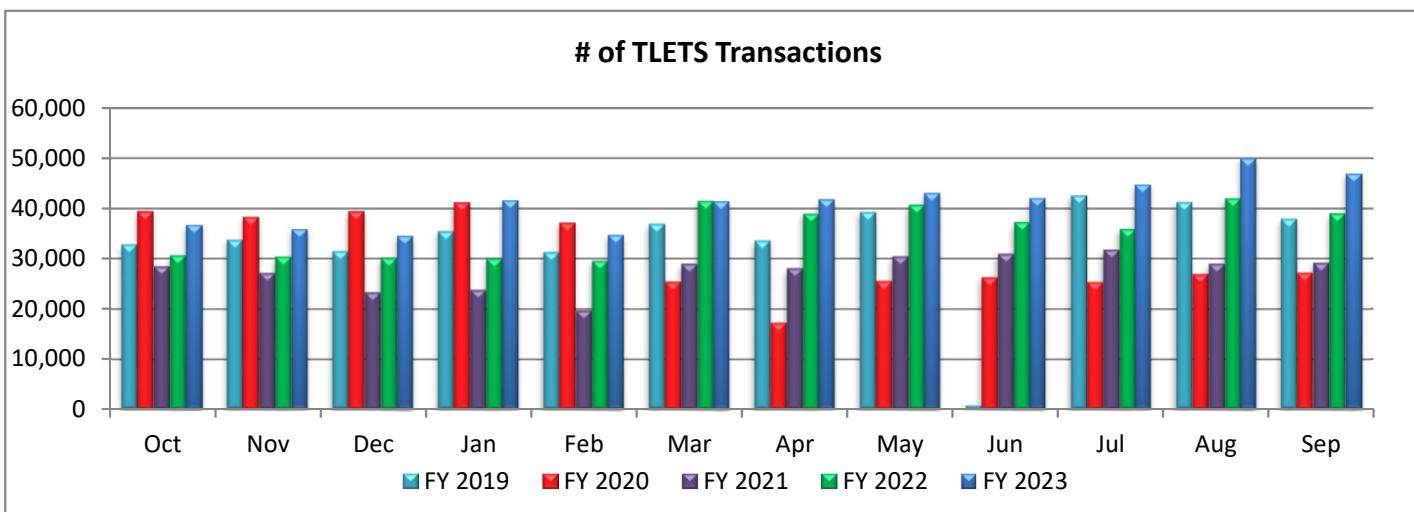
TLETS	Q1	Q2	Q3	Q4	Total	Increase
FY 2019	98,067	103,623	73,589	121,737	397,016	
FY 2020*	117,267	103,910	69,151	79,568	369,896	**-7%**
FY 2021	78,918	72,434	89,526	89,997	330,875	**-11%**
FY 2022	91,207	101,166	117,036	116,877	426,286	**29%**
YTD FY 2023	107,072	117,736	126,912	141,580	493,300	**16%**

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

**Calls For Service (All Activity)**
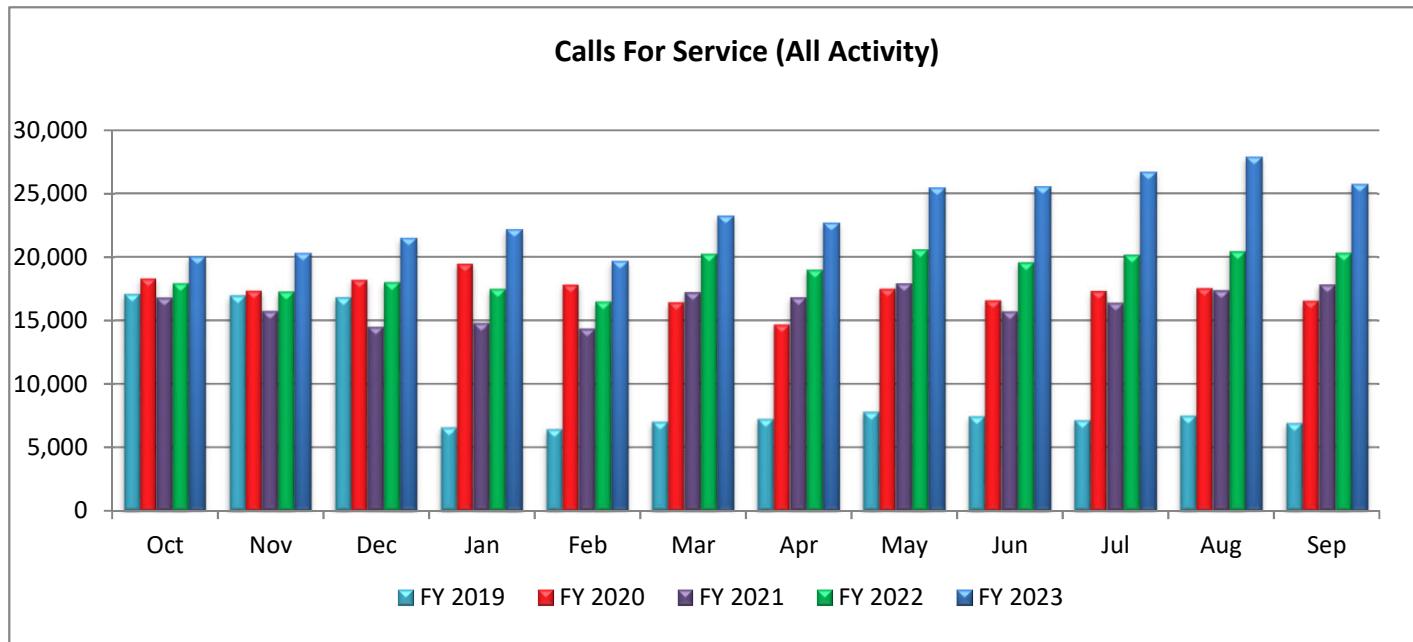
CFS All Activity	Q1	Q2	Q3	Q4	Total	% Increase
FY 2019	50,858	20,108	22,599	21,677	115,242	
FY 2020*	53,846	53,747	48,774	51,408	207,775	**80%**
FY 2021	46,988	46,372	50,457	51,580	195,397	**-6%**
FY 2022	53,220	54,235	59,145	60,962	227,562	**16%**
YTD FY 2023	61,835	65,088	73,687	80,298	280,908	**23%**

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

Calls for Service by Department
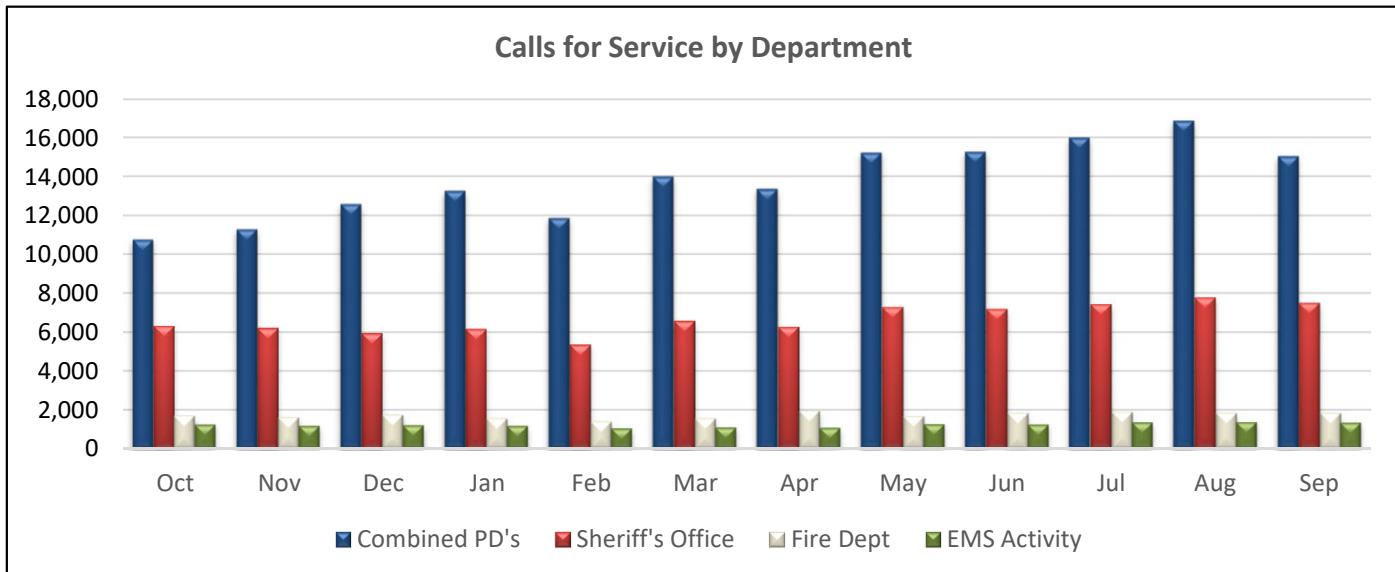
FY 2023 YTD	Q1	Q2	Q3	Q4	Total
Combined PD's	34,621	39,134	43,864	47,932	**165,551**
Sheriff's Office	18,519	18,099	20,772	22,708	**80,098**
Fire Dept	5,042	4,523	5,474	5,573	**20,612**
EMS Activity	3,653	3,332	3,577	4,085	**14,647**
TOTAL	**61,835**	**65,088**	**73,687**	**80,298**	**280,908**

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

Calls for Service by Department (5 Year History)
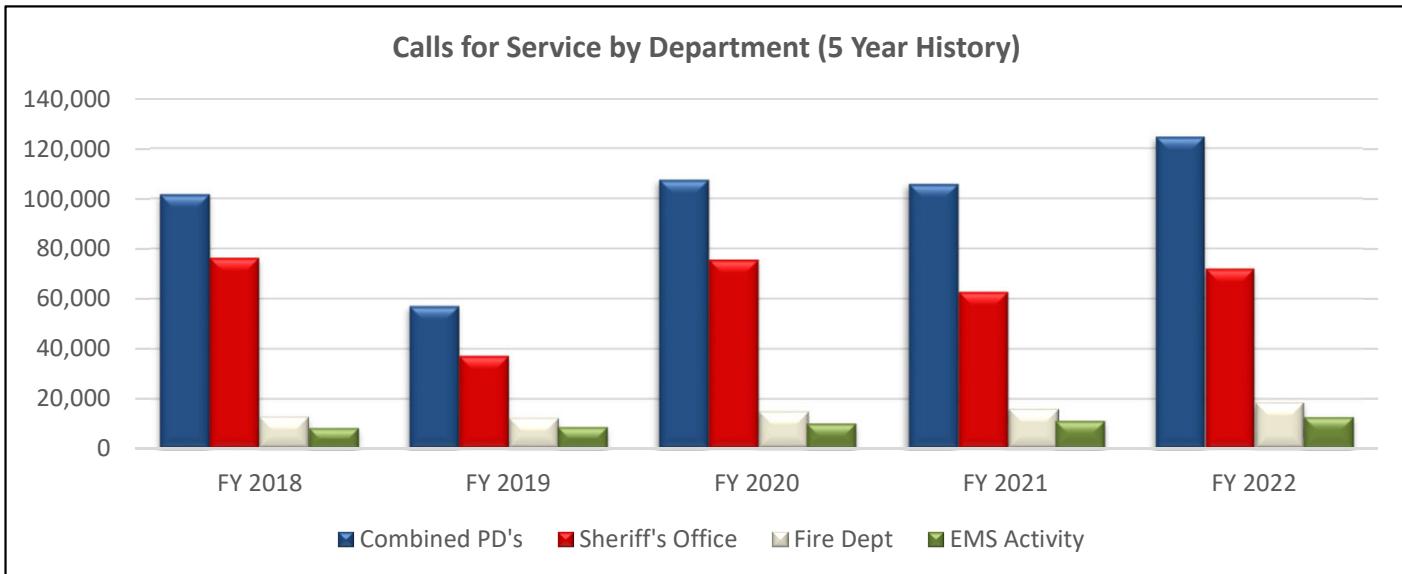
Calls for Service	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	Total
Combined PD's	101,606	57,109	107,391	105,725	124,581	**496,412**
Sheriff's Office	76,296	37,186	75,524	62,686	71,914	**323,606**
Fire Dept	12,804	12,268	14,827	15,887	18,462	**74,248**
EMS Activity	8,294	8,679	10,033	11,099	12,605	**50,710**
TOTAL	**199,000**	**115,242**	**207,775**	**195,397**	**227,562**	**944,976**

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

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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 2023 YTD	Q1	Q2	Q3	Q4	Total
# of CFS routed to fire depts	5,042	4,523	5,474	5,573	20,612
# of CFS routed to fire depts w/in 60 secs or less	4,941	3,844	4,999	5,201	18,985
% of CFS routed to fire depts w/in 60 secs or less	98%	85%	91%	93%	92%
# of CFS routed to fire depts	5,042	3,332	5,474	5,573	19,421
# of CFS routed to fire depts w/in 90 secs or less	4,842	3,330	5,074	5,535	18,781
% of CFS routed to fire depts w/in 90 secs or less	96%	100%	93%	99%	97%

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