

Reporting #5



DeKalb County Police E-911 Communications Division

Weekly Report

Response Times

Incoming to Answer

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	:00:10	:00:20	:00:30	

Answer to Send

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous Year
	:00:10	:00:20	:00:30	

Average Call Pending

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	:00:10	:00:20	:00:30	

Dispatch to On-Scene

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	:00:10	:00:20	:00:30	

Incoming to On-Scene

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	:00:10	:00:20	:00:30	

On-Scene to Clear

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	:00:00	:00:20	:00:27	

Call Volume

Incoming Calls

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	100	500	2200	

Incoming 911 Calls

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	200	500	2300	

Incoming Admin Calls

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	100	500	2200	

Abandoned Calls

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	100	500	2200	

Average Queue Staff

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	6.50	10.50	10.13	

Call Duration

911 Call Duration

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	:00:10	:00:20	:00:30	

Admin Call Duration

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	:00:10	:00:20	:00:30	

Total Law Incidents

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	200	500	2300	

Average Law Incident Duration

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	:00:10	:00:20	:00:30	

Total Fire Incidents

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	200	500	2300	

Average Fire Incident Duration

Current Week	Previous Week	2 Weeks Prior	Current YTD	Previous YTD
	:00:10	:00:20	:00:30	