

Emergency Communications Monthly Report for 2009

Emergency & Service Related Call Taking

	November	December	Y_T_D
Number of Wire Line 911 Calls Received	1,236	1,463	16,608
Number of Wireless 911 Calls Received	2,391	2,943	27,838
Number of PBX Calls Received	11,681	13,710	157,909
Number of Out Bound PBX Calls	3,674	4,821	55,533
Number of Abandoned 911 Calls	391	534	5,433
Number of Wireless 911 Transfers	405	592	4,941
Number of Wire Line 911 Transfers	16	24	207
Percentage of 911 Calls Answered in 3 Rings or less	99.3%	97.6%	98.6%
Average Time Spent on a 911 Call in sec.	113	91	102
Manhours spent on FOI cases	10.5	12.5	124.0
Average Number of 911 Calls by Day of the Week			
Sunday	110.6	144.5	123
Monday	108.6	129.3	115
Tuesday	115.8	110.2	113
Wednesday	119.3	131.2	119
Thursday	136.3	132.4	120
Friday	139.5	195.8	139
Saturday	118.8	164.8	138



Public Safety Incidents & Responses

Sheriff's Incidents	3,185	3,558	40,947
Ashland Police Incidents	611	592	8,010
Other Law Enforcement Incidents	212	248	2,954
Animal Control Incidents	475	448	7,215
EMS Incidents	-	-	3,790
Fire/EMS Incidents	948	1,046	10,093
After Hour Public Utility Incidents	46	26	349
After Hour Facilities Maintenance Responses	7	2	46
Zoning Violation Incidents	-	-	8
Y-T-D Total	5,484	5,920	73,412
Sheriff's Responses	4,656	5,171	60,446
Ashland Police Responses	888	865	11,987
Other Law Enforcement Responses	212	248	2,954
Animal Control Responses	570	638	7,746
EMS Responses	-	-	4,016
Fire/EMS Responses	1,709	1,835	16,152
After Hour Public Utility Responses	46	26	349
After Hour Facilities Maintenance Responses	7	2	46
Zoning Violation Incidents	-	-	8
Y-T-D Total	8,088	14,705	109,624



