

PERFORMANCE INDICATORS

911 Communications 2021 Annual Report

Landline Telephone Calls	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Lexington County	1,333	1,029	1,095	927	1,081	1,027	1,202	1,109	975	921	805	853	12,357
Batesburg/Leesville	26	19	43	39	10	17	17	29	73	94	27	15	409
Cayce	23	31	20	17	25	29	25	33	21	21			245
West Columbia	72	62	72	105	50	68	76	60	54	44	54		717
Total Landline Calls	1,454	1,141	1,230	1,088	1,166	1,141	1,320	1,231	1,123	1,080	886	868	13,728
Cell Phone Calls													
Lexington County	24,676	22,466	19,465	25,166	27,629	27,083	28,263	27,412	25,581	25,591	23,731	25,723	302,786
Batesburg/Leesville	235	218	243	189	109	165	141	223	175	274	251	245	2,468
Cayce	408	414	419	456	453	454	471	555	512	530			4,672
West Columbia	888	868	994	996	1,171	1,038	1,101	1,050	723	1,050	822		10,701
Total Cell Phone Calls	26,207	23,966	21,121	26,807	29,362	28,740	29,976	29,240	26,991	27,445	24,804	25,968	320,627
Text Calls													
Lexington County				26	40	42	27	27	58	37	47	83	387
Batesburg/Leesville													0
Cayce													0
West Columbia													0
Total Text Calls	0	0	0	26	40	42	27	27	58	37	47	83	387
VOIP Phone Calls													
Lexington County	969	783	910	903	991	967	1,039	1,062	971	946	992	925	11,458
Batesburg/Leesville	29	33	20	13	18	29	26	39	20	35	47	49	358
Cayce	115	90	80	73	95	122	82	72	72	70			871
West Columbia	145	134	164	144	137	122	135	170	80	114	93		1,438
Total VOIP Calls	1,258	1,040	1,174	1,133	1,241	1,240	1,282	1,343	1,143	1,165	1,132	974	14,125
Outgoing Phone Calls													
Lexington County	8,933	7,665	8,480	8,551	9,035	8,677	9,493	9,490	8,848	8,609	5,061	4,930	97,772
Batesburg/Leesville													0
Cayce													0
West Columbia													0
Total Outgoing Calls	8,933	7,665	8,480	8,551	9,035	8,677	9,493	9,490	8,848	8,609	5,061	4,930	97,772
Total Telephone Calls													
Lexington County	35,911	31,943	29,950	35,573	38,776	37,796	40,024	39,100	36,433	36,104	30,636	32,514	424,760
Batesburg/Leesville	290	270	306	241	137	211	184	291	268	403	325	309	3,235
Cayce	546	535	519	546	573	605	578	660	605	621	0	0	5,788
West Columbia	1,105	1,064	1,230	1,245	1,358	1,228	1,312	1,280	857	1,208	969	0	12,856
Total Telephone Calls	37,852	33,812	32,005	37,605	40,844	39,840	42,098	41,331	38,163	38,336	31,930	32,823	446,639
Law Enforcement CAD Events													
Airport PD	39	23	40	25	23	37	32	33	40	31	47	34	404
Animal Control	890	711	945	792	757	905	875	849	814	804	733	776	9,851
Chapin PD	177	204	270	232	279	217	259	278	255	251	244	218	2,884
Coroner	99	64	68	73	96	87	76	77	77	72	85	77	951
Gaston PD	273	204	377	347	308	317	411	421	351	251	259	306	3,825
Irmo PD	1,143	1,136	1,411	1,394	1,360	1,353	1,217	1,168	1,152	1,086	1,121	1,118	14,659
Lexington PD	2,915	2,672	3,266	3,020	3,160	3,115	3,337	2,950	2,922	2,796	2,929	3,250	36,332
Pelion PD	179	142	186	224	232	211	232	190	141	168	195	164	2,264
Pineridge PD	76	66	94	133	131	106	103	113	142	122	124	158	1,368
South Congaree PD	311	358	424	387	389	366	421	348	361	429	410	345	4,549
Springdale PD	719	654	851	689	605	660	774	697	840	662	569	568	8,288
Swansea PD	147	120	152	134	150	175	380	366	351	303	275	278	2,831
Total Municipal LE CAD Events	6,968	6,354	8,084	7,450	7,490	7,549	8,117	7,490	7,446	6,975	6,991	7,292	88,206
Sheriff's Department	18,682	19,092	20,313	19,935	21,964	22,474	24,565	20,684	19,485	20,105	20,095	20,310	247,704

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Total Law Enforcement CAD Events	25,650	25,446	28,397	27,385	29,454	30,023	32,682	28,174	26,931	27,080	27,086	27,602	335,910	
EMS CAD Events	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS	
Lexington County EMS	5,375	4,463	5,117	5,322	5,487	5,317	5,792	6,545	5,187	4,912	4,964	5,620	64,101	
Fire Service CAD Events	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS	
Lexington County Fire	1,618	1,401	1,647	1,722	1,686	1,602	1,728	1,948	1,677	1,594	1,701	1,828	20,152	
Irmo Fire	403	326	380	407	437	411	446	461	410	439	460	508	5,088	
Airport Fire	0	3	2	2	8	4	0	1	2	1	2	4	29	
Batesburg Fire	74	80	76	71	103	94	93	104	86	62	105	94	1,042	
West Columbia Fire	218	179	220	220	256	253	261	302	214	232	288	303	2,946	
Total Fire CAD Events	2,313	1,989	2,325	2,422	2,490	2,364	2,528	2,816	2,389	2,328	2,556	2,737	26,311	
Miscellaneous Activity	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS	
Complaints	2	0	1	1	3	1	1	0	0	0	1	2	12	
Attaboys	3	1	2	1	4	1	0	0	0	0	1	0	13	
NCIC Entries/Deletions/CCH	311	327	317	280	287	354	357	424	284	247	317		3,505	
Tape Request Completed	170	213	282	68	161	159	213	264	222	94	191	115	2,152	
Vacancies/Apps in Progress	11/27	14/13	15/8	15/19	14/17	10/17	15/15	17/38	17/14	17/38	12/55	9/18		
Dispatch Times	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly	
EMS - A/O Calls - % under 4 min	84%	86%	85%	83%	87%	85%	85%	82%	83%	83%	81%	71%		
B/C Calls - % under 3 min	71%	69%	72%	76%	76%	73%	73%	70%	70%	67%	67%	60%		
D Calls - % under 2 min	29%	35%	39%	42%	39%	37%	41%	34%	29%	29%	33%	24%		
E Calls - under 1 min	32%	39%	35%	55%	34%	27%	37%	43%	26%	27%	16%	15%		
FIRE - A/O Calls - % under 4 min	95%	93%	93%	94%	97%	93%	94%	95%	95%	97%	96%	93%		
B/C Calls - % under 3 min	85%	89%	87%	87%	89%	89%	89%	88%	89%	89%	88%	84%		
D Calls - % under 2 min	94%	95%	93%	93%	93%	93%	93%	94%	95%	94%	95%	92%		
E Calls -% under 1 min	76%	74%	71%	73%	76%	80%	78%	67%	78%	69%	74%	57%		
LAW - A/O Calls - % under 4 min	66%	60%	68%	67%	71%	70%	64%	65%	67%	68%	66%	61%		
B/C Calls - % under 3 min	46%	46%	46%	47%	51%	47%	45%	44%	46%	48%	50%	46%		
D Calls - % under 2 min	21%	22%	21%	24%	25%	21%	22%	23%	23%	25%	25%	25%		
E Calls -% under 1 min	64%	67%	47%	47%	29%	31%	59%	23%	43%	38%	50%	42%		
% of 911 Telephone Calls Answered	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly	
Within 10 Seconds	92.07%	92.37%	93.22%	94.36%	92.29%	88.99%	81.62%	81.18%	79.71%	84.09%	94.06%	94.72%	88.85%	
Within 20 Seconds	93.66%	94.64%	94.91%	95.79%	94.23%	91.32%	85.69%	85.06%	83.45%	86.88%	95.72%	96.37%	91.30%	
Within 30 Seconds	94.93%	96.03%	96.15%	96.91%	95.51%	93.29%	88.89%	87.96%	86.65%	89.29%	96.93%	97.44%	93.23%	
Shift Comparison % of 911 Calls Answered	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly	
A Shift Dispatchers within 10 Seconds	91.13%	83.80%	87.96%	92.14%	88.58%	85.19%	82.03%	79.72%	76.08%	81.07%	96.89%	92.17%	86.40%	
B Shift Dispatchers within 10 Seconds	89.09%	83.63%	95.18%	91.22%	89.74%	86.13%	76.60%	76.60%	83.25%	73.18%	92.40%	92.67%	85.81%	
C Shift Dispatchers within 10 Seconds	89.07%	90.43%	91.82%	91.34%	85.96%	80.77%	76.81%	77.51%	79.12%	86.96%	92.73%	93.74%	86.36%	
D Shift Dispatchers within 10 Seconds	86.74%	90.78%	85.60%	88.15%	84.17%	83.10%	75.30%	72.75%	73.87%	76.67%	86.79%	91.23%	82.93%	
Call Takers	94.40%	94.50%	95.38%	96.09%	95.07%	91.70%	84.75%	85.18%	82.08%	89.08%	95.66%	97.07%	91.75%	
Budget Informtion	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS	
Lexington CMRS	\$		131,125.50	Both Q combined in 1Q										\$ 131,125.50
Quarterly Wireles Funds (ALL)	\$		312,228.10	\$ 319,598.64										\$ 631,826.74
CMRS -Cayce	\$		5,002.94	\$		5,004.58	\$		5,004.58				\$ 15,012.10	
CMRS -West Columbia	\$		5,031.15	\$		3,408.16							\$ 8,439.31	
CMRS- Batesburg	\$		4,123.97	\$		10,885.34	\$		17,333.06				\$ 32,342.37	
Tape Fees Collected	\$ 115.00	\$ 545.00	\$ 260.00	\$ 140.00	\$290.00	\$ 393.70	\$ 288.34	\$ 726.90	\$ 499.82	\$ 265.22	\$ 300.22	\$ 394.60	\$ 4,218.80	
Special Projects	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS	
Public Education Events	0	0	0	1	0	1	3	0	0	3	0	0	8	
Recruitment Events	0	0	0	0	0	0	0	0	0	1	1	1	3	