

PERFORMANCE INDICATORS

911 Communications 2024

Landline Telephone Calls	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Lexington County	728	454	699	440	416	397	375	343	286	263	294	326	5,021
Batesburg/Leesville													0
Cayce													0
West Columbia													0
Total Landline Calls	728	454	699	440	416	397	375	343	286	263	294	326	5,021
Cell Phone Calls													
Lexington County	21,776	20,407	22,373	22,345	23,767	22,508	23,850	23,413	24,267	22,832	21,441	21,062	270,041
Batesburg/Leesville													0
Cayce													0
West Columbia													0
Total Cell Phone Calls	21,776	20,407	22,373	22,345	23,767	22,508	23,850	23,413	24,267	22,832	21,441	21,062	270,041
Text Calls													
Lexington County	55	31	43	51	49	46	49	77	117	80	51	66	715
Batesburg/Leesville													0
Cayce													0
West Columbia													0
Total Text Calls	55	31	43	51	49	46	49	77	117	80	51	66	715
VOIP Phone Calls													
Lexington County	913	894	964	999	1,108	1,067	1,103	1,100	1,013	1,096	1,052	1,047	12,356
Batesburg/Leesville													0
Cayce													0
West Columbia													0
Total VOIP Calls	913	894	964	999	1,108	1,067	1,103	1,100	1,013	1,096	1,052	1,047	12,356
Outgoing Phone Calls													
Lexington County	6,117	5,624	6,344	6,259	7,082	6,844	7,278	7,062	7,503	6,624	6,228	6,055	79,020
Total Outgoing Calls	6,117	5,624	6,344	6,259	7,082	6,844	7,278	7,062	7,503	6,624	6,228	6,055	79,020
Total Telephone Calls													
Lexington County	29,589	27,410	30,423	30,094	32,422	30,862	32,655	31,995	33,186	30,895	29,066	28,556	367,153
Batesburg/Leesville	0	0	0	0	0	0	0	0	0	0	0	0	0
Cayce	0	0	0	0	0	0	0	0	0	0	0	0	0
West Columbia	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Telephone Calls	29,589	27,410	30,423	30,094	32,422	30,862	32,655	31,995	33,186	30,895	29,066	28,556	367,153
Law Enforcement CAD Events													
Airport PD	36	46	37	33	44	36	37	40	22	29	32	46	438
Animal Control	962	788	918	710	944	979	1,106	1,126	962	1,175	942	932	11,544
Chapin PD	203	278	263	269	304	276	279	314	295	268	331	263	3,343
Coroner	86	97	67	9	96	80	65	78	72	111	91	102	954
Gaston PD	294	232	251	312	307	343	307	308	318	305	262	325	3,564
Irmo PD	940	871	946	994	898	859	1,031	991	827	819	865	876	10,917
Lexington PD	2,644	2,594	2,689	2,792	2,841	2,878	2,640	2,721	2,464	2,535	2,308	2,439	31,545
Pelion PD	185	199	230	182	194	144	161	227	205	195	198	199	2,319
Pineridge PD	218	239	268	206	216	192	245	239	146	190	162	150	2,471
South Congaree PD	308	292	321	207	147	150	194	170	141	140	230	273	2,573
Springdale PD	550	488	544	598	599	470	663	523	475	439	443	367	6,159
Swansea PD	172	245	276	241	211	204	145	148	101	111	110	127	2,091
Total Municipal LE CAD Events	6,598	6,369	6,810	6,553	6,801	6,611	6,873	6,885	6,028	6,317	5,974	6,099	77,918
Sheriff's Department	18,024	16,470	16,721	17,358	18,338	18,084	18,964	17,962	17,133	16,697	15,625	16,205	207,581

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Total Law Enforcement CAD Events	24,622	22,839	23,531	23,911	25,139	24,695	25,837	24,847	23,161	23,014	21,599	22,304	285,499
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EMS CAD Events	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Lexington County EMS	5,981	5,632	5,937	5,804	6,154	5,949	6,147	6,311	6,320	6,511	6,150	6,509	73,405
Fire Service CAD Events	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Lexington County Fire	2,018	1,832	1,959	1,890	1,880	1,874	1,807	1,929	2,519	1,986	1,863	1,995	23,552
Irmo Fire	514	425	460	487	432	435	488	545	611	517	477	509	5,900
Airport Fire	3	4	4	5	3	3	7	1	2	2	4	2	40
Batesburg Fire	121	93	134	105	102	103	122	97	166	128	109	114	1,394
West Columbia Fire	315	283	321	329	315	285	272	353	427	455	384	424	4,163
Total Fire CAD Events	2,971	2,637	2,878	2,816	2,732	2,700	2,696	2,925	3,725	3,088	2,837	3,044	30,886
Miscellaneous Activity	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Complaints	-	-	-	-	-	-	32	7	8	8	12	1	68
Attaboys	1	1	0	1	0	1	1	0	2	4	7	5	23
NCIC Entries/Deletions/CCH	260	260	285	238	258	242	251	270	250	266	506	153	3,239
Tape Request Completed	52	155	117	111	129	114	168	161	82	112	133	171	1,505
Vacancies/Apps in Progress	/81	/3	/16		/69	/20	/8			/29		/37	/263
Dispatch Times	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly
EMS - A/O Calls - % under 4 min	74%	80%	67%	64%	64%	65%	70%	69%	65%	68%	70%	67%	69%
B/C Calls - % under 3 min	61%	65%	62%	62%	59%	58%	63%	65%	65%	66%	63%	63%	63%
D Calls - % under 2 min	24%	27%	26%	25%	24%	23%	27%	26%	27%	25%	27%	26%	26%
E Calls - under 1 min	20%	22%	19%	12%	16%	26%	16%	18%	19%	26%	24%	17%	20%
FIRE - A/O Calls - % under 4 min	94%	95%	91%	94%	92%	92%	92%	93%	90%	93%	91%	94%	93%
B/C Calls - % under 3 min	86%	89%	91%	87%	87%	86%	86%	85%	75%	88%	87%	89%	86%
D Calls - % under 2 min	94%	95%	95%	94%	95%	94%	95%	94%	93%	95%	95%	94%	94%
E Calls -% under 1 min	81%	93%	93%	93%	82%	71%	88%	77%	83%	75%	81%	81%	83%
LAW - A/O Calls - % under 4 min	47%	48%	51%	51%	47%	51%	45%	47%	46%	46%	49%	49%	48%
B/C Calls - % under 3 min	34%	34%	36%	35%	36%	37%	33%	32%	32%	33%	36%	34%	34%
D Calls - % under 2 min	47%	50%	49%	48%	46%	46%	44%	43%	44%	47%	46%	50%	47%
E Calls -% under 1 min	27%	25%	50%	43%	27%	33%	28%	26%	25%	30%	23%	22%	30%
% of 911 Telephone Calls Answered	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly
Within 10 Seconds	84.61%	90.92%	90.32%	90.70%	91.79%	89.88%	92.60%	92.63%	91.41%	94.60%	95.03%	94.72%	92%
Within 20 Seconds	87.22%	93.70%	93.64%	94.23%	93.78%	93.72%	95.63%	95.22%	94.72%	96.90%	97.36%	97.12%	94%
Within 30 Seconds	89.62%	95.41%	95.57%	95.72%	95.14%	96.96%	98.30%	97.63%	96.45%	98.56%	98.57%	98.19%	96%
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	74.09%	81.52%	83.73%	80.17%	78.80%	89.90%	88.21%	87.18%	79.29%	88.31%	89.17%	84.87%	84%
B Shift Dispatchers within 10 Seconds	64.72%	83.36%	76.43%	77.90%	79.37%	66.01%	86.78%	91.17%	83.93%	83.69%	93.28%	81.72%	81%
C Shift Dispatchers within 10 Seconds	80.24%	85.02%	81.86%	86.25%	85.96%	91.14%	89.76%	89.57%	86.03%	92.79%	87.70%	91.06%	87%
D Shift Dispatchers within 10 Seconds	80.40%	83.60%	81.29%	83.91%	84.93%	84.26%	92.83%	83.45%	87.79%	90.07%	93.32%	88.63%	86%
Call Takers	88.71%	94.73%	93.36%	92.95%	93.79%	94.26%	95.14%	95.07%	93.65%	97.08%	97.14%	96.01%	94%
Budget Informtion	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTALS
Lexington CMRS													\$ -
Quarterly Wireles Funds (ALL)													\$ -
CMRS -Cayce													\$ -
CMRS -West Columbia													\$ -
CMRS- Batesburg													\$ -
Tape Fees Collected													\$ -

PERFORMANCE INDICATORS

911 Communications 2024

<i>Special Projects</i>	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	<i>TOTALS</i>
Public Education Events							2	4	1	2	1		10
Recruitment Events													0