

Date	911	911 Abdn	Total 911	911 Abdn Percentage	Admin Outbound	Admin Inbound	Admin Inbound Abandoned	Unparsed Other	Total Admin	Total All Calls	Average Call Duration
Aug-17	3119	150	3269	4.59%	2976	1029	3	0	4008	7277	80.5
PSAP Totals	3119	150	3269	4.59%	2976	1029	3	0	4008	7277	80.5

Call Hour	Answer Times in Seconds								Total	% Answered ≤ 10 Secs	% Answered ≤ 15 Secs	% Answered ≤ 40 Secs
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+					
00:00	76	0	0	0	0	0	0	76	100.00%	100.00%	100.00%	
01:00	58	0	0	0	0	0	0	58	100.00%	100.00%	100.00%	
02:00	60	1	0	0	0	0	0	61	98.36%	100.00%	100.00%	
03:00	29	1	0	0	0	0	0	30	96.67%	100.00%	100.00%	
04:00	31	0	0	0	0	0	0	31	100.00%	100.00%	100.00%	
05:00	37	0	0	0	0	0	0	37	100.00%	100.00%	100.00%	
06:00	42	0	0	0	0	0	0	42	100.00%	100.00%	100.00%	
07:00	85	1	0	0	0	0	0	86	98.84%	100.00%	100.00%	
08:00	97	3	0	0	0	0	0	100	97.00%	100.00%	100.00%	
09:00	123	11	0	0	0	0	0	134	91.79%	100.00%	100.00%	
10:00	177	6	0	0	0	0	0	183	96.72%	100.00%	100.00%	
11:00	196	2	1	0	0	0	0	199	98.49%	99.50%	100.00%	
12:00	245	8	1	0	0	0	0	254	96.46%	99.61%	100.00%	
13:00	201	17	1	0	0	0	0	219	91.78%	99.54%	100.00%	
14:00	194	9	1	0	0	0	0	204	95.10%	99.51%	100.00%	
15:00	184	13	2	1	0	0	0	200	92.00%	98.50%	100.00%	
16:00	193	8	0	0	0	0	0	201	96.02%	100.00%	100.00%	
17:00	208	9	1	2	0	0	0	220	94.55%	98.64%	100.00%	
18:00	155	9	1	0	0	0	0	165	93.94%	99.39%	100.00%	
19:00	179	6	0	0	0	0	0	185	96.76%	100.00%	100.00%	
20:00	247	3	0	0	0	0	0	250	98.80%	100.00%	100.00%	
21:00	139	3	1	0	0	0	0	143	97.20%	99.30%	100.00%	
22:00	101	3	0	0	0	0	0	104	97.12%	100.00%	100.00%	
23:00	84	3	0	0	0	0	0	87	96.55%	100.00%	100.00%	
Total	3,141	116	9	3	0	0	0	3,269				
Overall Percentage:	96.08%	3.55%	0.28%	0.09%	0.00%	0.00%	0.00%	100.00%				
% answer time ≤ 15 seconds	99.63%											
% answer time ≤ 40 seconds	100.00%											