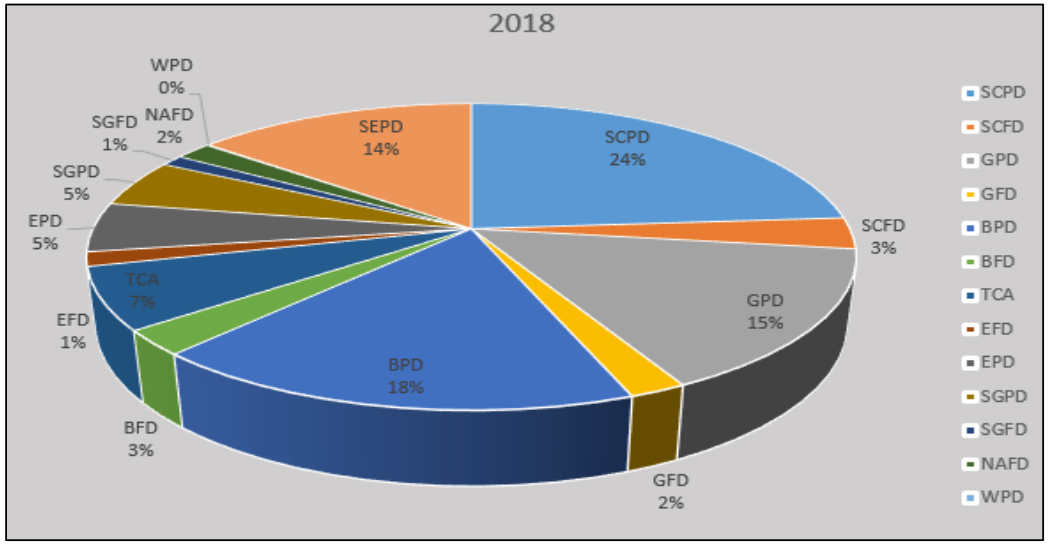
Tri-Com Central Dispatch
2018 Yearly Performance Summary




| | 2017 | 2018 |
|---|---|---|
| SCPD | 28897 | 28194 |
| SCFD | 3762 | 3920 |
| GPD | 19318 | 17900 |
| GFD | 2436 | 2413 |
| BPD | 22485 | 20861 |
| BFD | 2946 | 3128 |
| TCA | 7404 | 7752 |
| EFD | 1774 | 1779 |
| EPD | 4006 | 6164 |
| NAFD | 2154 | 2189 |
| SGPD | 6022 | 5942 |
| SGFD | 1402 | 1357 |
| WPD | 125 | 108 |
| SEPD | 13767 | 16704 |

* Billable Calls for Service

Calls For Service Dispatched

| 2018 | 2017 | Difference |
|---|---|---|
| 118411 | 116498 | 1913 |

| Public Safety Answering Point | | Total Calls | Incoming Calls | Out Going Calls |
|---|---|---|---|---|
| Year | 2017 | 134,830 | 103,712 | 31,118 |
| Year | 2018 | 136,742 | 103,272 | 33,470 |

| | | |
|---|---|---|
| Hardline 9-1-1 calls for the year | 11,916 | 30% |
| Wireless 9-1-1 calls for the year | 28,380 | 70% |

| Text to 911 Calls | JAN | FEB | MAR | APR | MAY | JUNE | JULY | AUGUST | SEPT | OCT | NOV | DEC | TOTAL |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Call for Assistance | 1 | 1 | 2 | 3 | 0 | 0 | 1 | 1 | 2 | 1 | 1 | 0 | 13 |
| Accidental Dial | 0 | 2 | 2 | 0 | 1 | 1 | 2 | 3 | 0 | 1 | 0 | 0 | 12 |
| Test Call | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |