



AUSTIN POLICE DEPARTMENT EMERGENCY COMMUNICATIONS

Public Safety Commission
July 11, 2011

911 Calls

	2011 (Jan 1 – June 30)	2010 (Jan 1 – Dec 31)
Calls Answered in \leq 10 sec	97%	97%
Calls Offered	393,783	815,990
Calls Answered	393,049	798,346
Total Abandoned Calls <i>after receiving the recording</i>	607	6,317

*NENA & APCO recommended standard 90% in 10 seconds

911 Calls – All Sources

Apr - Dec 2010*	Calls	Recording	Average Wait	Max Wait
911	455,479	10,674	0:02	7:24
7 Digit 911 from 311	84,006	1,982	0:03	13:34
10 digit outside Austin Area	33,879	692	0:02	8:42
911 from TCSO	5,972	152	0:02	3:20
Totals	579,479	13,590	0:02	
Jan - Jun 2011	Calls	Recording	Average Wait	Max Wait
911	296,012	7,617	0:02	4:15
7 Digit 911 from 311	60,053	1,659	0:02	16:58
10 digit outside Austin Area	292,206	905	0:03	19:17
911 from TCSO	3,486	73	0:02	1:51
Totals	388,757	10,254	0:03	

* Apr 2010 new reporting system brought on line in by CAPCOG



Projects - WIP

- Forecasting and Scheduling Software Application
- ECATs Business Intelligence Reporting Software