

Call Data
June-November 2013
Public Records Request #1223

COMPLAINT UNIT TELEPHONE REPORT						
MONTH	911	3211	3333	ABANDONED	ADDTNL SERVICES	Total
Jun	13,731	9,425	17,742	5,331	6,268	52,497
Jul	13,252	9,564	18,201	4,331	5,983	51,331
Aug	14,601	11,846	22,998	*1436	DATA UNAVAILABLE	49,445
Sep	13,811	9,230	18,073	4,546	5,833	51,493
Oct	12,879	9,042	17,204	4,239	5,801	49,165
Nov	11,641	8,218	15,166	5,505	5,534	46,064
TELEPHONE PROFICIENCY DATA [Seconds]						
2013 ANSWERING SPEED						
Month	911	3211	3333			
June	18	24	49			
July	12	16	35			
August	15	19	34			
September	14	17	37			
October	13	16	34			
November	13	17	28			
Average Handling Time Per Call						
Month	TALK	WORK	TOTAL			
June	130	56	186			
July	128	57	185			
August	137	65	202			
September	130	56	186			
October	129	64	193			
November	130	68	198			

*Data based on estimations or the data was not available at all due to system failure during the month.