

El Paso – Teller County Enhanced 9-1-1 Authority Board

Number: 4.19

Replaces:

Date Issued: April 01, 1995

Revised: April 22, 2009

Date Effective: May 01, 2009

Subject: Monthly STATISICAL Reporting Requirements

POLICY: THE EL PASO – TELLER ENHANCED 9-1-1 SYSTEM, THROUGH THE SYSTEM MANAGER SHALL PREPARE A MONTHLY STATISICAL REPORT OF 9-1-1 CALLS.

1. PROCESS:

THE SYSTEM MANAGER, USING THE 9-1-1 MANAGEMENT INFORMATION SOFTWARE SHALL PREPARE A MONTHLY REPORT OF THE FOLLOWING INFORMATION:

- A. TOTAL NUMBER OF WIRE LINE 9-1-1 CALLS RECEIVED.
- B. TOTAL NUMBER OF WIRELESS 9-1-1 CALLS RECEIVED.
- C. TOTAL NUMBER OF VOICE INTERNET (VOIP) CALLS RECEIVED.
- D. TOTAL NUMBER OF CALLS TRANSFERRED FROM THE PSAP.
- E. TOTAL NUMBER OF ABANDONED CALLS FOR THE PSAP.
- F. AVERAGE TIME TO ANSWER ALL 9-1-1 CALLS.
- G. AVERAGE TIME TALKING TO THE CALLING PARTY.
- H. NUMBER OF PERSONNEL ASSIGNED TO THE PSAP

2. PUBLICATION OF THE REPORT:

ONCE THE STATISICAL REPORTS ARE PREPARED THEY WILL BE PROVIDED TO THE AUTHORITY BOARD OF DIRECTORS, PSAP MANAGERS, AND POSTED ON THE AUTHORITY WEBSITE.

3. SPECIAL REPORTS:

THE SYSTEM MANAGER WILL PREPARE OR ASSIST AN AGENCY IN THE PREPARATION OF ADDITIONAL REPORTS REQUESTED BY THEIR AGENCY. THESE REPORTS SHALL INCLUDE ONLY INFORMATION THAT IS AVAILABLE THROUGH THE 9-1-1 MANAGEMENT INFORMATION SOFTWARE PROVIDED BY THE THEN CURRENT 9-1-1 SOFTWARE VENDOR.