



NOTICE and AGENDA for

Kalamazoo County Consolidated Dispatch Authority

Technical Advisory Committee

January 8, 2025

PLEASE TAKE NOTICE that a REGULAR Meeting of the Kalamazoo County Consolidated Dispatch Authority Technical Advisory Committee will be held on **Wednesday, January 8th** at 10:00 a.m. in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo Michigan for consideration of items, namely, on this Agenda.

ITEM 1 – CALL TO ORDER

ITEM 2 – ROLL CALL

Western Michigan University Public Safety <i>Scott Merlo, Chairperson</i> (Alt. Ryan McGregor)	Michigan State Police <i>Scott Ernstes, Vice-Chairperson</i> (Alt. Dale Hinz)	
Kalamazoo Department of Public Safety <i>Matt Huber</i> (Alt. Chris Franks)	Kalamazoo County Sheriff's Office <i>Richard Fuller</i> (Alt. James VanDyken)	
Township of Kalamazoo Police Department <i>Bryan Ergang</i> (Alt. Scott Jackson)	Portage Department of Public Safety <i>Nick Arnold</i> (Alt. Jeff VanderWiere)	
Kalamazoo County Medical Control Authority <i>Michael Bentley</i> (Alt. William Fales)	Kalamazoo County Fire Chief's Association <i>Gerry Luedecking</i> (Alt. Chip Everett)	

ITEM 3 – ORGANIZATIONAL ITEMS

- A. Election of Chair and Vice-Chair

ITEM 4 – APPROVAL OF MEETING MINUTES

- B. Regular Meeting Minutes from November 6, 2024

ITEM 5 – CITIZENS' TIME

The Committee welcomes members of the public to express their ideas or concerns about issues affecting Kalamazoo County Consolidated Dispatch Authority. Members of the public wishing to speak are requested to stand and state their full name and address for the record. Each member of the public is limited to four minutes or less.

ITEM 6 – FOR CONSIDERATION

- A. Administrative Monthly Report
- B. Old Business
 - 1. UPDATE: Imprivata – Two Factor Authentication
 - 2. UPDATE: Radio Template Update
 - 3. UPDATE: AI Non-Emergency Call Taking
- C. New Business
 - 1. CAD WebView Demo – Emergency Mgmt. Test User

ITEM 7 – OTHER ITEMS

- D. Announcements and Member Comments
- E. Next Meeting – March 5th, 2025

ITEM 8 – ADJOURNMENT

KCCDA meetings are open to all without regard to religion, race, color, national origin, sex, sexual orientation, gender identity or expression, height, weight, familial status, marital status, disability, or any other legally protected class. The KCCDA will provide special aid or assistance to attend a KCCDA meeting and will provide necessary reasonable auxiliary aids and services, such as signers for the hearing impaired and audio tapes of printed materials being considered at the meeting/hearing, to individuals with disabilities, upon four (4) business days' notice to the KCCDA. Individuals with disabilities requiring auxiliary aids or services should contact KCCDA by emailing admin@kccda911.org or calling (269) 488-8911.



MEETING MINUTES

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE November 6, 2024 – Regular Meeting

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Technical Advisory Committee was called to order by Chief Bryan Ergang at 10:00 a.m. on Wednesday, November 6, 2024, in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan.

ITEM 2 –ROLL CALL

Members Present: Ryan McGregor (WMUPD), Matt Huber (KDPS), Bryan Ergang (KTPD), Mike Bentley (KCMCA), Logan Bishop (KCSO), Nicholas Arnold (PDPS), Gerry Leudecking (KCFCA)

Others Present: Chris Franks, Jeff Heppler, Jeff Troyer, Torie Rose, Jon Moored, Justin Johnson, and Chris McComb

ITEM 3 - APPROVAL OF MEETING MINUTES

A. Regular Meeting Minutes from September 4, 2024

"Motion by Mr. Arnold, second by Mr. McGregor to approve the Regular Meeting Minutes from September 4, 2024, as presented."

On a voice vote, **MOTION CARRIED.**

ITEM 4 - CITIZENS' TIME

There was none.

ITEM 5 – FOR CONSIDERATION

A. Administrative Monthly Report

Mr. Troyer stated the October report was included in the packet. Dispatch transitioned to a newer version of the Equature recording system last week. He encouraged anyone that had questions to contact administration. Mr. Troyer announced KCCDA will be hosting the Government Stakeholders Holiday Luncheon again this year and the announcement will be going out soon. He noted that after lunch there will be time for some small end-of-year presentations.

B. Old Business

1. UPDATE: Conditions and Orders

Mr. Troyer stated he had no updates at this time.

2. UPDATE: Two Factor Authentication Requirement

Mr. Troyer stated the center's two factor install was rolled out on all dispatch workstations and most administrative computers. He stated the Imprivata System is working well for dispatch, however the phone app is not working the way we want it to, so IT is working with them on that.

3. UPDATE: Radio Template Update

Mr. Troyer stated he is coordinating the county-wide template update, and it will be considered by the Board next week as part of the 2025 Budget proposal. He stated it would likely be a two- or three-day event, possibly at the expo center. He has budgeted \$60,000 for the radio refresh event that will be open to police and fire.

4. UPDATE: AI Solution Implementation – Non-Emergency Call Taking

a. Individuals Wanting to Leave Messages for Officers

Mr. Troyer stated the AI solution is close to being built out and we will be ready to test the non-emergency call solution. We are currently waiting for the 911 phone system reprogramming. The solution does provide a GIS layer for the law enforcement system online reporting systems and criteria. With training, we are hopeful the AI will give the caller an option to be referred to online reporting. Mr. Troyer requested the agencies provide an email address for the AI system to send messages to when citizens are trying to reach an officer and/or agency.

C. New Business

1. Emergency Management – MOU for access to Law Enforcement Incidents

Mr. Troyer stated that County Administrator Kevin Catlin now oversees Emergency Management. Dispatch has provided him with CAD Webviewer access but being a non-criminal agency, they have not been given access to law enforcement incidents. We need to be CJIS compliant so the only way to give them access is to the law side is to enter into agreement like ISK for behavioral health incidents. They are requesting access for the division.

After discussion the Committee declined the request respectfully. There is a current process in place for agency command staff and dispatch to notify Emergency Management regarding incidents they should/need to know about and that alleviates CJIS violations.

2. KCCDA Telephone Numbers

Mr. Troyer stated there is a list of phone numbers to the Dispatch Center for reporting incidents, but most numbers are not for public use. He stated that (269)488-8911 should be given out to the public. Administration will send the list out again with a reminder. AI will help the agencies as much as us so all calls should be pushed to it through the 8911 number.

3. 2025 TAC Meeting Dates

Mr. Troyer stated meeting dates for next year were included in the packet. He noted the only meeting that is not on the first Wednesday is in the month of January

“Motion by Mr. Huber, second by Mr. Leudecking to approve the 2025 TAC meeting dates as presented.”

On a voice vote, **MOTION CARRIED.**

ITEM 6 – OTHER ITEMS

D. Announcements and Member Comments

Mr. Huber stated the city has an exploding unhoused population and they are trying to better capture dealing with them. He requested the addition of a disposition code for Unhoused, UH. Administration will add the disposition code.

Mr. Huber stated he appreciated everyone's help with the two campaign visits.

Mr. Troyer introduced Mike Bentley from KCMCA. Mr. Bentley will be the Primary for TAC and the Alternate for the Board.

E. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, January 8, 2024, at 10:00 am, and will be held in the Chief Switalski Meeting Room at KCCDA, 7040 Stadium Drive, Kalamazoo, MI 49009.

ITEM 7 - ADJOURNMENT

F. Adjournment

The meeting adjourned at 10:55 a.m.

KCCDA Administrative Report

December 2024

(Completed January 6, 2025)

Meetings, Discussions, Conference Calls, & Events

The following is a summary of meetings/conference calls, events, and presentations attended by KCCDA's Administrative Team during the timeframe indicated above:

- 56 – Meetings, Video/Telephone Conferences, and Presentations

Tasks and/or Projects

The following are tasks worked on by the KCCDA Administration during this period.

- **2024 CAPITAL IMPROVEMENT PROJECTS**

The following is a list of Capital Improvement Projects approved for 2024:

- *#1 – Primary PSAP UPS Battery Replacement (Budget: \$60,000)*
COMPLETE – project completed on June 20th.
- *#2 – CAD and Mobile Computing System (Budget: Software-\$1,250,000 & Servers-\$500,000)*
COMPLETE – KCCDA will not be switching systems.
- *#3 – Multi-Factor Authentication (Budget: \$40,000)*
COMPLETE – the Imprivata solution is fully deployed.
- *#4 – Dispatch Console Monitor Replacement (Budget: \$30,000)*
COMPLETE - All dispatch console monitors were replaced in February.
- *#5 – Top of Rack and Network Switches (Budget: \$75,000)*
COMPLETE – project completed on May 22nd.
- *#6 – Back-up Center Improvements (Budget: Arch/Reno-\$250,000 & Equip/Software-\$75,000)*
The Lease Agreement with the City of Portage has been fully executed and we will now begin planning and renovation phase. This project will carry forward into 2025.
- *#7 – Primary PSAP Electric/Lighting Upgrades (Budget: \$30,000)*
COMPLETE – This project was completed the week of March 11th.
- *#8 – Security Camera Upgrades (REVISION I Budget: \$10,918)*
COMPLETE – project completed on October 22nd.
- *#9 – AI Solution for Non-Emergency Call Handling (REVISION II Budget: \$98,000)*
COMPLETE – project was completed and went live on December 19th.

- **KCCDA STAFFING**

The following is a snapshot of KCCDA staffing levels as of January 6, 2025:

POSITION/TITLE	POSITIONS Budgeted	POSITIONS Filled	NOTES
ECO – I	16	10	
ECO – II	32	21	
PT ECO's	7	8	
Dispatch Supervisor	6	6	
TOTAL:	61	45	

CONGRATULATIONS to Kyra Moore, Julieta Del Toro, and Brittany Phillips for completing their ECO-I training since last months report! Dispatch Supervisor Tammy Stephenson retired on December 10th after 22 years of service and ECO-II Frank Pavey was promoted from to Dispatch Supervisor. One ECO-I trainee resigned from their duties in December.

Unfortunately, the October 2024 application process only resulted in three candidates moving to the background investigation phase. One of them withdrew during the process and another was eliminated due to unsatisfactory background, resulting in only one conditional job offer being issued. That candidate accepted another position elsewhere therefore declined the position. We have expedited our next hiring process and will begin accepting ECO applications January 7th – 14th.

- **MONTH END FINANCIALS**

The Michigan Class investment account and the Mercantile General Business Checking was reconciled against the general ledger on January 6th.

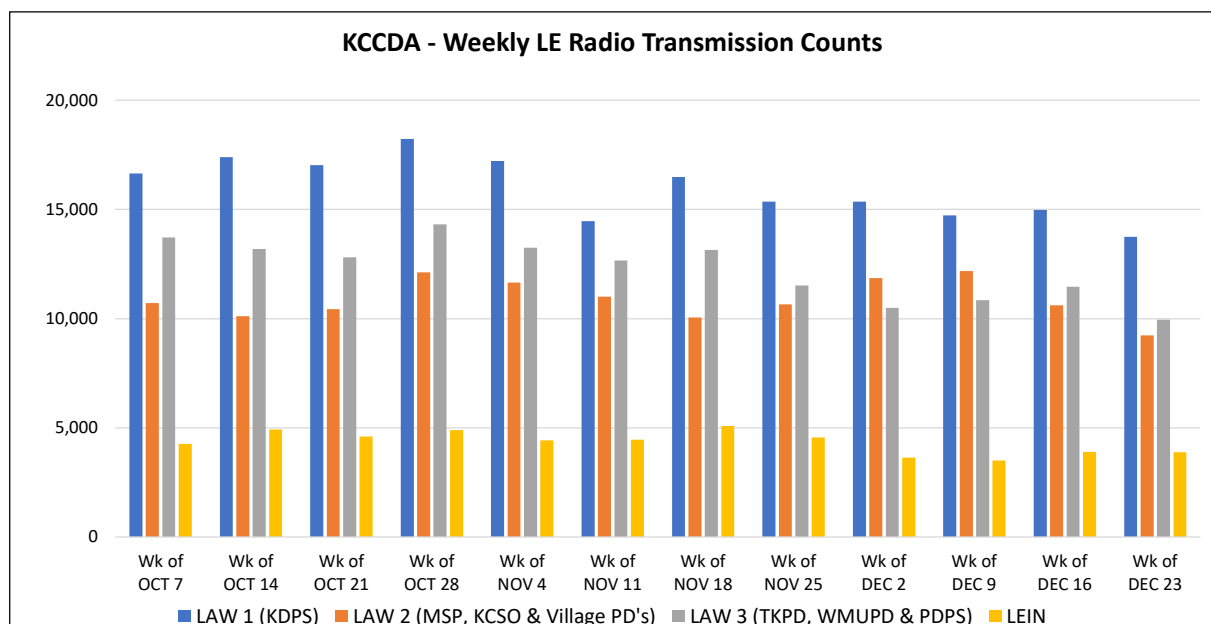
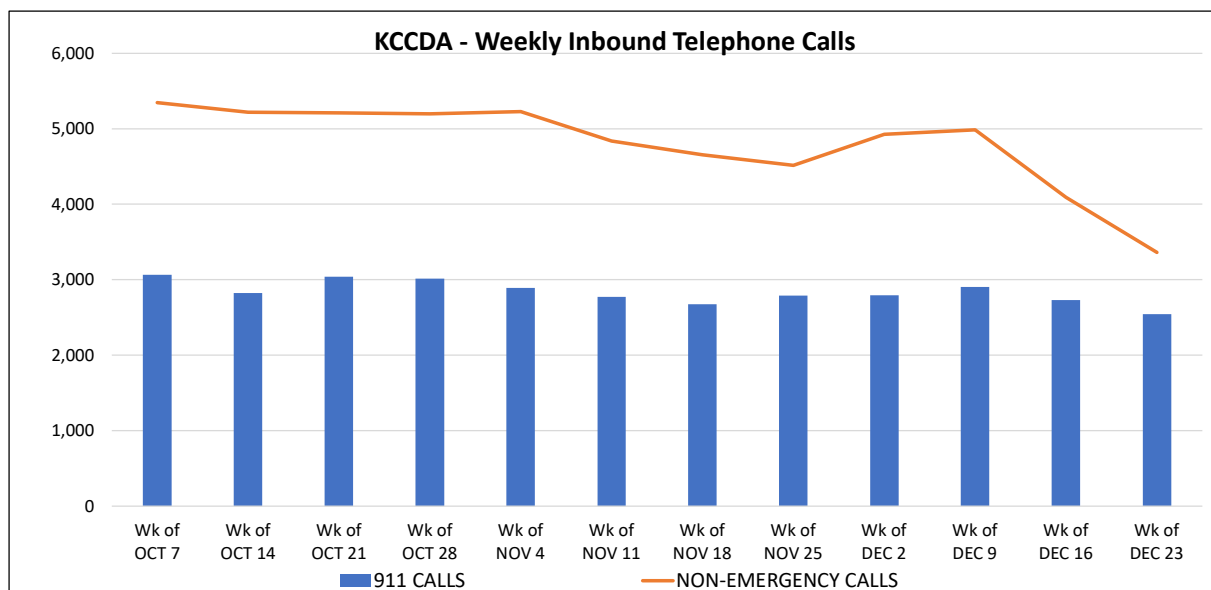
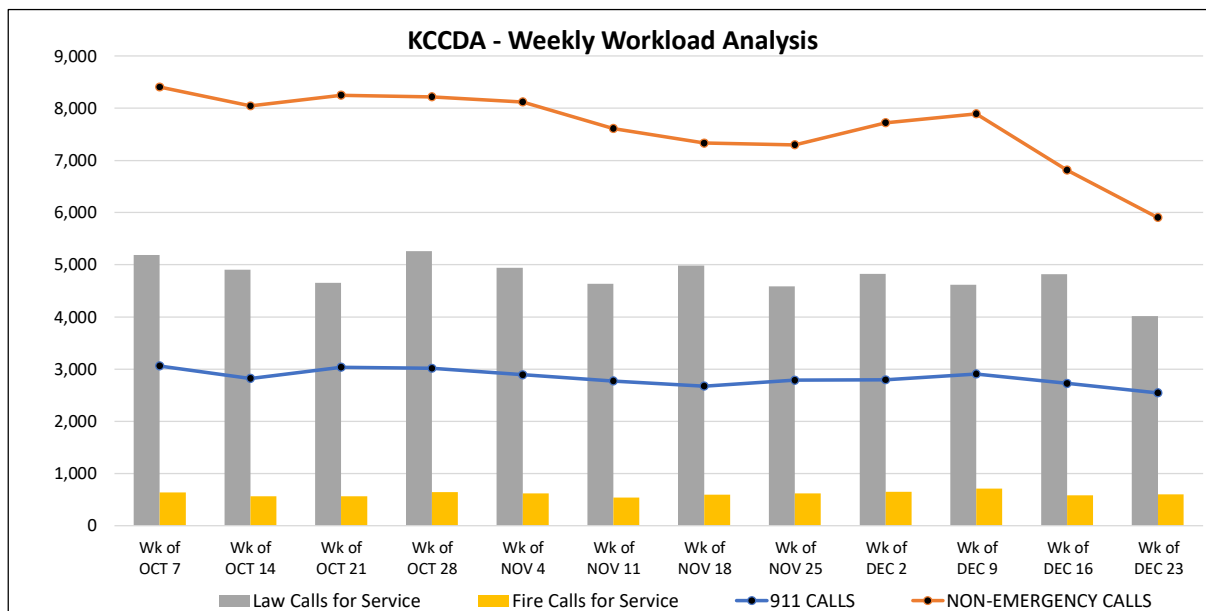
- **STATISTICS & METRICS**

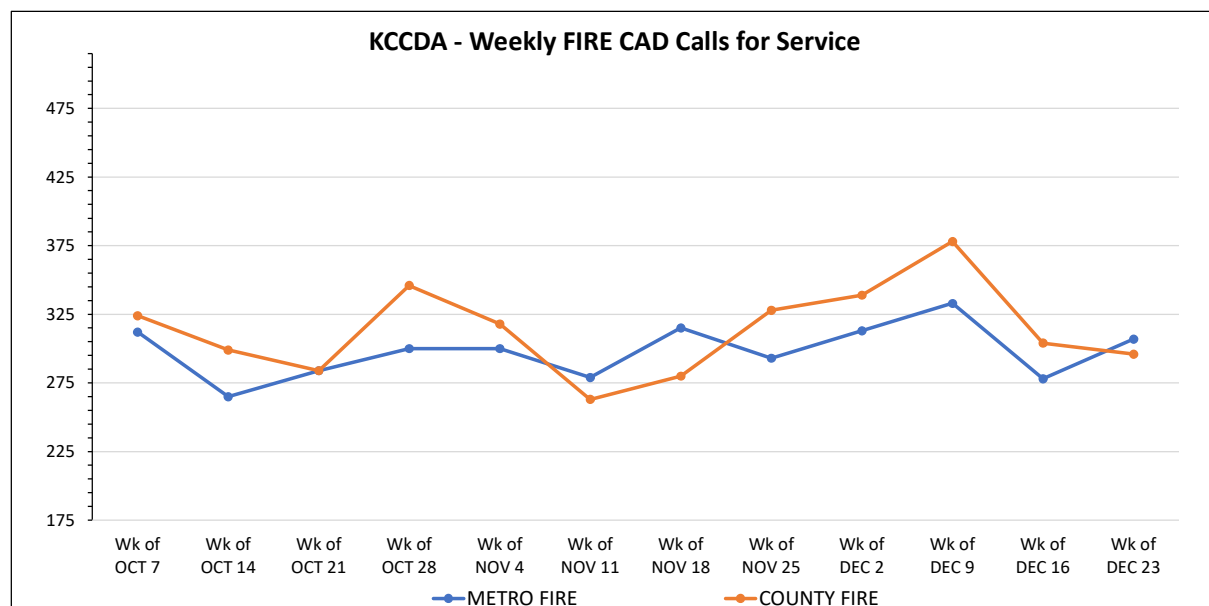
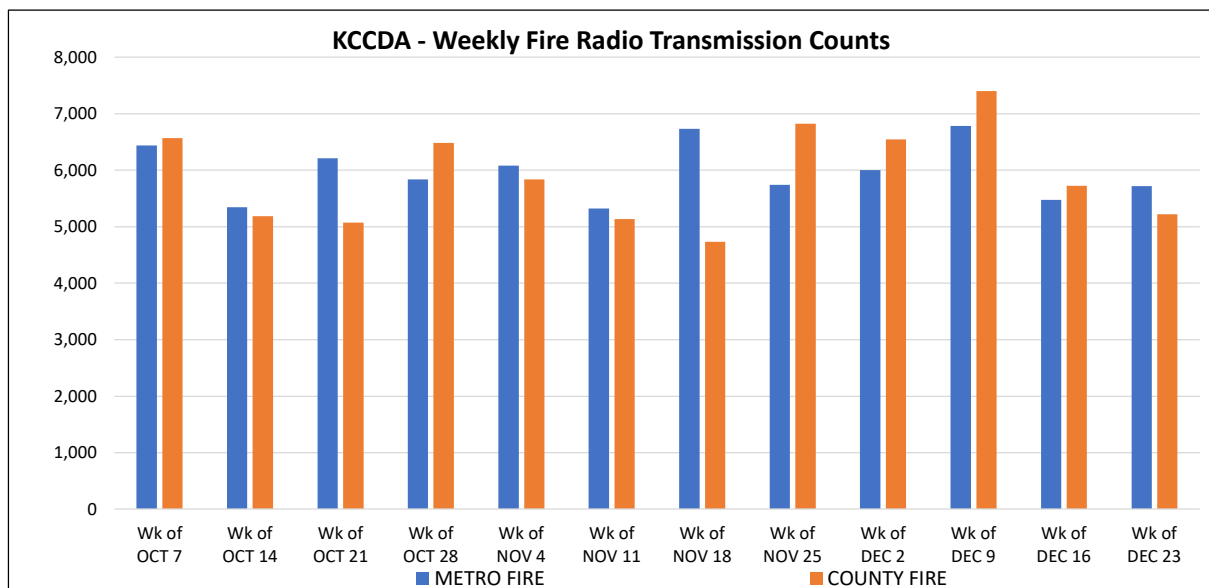
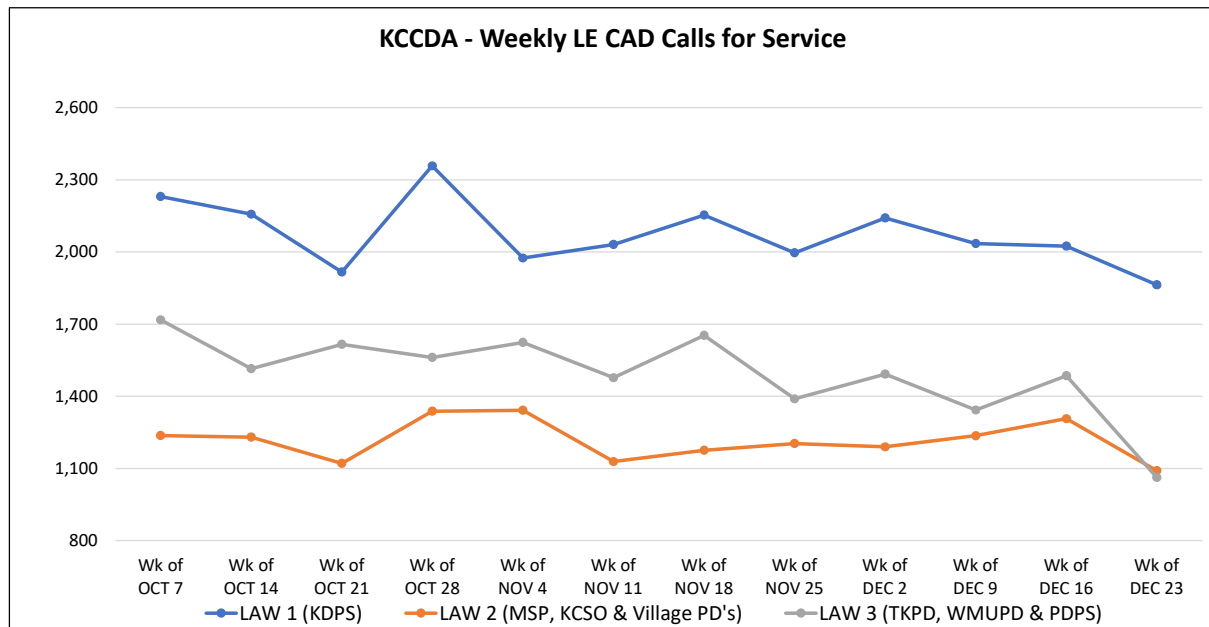
Attached are several different statistical and performance metrics reports:

- ✓ Monthly Accolades, Complaints and Suggestions
- ✓ Weekly Workload Graphs
- ✓ 2024 and 2023 Monthly workload statistics
- ✓ Emergency Call Wait Time Report

December 2024 - Accolades, Complaints and Suggestions

Date Recvd	Related Dept	Received From	Incident Number	Date of Incident	Chief Accolade, Complaint or Suggestion	Investigative Results	KCCDA Actions (if any)
12/14/2024	VPD	Citizen	CFS #3648	12/14/2024	Citizen left a message on DD Rose's VM regarding the dispatcher that took his call. He reported he was at Rise and Dine in Vicksburg and someone brandished a gun or at least put their hand on their wasteband to indicate they had a gun. He was upset nothing was done about it.	DD Rose listened to the call for service. The call taker took the appropriate information and relayed to the caller an officer would be sent. The caller had left and was now at home and refused for an officer to be sent to his house. An officer was sent and made contact with the citizen via tx.	Unfounded. Call taker took the appropriate information and put a call for service on the board.





2024 ALL RADIO TRANSMISSIONS

(Includes Dispatch to Field Units, Field Unit to Dispatch, and Field Unit to Field Unit)

	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>YTD TOTAL</u>
<u>Primary Dispatch:</u>													
LAW 1	73,288	75,661	76,498	74,428	85,154	88,703	83,996	83,476	81,217	77,842	68,382	65,001	933,646
LAW 2	49,179	45,252	47,042	46,212	55,355	54,311	54,862	53,151	51,477	48,830	47,139	48,137	600,947
LAW 3	47,151	51,462	52,755	54,106	58,563	58,421	62,310	61,496	58,380	59,938	55,542	47,167	667,291
METRO FIRE	29,369	27,038	26,124	25,595	29,000	32,478	28,557	29,852	30,620	25,726	25,885	26,824	337,068
COUNTY FIRE	30,135	24,413	27,692	24,326	27,950	30,838	26,289	26,698	25,314	25,729	24,515	27,366	321,265
LEIN	16,486	19,927	19,615	18,073	20,480	20,804	21,278	22,958	21,075	20,782	19,818	16,605	237,901
<u>Tactical Channels:</u>													
800-TAC 1	8,042	9,265	6,312	5,784	4,823	5,388	5,847	5,860	6,413	5,468	6,205	5,390	74,797
800-TAC 2	1,034	621	830	712	1,938	981	863	1,013	750	2,262	1,574	717	13,295
800-TAC 3	1,215	1,571	1,319	812	2,171	1,019	2,846	1,282	1,974	2,869	1,458	1,439	19,975
800-TAC 4	186	1350	1398	350	1,202	622	1617	745	116	314	398	1,090	9,388
800-TAC 5	3,330	3,086	6,006	6,680	5,502	1,411	2,538	3,067	3,139	1,961	4,952	4,440	46,112
800-TAC 6	285	179	14	3	4	108	46	132	112	11	13	3	910
800-TAC 7	3	1	241	50	118	100	107	62	11	162	8	0	863
800-TAC 8	86	6	6	20	464	13	38	0	101	7	3	0	744
TOTAL:	259,789	259,832	265,852	257,151	292,724	295,197	291,194	289,792	280,699	271,901	255,892	244,179	3,264,202
<i>Compared to 2023:</i>	<i>-2.09%</i>	<i>-3.56%</i>	<i>5.23%</i>	<i>-0.54%</i>	<i>6.00%</i>	<i>12.69%</i>	<i>1.87%</i>	<i>6.09%</i>	<i>5.29%</i>	<i>0.50%</i>	<i>3.43%</i>	<i>-6.46%</i>	

2024 TELEPHONE CALLS

	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
PHONE CALLS													
911 CALLS	11,786	10,943	12,336	12,815	15,155	15,331	14,396	14,516	13,804	13,280	12,050	12,147	158,559
NON-EMERGENCY	21,953	19,933	21,436	21,689	24,741	24,912	23,896	23,963	24,282	23,574	20,692	18,975	270,046
TOTAL:	33,739	30,876	33,772	34,504	39,896	40,243	38,292	38,479	38,086	36,854	32,742	31,122	428,605
<i>Compared to 2023:</i>	<i>-4.40%</i>	<i>-15.21%</i>	<i>-7.61%</i>	<i>-12.95%</i>	<i>-8.48%</i>	<i>-7.34%</i>	<i>-8.19%</i>	<i>0.60%</i>	<i>5.01%</i>	<i>0.87%</i>	<i>1.22%</i>	<i>-6.10%</i>	

2024 CAD CALLS FOR SERVICE

(Does not include canceled calls)

<u>DISPATCH POSITION:</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
LAW 1	9,554	9,576	10,108	10,435	10,753	11,106	11,131	10,763	10,225	9,955	8,913	8,808	121,327
LAW 2	4,854	5,046	5,178	5,242	5,731	5,486	5,462	5,783	5,583	5,481	5,195	5,318	64,359
LAW 3	5,398	5,847	5,697	6,130	6,384	6,017	6,755	7,090	6,983	7,341	6,588	5,912	76,142
METRO FIRE	1,331	1,191	1,170	1,310	1,366	1,436	1,383	1,371	1,377	1,269	1,292	1,379	15,875
COUNTY FIRE	1,498	1,265	1,252	1,284	1,570	1,587	1,377	1,477	1,345	1,380	1,295	1,438	16,768
TOTAL:	22,635	22,925	23,405	24,401	25,804	25,632	26,108	26,484	25,513	25,426	23,283	22,855	294,471
<i>Compared to 2023:</i>	<i>-2.90%</i>	<i>-5.67%</i>	<i>0.83%</i>	<i>3.02%</i>	<i>1.46%</i>	<i>5.12%</i>	<i>5.22%</i>	<i>9.30%</i>	<i>3.86%</i>	<i>5.78%</i>	<i>2.33%</i>	<i>-2.05%</i>	

2023 ALL RADIO TRANSMISSIONS

(Includes Dispatch to Field Units, Field Unit to Dispatch, and Field Unit to Field Unit)

	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>YTD TOTAL</u>
<u>Primary Dispatch:</u>													
LAW 1	78,060	77,005	78,928	83,364	81,574	75,316	82,935	82,670	79,506	82,850	68,382	78,250	948,840
LAW 2	46,053	44,784	44,821	45,054	48,859	49,168	54,824	50,381	48,893	49,714	47,139	49,046	578,736
LAW 3	62,826	55,292	52,252	52,421	57,348	50,581	55,262	54,195	55,881	58,385	46,766	50,349	651,558
METRO FIRE	25,117	31,539	25,635	25,267	28,982	26,389	29,475	27,653	27,359	27,805	25,885	27,150	328,256
COUNTY FIRE	25,787	35,097	24,633	23,800	28,120	27,248	29,863	27,833	24,846	24,547	24,515	25,282	321,571
LEIN	18,707	17,654	18,161	19,318	20,276	20,180	21,104	20,209	20,488	18,631	19,818	20,328	234,874
<u>Tactical Channels:</u>													
800-TAC 1	6,729	4,692	4,169	6,148	6,207	5,271	5,692	5,415	5,171	4,257	6,205	5,063	65,019
800-TAC 2	923	435	753	683	572	901	2,098	831	733	861	1,574	1,303	11,667
800-TAC 3	339	1,764	1,537	1,249	1,063	1,596	2,795	1,203	1,010	1,468	1,458	1,471	16,953
800-TAC 4	144	236	50	443	634	412	134	309	375	463	398	292	3,890
800-TAC 5	348	480	805	473	1,421	500	1,162	1,107	1,176	1,436	4,952	1,185	15,045
800-TAC 6	108	111	200	306	106	168	122	281	374	110	13	242	2,141
800-TAC 7	1	5	0	0	4	0	265	50	24	3	8	1	361
800-TAC 8	77	0	10	3	0	1	4	2	3	1	3	0	104
TOTAL:	265,219	269,094	251,954	258,529	275,166	257,731	285,735	272,139	265,839	270,531	247,116	259,962	3,179,015
<i>Compared to 2022:</i>	<i>-4.13%</i>	<i>0.74%</i>	<i>-12.27%</i>	<i>-7.26%</i>	<i>-13.71%</i>	<i>-13.57%</i>	<i>-11.98%</i>	<i>-18.40%</i>	<i>-14.91%</i>	<i>-10.08%</i>	<i>-10.40%</i>	<i>-3.02%</i>	

2023 TELEPHONE CALLS

	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
PHONE CALLS													
911 CALLS	12,789	14,238	13,566	14,899	16,431	16,445	15,235	14,063	13,420	13,247	11,655	12,119	168,107
NON-EMERGENCY	22,436	21,335	22,775	24,073	26,849	26,751	26,193	24,187	22,758	23,288	20,687	20,900	282,232
TOTAL:	35,225	35,573	36,341	38,972	43,280	43,196	41,428	38,250	36,178	36,535	32,342	33,019	450,339
<i>Compared to 2022:</i>	<i>1.94%</i>	<i>9.43%</i>	<i>1.60%</i>	<i>10.24%</i>	<i>7.42%</i>	<i>9.71%</i>	<i>3.71%</i>	<i>-10.10%</i>	<i>-8.07%</i>	<i>-2.45%</i>	<i>-9.17%</i>	<i>-8.24%</i>	

2023 CAD CALLS FOR SERVICE

(Does not include canceled calls)

<u>DISPATCH POSITION:</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
LAW 1	9,819	10,258	10,122	10,106	10,695	10,394	10,694	10,283	10,258	10,029	9,742	9,895	122,295
LAW 2	4,963	4,868	4,899	5,055	5,649	5,230	5,296	5,113	5,415	5,228	4,961	5,018	61,695
LAW 3	6,030	5,889	5,833	6,106	6,379	6,035	6,002	5,954	6,188	6,089	5,400	5,752	71,657
METRO FIRE	1,172	1,497	1,197	1,180	1,361	1,296	1,327	1,268	1,322	1,286	1,245	1,300	15,451
COUNTY FIRE	1,308	1,713	1,159	1,218	1,342	1,365	1,426	1,402	1,344	1,324	1,393	1,359	16,353
TOTAL:	23,292	24,225	23,210	23,665	25,426	24,320	24,745	24,020	24,527	23,956	22,741	23,324	287,451
<i>Compared to 2022:</i>	<i>3.82%</i>	<i>11.09%</i>	<i>-1.84%</i>	<i>-0.09%</i>	<i>0.04%</i>	<i>0.92%</i>	<i>-2.80%</i>	<i>-2.46%</i>	<i>1.55%</i>	<i>-2.30%</i>	<i>-1.63%</i>	<i>-0.76%</i>	



Emergency Call Wait Time Range

For (Month)



Creation Date: 01/07/2025 09:44:41 AM

Grouping: Month

Date Range: 12/01/2024 12:00:00 AM - 12/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Month		None	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	>= 61	Total
Total	Call Count	29	10,901	979	172	40	7	1	0	12,129
	Cumulative Percentage		90 %	98 %	100 %	100 %	100 %	100 %	100 %	

Emergency Call Wait Time Range

For (Month)



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Detail Information

Month		None	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	>= 61	Total
Dec	Call Count	29	10,901	979	172	40	7	1	0	12,129
	Cumulative Percentage		90 %	98 %	100 %	100 %	100 %	100 %	100 %	
Total	Call Count	29	10,901	979	172	40	7	1	0	12,129
	Cumulative Percentage		90 %	98 %	100 %	100 %	100 %	100 %	100 %	

Emergency Call Wait Time Range

For (Month)



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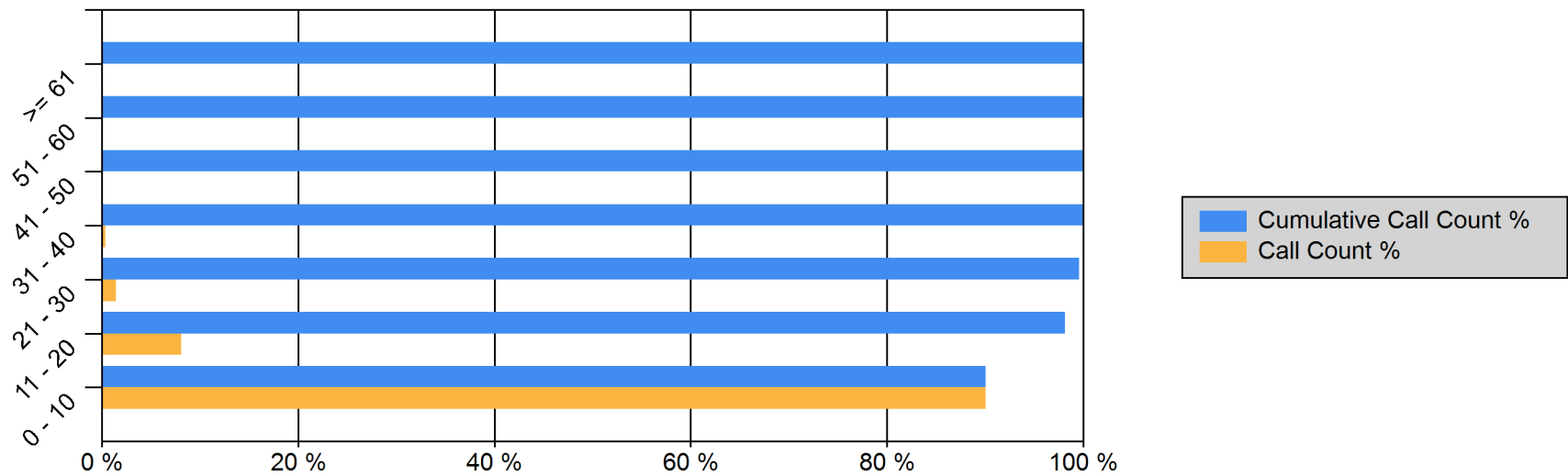
Grouping: Month

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Filter Criteria: Please, refer to the last page.

Summary Chart

Call Count % by Wait Time Range



Emergency Call Wait Time Range

For (Month)



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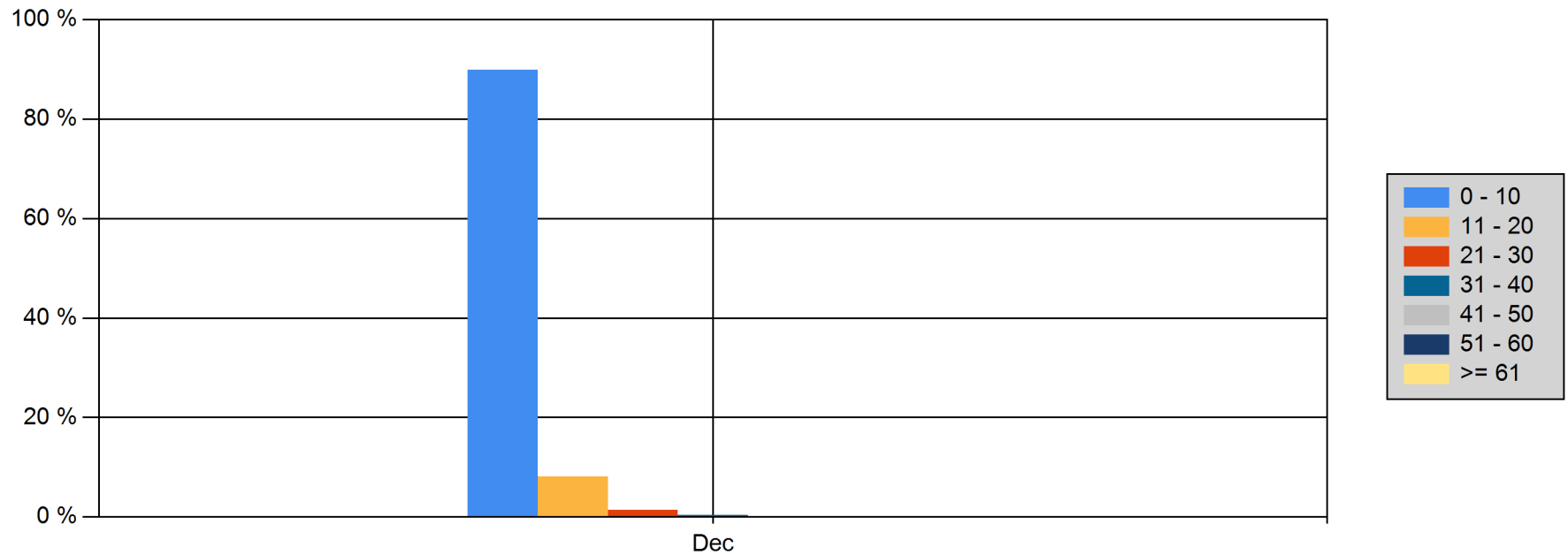
Grouping: Month

Date Range: 12/01/2024 12:00:00 AM - 12/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Chart

Call Count % by Wait Time (Month)





Emergency Call Wait Time Range

For (Month)



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Report Description

Report Definition: Displays the number of incoming calls processed, grouped by their initial wait time (queue + ring time) until the call is answered or abandoned. The wait time range displayed on the report consists of wait time durations (in seconds) defined in system configuration. This report answers the question of how quickly was a call answered.

This report presents the total incoming call count and cumulative percentage of total incoming calls for the configured wait times. The data element (item being counted) is incoming calls. Users select the row detail or member for the call count report. Typically they may count calls for agents, consoles, trunks, and so on. The users may also choose to include up to two grouping levels. So, for example, the report could count calls received by Agents, grouped by Site and Class of Service (COS).

Report Notes:

Glossary of Terms

Field	Description
Report Heading Information (no field title)	The information that applies to the entire report.
For (row detail)	<p>The lowest level (row detail) of the report. This is the focus or lowest granularity on the report. For example, if reporting on the calls processed for each Xfer/Conf Target, each Xfer/Conf Target would be shown on a row in the detail section of the report.</p> <p>When defining the contents of the report on Analytics's Report Criteria page, it is the last group selected. (It can also be the only group selected.)</p>
Creation Date	Date and time the report was produced.

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Filter Criteria: Please, refer to the last page.

Report Description

Glossary of Terms

Field	Description
Grouping	Selected hierarchical level and classifications of the requested data (for example, Level 1: Site; Members: Agent Group). Level 1 is the top level of grouping on the report. Level 2 is the mid-level group, and Members is the bottom or row level. The bottom level defines the lowest level of information on the report.
Date Range	Specified beginning and ending dates and times for the requested data.
Filter Criteria	Selected criteria that determine what data is included or excluded from the report.
Summary Information	The report data summarized by the highest grouping level (first selected group). Lower grouping levels and detail information are not shown in the summary section.
Highest grouping level (no field titles on report)	Top level group (column heading) and its members (line items) to which the displayed data applies, for example, "Sites" (column heading) and "ABC Call Center" (line item).
None	Column heading for the total incoming call count with no wait time for the line item.
Wait Time Range (1 sec, 2 sec, 3 sec, and so on)	Column headings displaying the number of seconds the caller waited before the incoming call was answered or abandoned. To configure the wait time ranges go to the Custom Ranges page which is accessible under the System Management menu.
Total	Column heading for the total incoming call count for the specific wait time interval and line item.
Call Count	Total incoming call count for the designated wait time range.

Emergency Call Wait Time Range

For (Month)



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Report Description

Glossary of Terms

Field	Description
Cumulative Percentage	Cumulative percentage of the incoming call count up to the wait time intervals for the line item. <i>(Cumulative Call Count up to Interval ÷ Call Count for Line Item) x 100 = Cumulative Percentage of Call Count of Wait Time Range</i>
Total	Grand total or summarization for all items represented in the reporting period.
Detail Information	The requested report data by the selected grouping order.

Emergency Call Wait Time Range

For (Month)



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Report Description

Glossary of Terms

Field	Description
Groups (no field title on the report)	<p>Group names or classifications and the members included within the groups. Members not included in the selected groups are merged in the "Other" groups so that the total call volume includes all calls except those removed by filtering.</p> <p>So, for example, if an Agent group was created that did not include all possible agents, some calls would potentially not be included within the Agent group. These calls would then be assigned to the Other group (all agents that were not included in the Agent group) so that the report totals reflected on the report would represent the total calls received for the date range and filter criteria applied.</p> <p>Events that do not contain a target member will be displayed in a row labeled "None" when the lowest level of items is included. However, if the report does not include the lowest tier of the group, the events with missing members will be shown in the group called "Other."</p> <p>If the Event contains a grouping/row member, but the member was not included in a tier when the group was created, the event will be counted and displayed in the "Other" row and, if the report has additional groups, it will be included in the Other group.</p> <p><i>To reduce the number of events in the Other row, Motorola Solutions recommends that all members be assigned to one of the grouping elements included in the grouping tier.</i></p> <p>An example of "None" can be best seen by using a Call Count report where the lowest grouping level = Xfer/Conf Target. The calls that were not transferred will be shown in the "None" row, since no Xfer/Conf Target was used (for the transfer).</p> <p><i>To reduce the number of events categorized as None, Motorola Solutions recommends that you include a filter to exclude these items when requesting the report.</i></p>
None	Column heading for the total incoming call count with no wait time for the line item.

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Filter Criteria: Please, refer to the last page.

Report Description

Glossary of Terms

Field	Description
Wait Time Range (1 sec, 2 sec, 3 sec, and so on)	Column headings displaying the number of seconds the caller waited before the incoming call was answered or abandoned. To configure the wait time ranges go to the Custom Ranges page which is accessible under the System Management menu.
Total	Column heading for the total incoming call count for the specific wait time interval and line item.
Call Count	Total incoming call count for the designated wait time range.
Cumulative Percentage	Cumulative percentage of the incoming call count up to the wait time intervals for the line item. <i>(Cumulative Call Count up to Interval ÷ Call Count for Line Item) x 100 = Cumulative Percentage of Call Count of Wait Time Range</i>
Total	For each grouping level, the grand total or summarization of all items represented in the reporting period. They are color-coded for readability.



Emergency Call Wait Time Range

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Filter Criteria: Please, refer to the last page.

Filter Criteria

Call Classifications.Call Origin = Incoming
AND Call Classifications.Call Category = Emergency