

# MEMORANDUM

TO: Jacquelyn Yeager, Division Manager, Emergency Communications Division

FROM: Mary Collier, Supervisor, Emergency Communications Division

DATE: January 23, 2020

SUBJECT: Offense Report Completed

## STATISTICAL INFORMATION

### PHONE CALLS\*

Type of Call	Number
911 Calls Received	47,651
Non-Emergency, Admin and Alarm Calls Received	338,620
Total Incoming Calls	386,271
Outgoing Calls	139,336
Total Calls Processed	525,607

### CALLS FOR SERVICE - 190,039 <sup>1</sup>

### OFFENSE REPORT COMPLETED

Type	Patrol	TRU	Total
Original	49,021	5,345	54,366
Follow-Up	4,868	871	5,739

### NO REPORT COMPLETED

Type	Patrol	TRU	Total
No Report	124,840	1,780	126,620 <sup>2</sup>
Follow-Up	3,180	134	3,314

<sup>1</sup> Includes all calls handled by unit types PAT, K9, TRF, SGT, OD, SPC, STD, CSO and DTW, which were cleared with the following codes: 01, 05, 15, 03, 06, 08, 09, 11, 12 and 13. Effective December 2008, the St. Petersburg Police Department established a policy that requires Police Officers to generate police reports for Directed Patrols to document proactive policing initiatives. In 2009, there

<sup>2</sup> Includes all calls handled by unit types TRU, PAT, K9, TRF, SGT, OD, SPC, STD, CSO and DTW, which were cleared with the following codes: 03, 06, 08, 09, 12 and 13.

<sup>3</sup> Includes calls cleared with code 00 and Officer Out of Service calls.

## PERSONNEL

### STRENGTH - JANUARY 2019

Type	Authorized	Actual
<b>Division Mgr.</b>	1	1
<b>Administrative Assistant</b>	1	1
<b>Administrative Secretary</b>	1	1
<b>ECS</b>	11	11
<b>PST -Total</b>	67	63
PST		27
ECW		13
CW		23

### STRENGTH - DECEMBER 2019

Type	Authorized	Actual
<b>Division Mgr.</b>	1	1
<b>Administrative Assistant</b>	1	1
<b>Administrative Secretary</b>	1	1
<b>ECS</b>	11	11
<b>PST -Total</b>	67	57
PST		26
ECW		6
CW		25

## OVERTIME/VACATION/SICK

Type	Hours
Total Overtime Hours	8,665.32
Total Vacation Hours	10,852.65
Military Leave	80.00
Parental Leave	960.00
Total Sick Time Hours**	6,509.72

\*\*Includes 3,058.93 hours of FMLA

## TRAINING

Type	Total Number
Employees Hired	13
Call taker Academies Conducted	2
Dispatch Academies Conducted	2
Foxtrot Training Completed	10
Echo Training Completed	8

## CALL PROCESSING / DISPATCH EFFICIENCY\*

### CALLTAKERS

Dispatch Type	Percentage
Percent of Emergency Calls Answered Within 10 Seconds	99.3
Percent of Non-Emergency Calls Answered Within 30 Seconds	92.5
Average Call Duration in Seconds	139

\*Phone Call and Call Processing Statistics Obtained from ECATS

## DISPATCHERS

Dispatch Type	Percentage
Queue Time for Priority One Calls In Minutes	0.6
Queue Time for Priority Two Calls In Minutes	1.0
Queue Time for Priority Three Calls in Minutes	9.4

## MAJOR EVENTS

**April 10, 2019** - Emergency Communications employees moved to the new building and began working from the new Communications Center with no interruption to service.

## AWARDS

**Heather Barrucci** - Public Safety Telecommunicator of the Year

**Spencer Louison** - Q2 Employee of the Quarter

**Sam Smith** - Q3 Employee of the Quarter

# APPENDIX

## CLEAR CODE DEFINITIONS

00	On Site, No Number Needed
01,11	Report Number Issued
03	No Report, Unfounded, Did Not Occur
05	Follow-Up
06	No Report, Resident Refused, Not Occurring on Arrival
08	No Report, Incident Occurred, No Report Needed
09	No Report, TRU Only, No Contact Made
12	No Report, TRU Only, No Contact Made, Message Left
13	No Report, TRU Only, Cancelled After Contact
15	Follow-Up, No Report Required

## UNIT TYPE DEFINITIONS

TRU	Telephone Reporting Unit
PAT	Patrol
K9	K9
TRF	Traffic
SGT	Sergeant
OD	Off-Duty
SPC	Special Investigations Unit
STD	Stadium/Dome Off-Duty Units
CSO	Community Service Officer
DTW	Downtown Deployment