



**Lexington-Fayette UCG**  
**Department of Public Safety**  
**Division of Enhanced 9-1-1**

**2012 Monthly "911 Call" Ring Time Ranges**

**Primary PSAP (Police HQ)**

**2012**

	911 Calls	0 to 10 sec	%	11 to 20 sec	%	21 to 30 sec	%	31 to 40 sec	%	41 to 50 sec	%	51 + (Max)	%
Jan	15,146	14,898	98.4%	236	1.6%	5	0.0%	7	0.0%	0	0.0%	0	0.0%
Feb	14,508	14,204	97.9%	285	2.0%	12	0.1%	7	0.0%	0	0.0%	0	0.0%
Mar	16,963	16,609	97.9%	329	1.9%	15	0.1%	10	0.1%	0	0.0%	0	0.0%
Apr	17,196	16,824	97.8%	361	2.1%	6	0.0%	5	0.0%	0	0.0%	0	0.0%
May	18,431	18,031	97.8%	378	2.1%	14	0.1%	7	0.0%	1	0.0%	0	0.0%
Jun	18,318	17,876	97.6%	420	2.3%	14	0.1%	8	0.0%	0	0.0%	0	0.0%
Jul	19,982	19,448	97.3%	505	2.5%	12	0.1%	15	0.1%	2	0.0%	0	0.0%
Aug	17,486	16,952	96.9%	502	2.9%	24	0.1%	8	0.0%	0	0.0%	0	0.0%
Sep	17,689	17,133	96.9%	512	2.9%	31	0.2%	13	0.1%	0	0.0%	0	0.0%
Oct	16,231	15,627	96.3%	558	3.4%	34	0.2%	12	0.1%	0	0.0%	0	0.0%
Nov	14,586	14,113	96.8%	459	3.1%	9	0.1%	5	0.0%	0	0.0%	0	0.0%
Dec	15,613	15,176	97.2%	407	2.6%	21	0.1%	8	0.1%	1	0.0%	0	0.0%

**Secondary PSAP (Fire HQ)**

**2012**

	911 Calls	0 to 10 sec	%	11 to 20 sec	%	21 to 30 sec	%	31 to 40 sec	%	41 to 50 sec	%	51 + (Max)	%
Jan	2,626	2,548	97.0%	72	2.7%	6	0.2%	0	0.0%	0	0.0%	0	0.0%
Feb	2,462	2,396	97.3%	61	2.5%	5	0.2%	0	0.0%	0	0.0%	0	0.0%
Mar	2,704	2,638	97.6%	59	2.2%	6	0.2%	1	0.0%	0	0.0%	0	0.0%
Apr	2,813	2,723	96.8%	78	2.8%	10	0.4%	1	0.0%	1	0.0%	0	0.0%
May	2,982	2,891	96.9%	74	2.5%	15	0.5%	2	0.1%	0	0.0%	0	0.0%
Jun	2,990	2,886	96.5%	88	2.9%	13	0.4%	3	0.1%	0	0.0%	0	0.0%
Jul	3,210	3,062	95.4%	115	3.6%	28	0.9%	4	0.1%	1	0.0%	0	0.0%
Aug	2,812	2,694	95.8%	102	3.6%	13	0.5%	2	0.1%	1	0.0%	0	0.0%
Sep	2,744	2,619	95.4%	111	4.0%	13	0.5%	1	0.0%	0	0.0%	0	0.0%
Oct	2,775	2,640	95.1%	117	4.2%	13	0.5%	5	0.2%	0	0.0%	0	0.0%
Nov	2,531	2,446	96.6%	70	2.8%	11	0.4%	4	0.2%	0	0.0%	0	0.0%
Dec	2,581	2,474	95.9%	91	3.5%	14	0.5%	2	0.1%	0	0.0%	0	0.0%

NFPA 1221 Standards: 95% of emergency calls shall be answered within 15 seconds, and 99% within 40 seconds.

APCO/NENA Standards: 90% of emergency calls shall be answered within 120 seconds during the busy hour, 95% of all calls should be answered within 20 seconds.