

# PSAP Ring Time

Lexington E911

115 Cisco Rd.

Lexington, KY 40504

County: Fayette

Month - Year: January 2023

Agency Affiliation: Police

PSAP Size: Extra Large

Report Date: 10/10/2024 12:31:06

Report Date From: 01/01/2023

Report Date To: 12/31/2023

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

PSAP Size: All

The PSAP Ring Time Report is representative of the agent's answer time experience. Ring-to-Answer is measured from the time of presentation at the station to the time of agent answer (Ring Seconds Only).

Call Hour	Ring Times In Seconds							Total	Avg. Duration	% with Ring			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	602	9	1	0	0	0	0	612	157.8	98.37%	99.84%	100.00%	100.00%
01:00	445	2	0	0	0	0	0	447	156.8	99.55%	100.00%	100.00%	100.00%
02:00	435	1	0	0	0	0	0	436	155.8	99.77%	100.00%	100.00%	100.00%
03:00	396	1	0	1	0	0	0	398	138.8	99.50%	99.75%	99.75%	100.00%
04:00	348	1	1	0	0	1	0	351	127.0	99.15%	99.43%	99.72%	99.72%
05:00	362	5	2	0	0	0	0	369	137.8	98.10%	99.46%	100.00%	100.00%
06:00	474	3	0	0	0	0	0	477	109.7	99.37%	100.00%	100.00%	100.00%
07:00	593	12	3	1	0	0	0	609	108.8	97.37%	99.34%	99.84%	100.00%
08:00	639	7	1	2	0	0	0	649	114.1	98.46%	99.54%	99.69%	100.00%
09:00	705	17	6	2	1	0	0	731	111.1	96.44%	98.77%	99.59%	99.86%
10:00	784	19	3	5	1	1	0	813	111.7	96.43%	98.77%	99.14%	99.75%
11:00	760	24	5	4	0	0	0	793	113.2	95.84%	98.87%	99.50%	100.00%
12:00	775	20	3	4	0	0	0	802	113.9	96.63%	99.13%	99.50%	100.00%
13:00	914	28	3	3	1	1	0	950	113.0	96.21%	99.16%	99.47%	99.79%
14:00	916	19	2	4	0	0	0	941	107.5	97.34%	99.36%	99.57%	100.00%
15:00	949	26	14	5	0	0	1	995	112.3	95.38%	97.99%	99.40%	99.90%
16:00	1,024	29	9	6	0	0	0	1,068	115.9	95.88%	98.60%	99.44%	100.00%
17:00	975	27	8	7	0	0	0	1,017	121.9	95.87%	98.53%	99.31%	100.00%
18:00	910	33	5	3	0	0	0	951	124.6	95.69%	99.16%	99.68%	100.00%
19:00	947	14	4	1	0	0	0	966	125.2	98.03%	99.48%	99.90%	100.00%
20:00	793	23	4	1	0	0	0	821	116.8	96.59%	99.39%	99.88%	100.00%
21:00	754	10	4	2	0	0	0	770	118.1	97.92%	99.22%	99.74%	100.00%
22:00	692	8	1	0	0	0	0	701	130.2	98.72%	99.86%	100.00%	100.00%
23:00	593	4	0	0	1	0	0	598	135.8	99.16%	99.83%	99.83%	99.83%
<b>Total:</b>	<b>16,785</b>	<b>342</b>	<b>79</b>	<b>51</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>17,265</b>	<b>121.5</b>	<b>97.22%</b>	<b>99.20%</b>	<b>99.66%</b>	<b>99.95%</b>
<b>Overall %:</b>	<b>97.22%</b>	<b>1.98%</b>	<b>0.46%</b>	<b>0.30%</b>	<b>0.02%</b>	<b>0.02%</b>	<b>0.01%</b>						

# PSAP Ring Time

Lexington E911

115 Cisco Rd.

Lexington, KY 40504

County: Fayette

Month - Year: February 2023

Agency Affiliation: Police

PSAP Size: Extra Large

Report Date: 10/10/2024 12:31:06

Report Date From: 01/01/2023

Report Date To: 12/31/2023

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

PSAP Size: All

The PSAP Ring Time Report is representative of the agent's answer time experience. Ring-to-Answer is measured from the time of presentation at the station to the time of agent answer (Ring Seconds Only).

Call Hour	Ring Times In Seconds							Total	Avg. Duration	% with Ring			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	494	5	1	0	0	0	0	500	150.0	98.80%	99.80%	100.00%	100.00%
01:00	431	5	1	0	0	0	0	437	135.0	98.63%	99.77%	100.00%	100.00%
02:00	408	1	1	0	0	0	0	410	125.9	99.51%	99.76%	100.00%	100.00%
03:00	368	5	0	0	0	0	0	373	142.0	98.66%	100.00%	100.00%	100.00%
04:00	306	1	0	3	0	0	0	310	133.5	98.71%	99.03%	99.03%	100.00%
05:00	282	3	1	0	0	0	0	286	119.5	98.60%	99.65%	100.00%	100.00%
06:00	368	4	2	0	0	0	0	374	107.7	98.40%	99.47%	100.00%	100.00%
07:00	475	11	1	2	1	0	0	490	117.6	96.94%	99.18%	99.39%	99.80%
08:00	621	11	1	0	1	1	0	635	113.3	97.80%	99.53%	99.69%	99.69%
09:00	647	14	1	1	0	0	0	663	98.0	97.59%	99.70%	99.85%	100.00%
10:00	721	19	5	2	0	0	0	747	106.4	96.52%	99.06%	99.73%	100.00%
11:00	783	17	2	0	0	0	0	802	114.1	97.63%	99.75%	100.00%	100.00%
12:00	794	15	9	1	0	0	0	819	113.6	96.95%	98.78%	99.88%	100.00%
13:00	830	25	5	1	1	0	0	862	112.3	96.29%	99.19%	99.77%	99.88%
14:00	884	17	6	0	1	0	0	908	108.7	97.36%	99.23%	99.89%	99.89%
15:00	931	21	6	4	0	1	0	963	114.3	96.68%	98.86%	99.48%	99.90%
16:00	950	24	8	2	2	0	0	986	123.4	96.35%	98.78%	99.59%	99.80%
17:00	930	27	3	1	0	1	0	962	115.3	96.67%	99.48%	99.79%	99.90%
18:00	941	15	7	1	0	1	0	965	114.9	97.51%	99.07%	99.79%	99.90%
19:00	863	16	4	2	1	0	0	886	124.9	97.40%	99.21%	99.66%	99.89%
20:00	771	10	0	3	0	0	0	784	127.8	98.34%	99.62%	99.62%	100.00%
21:00	720	11	0	2	0	0	0	733	130.2	98.23%	99.73%	99.73%	100.00%
22:00	612	11	2	1	0	0	0	626	114.9	97.76%	99.52%	99.84%	100.00%
23:00	557	9	0	0	0	0	0	566	133.0	98.41%	100.00%	100.00%	100.00%
<b>Total:</b>	<b>15,687</b>	<b>297</b>	<b>66</b>	<b>26</b>	<b>7</b>	<b>4</b>	<b>0</b>	<b>16,087</b>	<b>119.1</b>	<b>97.51%</b>	<b>99.36%</b>	<b>99.77%</b>	<b>99.93%</b>
<b>Overall %:</b>	<b>97.51%</b>	<b>1.85%</b>	<b>0.41%</b>	<b>0.16%</b>	<b>0.04%</b>	<b>0.02%</b>	<b>0.00%</b>						

# PSAP Ring Time

Lexington E911

115 Cisco Rd.

Lexington, KY 40504

County: Fayette

Month - Year: March 2023

Agency Affiliation: Police

PSAP Size: Extra Large

Report Date: 10/10/2024 12:31:06

Report Date From: 01/01/2023

Report Date To: 12/31/2023

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

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Agency Affiliation: All

PSAP Size: All

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Call Hour	Ring Times In Seconds							Total	Avg. Duration	% with Ring			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	530	3	1	1	0	0	0	535	153.1	99.07%	99.63%	99.81%	100.00%
01:00	480	4	0	0	0	0	0	484	152.2	99.17%	100.00%	100.00%	100.00%
02:00	444	2	0	0	0	0	0	446	146.7	99.55%	100.00%	100.00%	100.00%
03:00	429	5	0	1	0	0	0	435	137.4	98.62%	99.77%	99.77%	100.00%
04:00	357	5	0	0	0	0	0	362	142.7	98.62%	100.00%	100.00%	100.00%
05:00	299	1	0	0	0	0	0	300	131.0	99.67%	100.00%	100.00%	100.00%
06:00	461	1	1	0	0	0	0	463	133.5	99.57%	99.78%	100.00%	100.00%
07:00	524	19	1	1	1	0	0	546	107.8	95.97%	99.45%	99.63%	99.82%
08:00	682	11	1	4	2	0	0	700	98.8	97.43%	99.00%	99.14%	99.71%
09:00	823	9	2	2	0	0	0	836	102.2	98.44%	99.52%	99.76%	100.00%
10:00	895	23	3	3	0	0	0	924	104.9	96.86%	99.35%	99.68%	100.00%
11:00	984	21	7	3	2	0	0	1,017	113.7	96.76%	98.82%	99.51%	99.80%
12:00	1,002	25	3	5	0	0	0	1,035	115.9	96.81%	99.23%	99.52%	100.00%
13:00	1,016	29	7	2	0	0	0	1,054	112.1	96.39%	99.15%	99.81%	100.00%
14:00	959	25	11	4	1	0	0	1,000	128.8	95.90%	98.40%	99.50%	99.90%
15:00	1,042	22	3	2	0	0	0	1,069	119.0	97.47%	99.53%	99.81%	100.00%
16:00	1,376	29	7	1	0	0	0	1,413	131.7	97.38%	99.43%	99.93%	100.00%
17:00	1,856	23	4	4	1	1	5	1,894	129.0	97.99%	99.21%	99.42%	99.63%
18:00	1,259	27	4	7	1	1	1	1,300	130.7	96.85%	98.92%	99.23%	99.77%
19:00	1,021	16	4	2	1	0	0	1,044	117.6	97.80%	99.33%	99.71%	99.90%
20:00	921	17	3	3	0	0	0	944	118.8	97.56%	99.36%	99.68%	100.00%
21:00	850	18	3	1	0	0	0	872	118.5	97.48%	99.54%	99.89%	100.00%
22:00	781	11	2	0	0	0	0	794	120.9	98.36%	99.75%	100.00%	100.00%
23:00	637	4	1	1	0	0	0	643	130.3	99.07%	99.69%	99.84%	100.00%
<b>Total:</b>	<b>19,628</b>	<b>350</b>	<b>68</b>	<b>47</b>	<b>9</b>	<b>2</b>	<b>6</b>	<b>20,110</b>	<b>122.9</b>	<b>97.60%</b>	<b>99.34%</b>	<b>99.68%</b>	<b>99.92%</b>
<b>Overall %:</b>	<b>97.60%</b>	<b>1.74%</b>	<b>0.34%</b>	<b>0.23%</b>	<b>0.04%</b>	<b>0.01%</b>	<b>0.03%</b>						

# PSAP Ring Time

Lexington E911

115 Cisco Rd.

Lexington, KY 40504

County: Fayette

Month - Year: April 2023

Agency Affiliation: Police

PSAP Size: Extra Large

Report Date: 10/10/2024 12:31:06

Report Date From: 01/01/2023

Report Date To: 12/31/2023

Period Group: Month

Time Group: 60 Minute

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00:00	604	6	1	0	0	0	0	611	130.6	98.85%	99.84%	100.00%	100.00%
01:00	603	8	1	0	0	0	0	612	124.7	98.53%	99.84%	100.00%	100.00%
02:00	593	4	0	0	0	0	0	597	118.2	99.33%	100.00%	100.00%	100.00%
03:00	430	3	1	1	0	0	0	435	117.3	98.85%	99.54%	99.77%	100.00%
04:00	360	4	1	0	1	1	0	367	111.1	98.09%	99.18%	99.46%	99.46%
05:00	360	4	0	0	0	0	0	364	123.3	98.90%	100.00%	100.00%	100.00%
06:00	390	5	0	0	1	0	1	397	97.1	98.24%	99.50%	99.50%	99.50%
07:00	550	17	1	0	0	0	0	568	93.1	96.83%	99.82%	100.00%	100.00%
08:00	601	9	2	2	0	0	0	614	104.5	97.88%	99.35%	99.67%	100.00%
09:00	751	14	2	0	0	0	0	767	107.4	97.91%	99.74%	100.00%	100.00%
10:00	869	28	10	4	0	0	0	911	101.2	95.39%	98.46%	99.56%	100.00%
11:00	914	20	5	3	1	0	0	943	117.0	96.92%	99.05%	99.58%	99.89%
12:00	980	21	5	5	1	0	0	1,012	112.2	96.84%	98.91%	99.41%	99.90%
13:00	1,031	31	5	1	0	0	0	1,068	110.3	96.54%	99.44%	99.91%	100.00%
14:00	1,170	40	9	4	1	1	0	1,225	112.7	95.51%	98.78%	99.51%	99.84%
15:00	1,259	16	5	1	1	1	0	1,283	124.1	98.13%	99.38%	99.77%	99.84%
16:00	1,327	24	7	3	0	0	0	1,361	147.6	97.50%	99.27%	99.78%	100.00%
17:00	1,256	18	2	2	0	0	0	1,278	127.5	98.28%	99.69%	99.84%	100.00%
18:00	1,191	17	5	1	0	0	0	1,214	113.3	98.11%	99.51%	99.92%	100.00%
19:00	1,144	19	3	1	0	0	0	1,167	110.9	98.03%	99.66%	99.91%	100.00%
20:00	1,053	18	3	0	0	0	0	1,074	123.7	98.04%	99.72%	100.00%	100.00%
21:00	991	17	2	1	0	0	0	1,011	122.0	98.02%	99.70%	99.90%	100.00%
22:00	898	14	1	1	0	0	0	914	124.3	98.25%	99.78%	99.89%	100.00%
23:00	735	7	2	1	0	0	0	745	120.1	98.66%	99.60%	99.87%	100.00%
<b>Total:</b>	<b>20,060</b>	<b>364</b>	<b>73</b>	<b>31</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>20,538</b>	<b>118.0</b>	<b>97.67%</b>	<b>99.44%</b>	<b>99.80%</b>	<b>99.95%</b>
<b>Overall %:</b>	<b>97.67%</b>	<b>1.77%</b>	<b>0.36%</b>	<b>0.15%</b>	<b>0.03%</b>	<b>0.01%</b>	<b>0.00%</b>						

# PSAP Ring Time

Lexington E911

115 Cisco Rd.

Lexington, KY 40504

County: Fayette

Month - Year: May 2023

Agency Affiliation: Police

PSAP Size: Extra Large

Report Date: 10/10/2024 12:31:06

Report Date From: 01/01/2023

Report Date To: 12/31/2023

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Call Type: 911 Calls

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00:00	578	4	1	0	0	0	0	583	135.8	99.14%	99.83%	100.00%	100.00%
01:00	456	5	2	0	0	0	0	463	152.3	98.49%	99.57%	100.00%	100.00%
02:00	405	0	0	0	0	0	0	405	139.3	100.00%	100.00%	100.00%	100.00%
03:00	348	2	0	0	0	0	1	351	133.3	99.15%	99.72%	99.72%	99.72%
04:00	301	3	0	0	0	0	0	304	145.0	99.01%	100.00%	100.00%	100.00%
05:00	325	3	0	0	0	0	0	328	118.9	99.09%	100.00%	100.00%	100.00%
06:00	399	0	1	0	0	0	0	400	118.9	99.75%	99.75%	100.00%	100.00%
07:00	577	12	5	1	1	0	0	596	103.9	96.81%	98.83%	99.66%	99.83%
08:00	772	14	5	0	0	0	0	791	108.7	97.60%	99.37%	100.00%	100.00%
09:00	873	20	7	3	0	0	0	903	107.3	96.68%	98.89%	99.67%	100.00%
10:00	954	17	5	4	0	0	0	980	116.1	97.35%	99.08%	99.59%	100.00%
11:00	1,004	15	1	1	3	1	0	1,025	112.1	97.95%	99.41%	99.51%	99.61%
12:00	1,054	26	5	2	1	2	0	1,090	111.9	96.70%	99.08%	99.54%	99.72%
13:00	1,180	29	4	5	3	0	0	1,221	121.4	96.64%	99.02%	99.34%	99.75%
14:00	1,214	28	4	5	1	1	0	1,253	125.9	96.89%	99.12%	99.44%	99.84%
15:00	1,212	28	6	2	1	0	0	1,249	105.2	97.04%	99.28%	99.76%	99.92%
16:00	1,230	32	2	0	0	0	0	1,264	121.6	97.31%	99.84%	100.00%	100.00%
17:00	1,197	19	6	4	0	1	0	1,227	125.2	97.56%	99.10%	99.59%	99.92%
18:00	1,153	21	6	5	0	0	0	1,185	122.4	97.30%	99.07%	99.58%	100.00%
19:00	1,107	23	6	4	0	0	0	1,140	129.2	97.11%	99.12%	99.65%	100.00%
20:00	990	11	5	0	0	0	0	1,006	126.6	98.41%	99.50%	100.00%	100.00%
21:00	995	21	1	3	0	0	0	1,020	129.0	97.55%	99.61%	99.71%	100.00%
22:00	920	22	8	3	0	0	0	953	137.4	96.54%	98.85%	99.69%	100.00%
23:00	810	8	2	0	0	0	0	820	137.5	98.78%	99.76%	100.00%	100.00%
<b>Total:</b>	<b>20,054</b>	<b>363</b>	<b>82</b>	<b>42</b>	<b>10</b>	<b>6</b>	<b>0</b>	<b>20,557</b>	<b>122.5</b>	<b>97.55%</b>	<b>99.32%</b>	<b>99.72%</b>	<b>99.92%</b>
<b>Overall %:</b>	<b>97.55%</b>	<b>1.77%</b>	<b>0.40%</b>	<b>0.20%</b>	<b>0.05%</b>	<b>0.03%</b>	<b>0.00%</b>						

# PSAP Ring Time

Lexington E911

115 Cisco Rd.

Lexington, KY 40504

County: Fayette

Month - Year: June 2023

Agency Affiliation: Police

PSAP Size: Extra Large

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Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

PSAP Size: All

The PSAP Ring Time Report is representative of the agent's answer time experience. Ring-to-Answer is measured from the time of presentation at the station to the time of agent answer (Ring Seconds Only).

Call Hour	Ring Times In Seconds							Total	Avg. Duration	% with Ring			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	619	5	0	1	0	0	0	625	121.6	99.04%	99.84%	99.84%	100.00%
01:00	568	2	1	1	0	0	0	572	117.6	99.30%	99.65%	99.83%	100.00%
02:00	524	6	2	0	0	0	0	532	111.2	98.50%	99.62%	100.00%	100.00%
03:00	434	4	0	0	0	0	0	438	114.2	99.09%	100.00%	100.00%	100.00%
04:00	358	0	0	0	0	0	0	358	113.7	100.00%	100.00%	100.00%	100.00%
05:00	375	0	0	0	0	0	0	375	111.0	100.00%	100.00%	100.00%	100.00%
06:00	411	4	0	0	0	0	0	415	117.5	99.04%	100.00%	100.00%	100.00%
07:00	563	11	1	2	1	0	0	578	94.7	97.40%	99.31%	99.48%	99.83%
08:00	715	18	4	2	0	0	0	739	95.7	96.75%	99.19%	99.73%	100.00%
09:00	837	23	5	3	1	0	0	869	99.3	96.32%	98.96%	99.54%	99.88%
10:00	959	19	6	2	2	0	0	988	95.6	97.06%	98.99%	99.60%	99.80%
11:00	1,032	22	6	2	0	0	0	1,062	119.4	97.18%	99.25%	99.81%	100.00%
12:00	1,089	13	4	4	0	1	0	1,111	109.9	98.02%	99.19%	99.55%	99.91%
13:00	1,180	29	4	4	0	0	0	1,217	109.1	96.96%	99.34%	99.67%	100.00%
14:00	1,191	39	7	4	1	1	0	1,243	105.3	95.82%	98.95%	99.52%	99.84%
15:00	1,300	23	3	3	0	2	0	1,331	119.4	97.67%	99.40%	99.62%	99.85%
16:00	1,260	18	6	1	1	0	0	1,286	116.5	97.98%	99.38%	99.84%	99.92%
17:00	1,273	12	4	4	0	0	0	1,293	114.0	98.45%	99.38%	99.69%	100.00%
18:00	1,249	15	2	3	1	0	0	1,270	111.2	98.35%	99.53%	99.69%	99.92%
19:00	1,165	17	3	1	0	0	0	1,186	117.9	98.23%	99.66%	99.92%	100.00%
20:00	1,162	8	2	2	0	0	0	1,174	124.4	98.98%	99.66%	99.83%	100.00%
21:00	1,142	12	1	2	0	0	0	1,157	128.3	98.70%	99.74%	99.83%	100.00%
22:00	994	13	4	1	0	0	0	1,012	133.1	98.22%	99.51%	99.90%	100.00%
23:00	922	9	1	2	1	0	0	935	122.4	98.61%	99.57%	99.68%	99.89%
<b>Total:</b>	<b>21,322</b>	<b>322</b>	<b>66</b>	<b>44</b>	<b>8</b>	<b>4</b>	<b>0</b>	<b>21,766</b>	<b>114.1</b>	<b>97.96%</b>	<b>99.44%</b>	<b>99.74%</b>	<b>99.94%</b>
<b>Overall %:</b>	<b>97.96%</b>	<b>1.48%</b>	<b>0.30%</b>	<b>0.20%</b>	<b>0.04%</b>	<b>0.02%</b>	<b>0.00%</b>						

# PSAP Ring Time

Lexington E911

115 Cisco Rd.

Lexington, KY 40504

County: Fayette

Month - Year: July 2023

Agency Affiliation: Police

PSAP Size: Extra Large

Report Date: 10/10/2024 12:31:06

Report Date From: 01/01/2023

Report Date To: 12/31/2023

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

PSAP Size: All

The PSAP Ring Time Report is representative of the agent's answer time experience. Ring-to-Answer is measured from the time of presentation at the station to the time of agent answer (Ring Seconds Only).

Call Hour	Ring Times In Seconds							Total	Avg. Duration	% with Ring			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	654	10	0	0	0	0	0	664	145.1	98.49%	100.00%	100.00%	100.00%
01:00	488	8	1	0	0	0	0	497	139.3	98.19%	99.80%	100.00%	100.00%
02:00	480	5	1	0	0	0	0	486	142.5	98.77%	99.79%	100.00%	100.00%
03:00	401	3	0	0	0	1	0	405	153.4	99.01%	99.75%	99.75%	99.75%
04:00	332	2	0	0	0	0	0	334	147.8	99.40%	100.00%	100.00%	100.00%
05:00	368	2	1	1	0	0	0	372	134.4	98.92%	99.46%	99.73%	100.00%
06:00	340	3	2	0	0	0	0	345	113.8	98.55%	99.42%	100.00%	100.00%
07:00	452	17	5	0	0	0	0	474	103.5	95.36%	98.95%	100.00%	100.00%
08:00	656	12	1	1	1	0	0	671	105.7	97.76%	99.55%	99.70%	99.85%
09:00	784	11	6	3	0	0	0	804	100.6	97.51%	98.88%	99.63%	100.00%
10:00	860	23	8	4	2	0	0	897	109.7	95.88%	98.44%	99.33%	99.78%
11:00	1,028	22	1	2	0	0	0	1,053	106.4	97.63%	99.72%	99.81%	100.00%
12:00	978	23	4	1	0	0	0	1,006	113.1	97.22%	99.50%	99.90%	100.00%
13:00	1,059	26	1	4	0	0	1	1,091	122.9	97.07%	99.45%	99.54%	99.91%
14:00	1,084	25	8	3	0	0	0	1,120	120.3	96.79%	99.02%	99.73%	100.00%
15:00	1,168	18	2	1	0	0	1	1,190	120.5	98.15%	99.66%	99.83%	99.92%
16:00	1,621	16	2	3	2	0	3	1,647	418.5	98.42%	99.39%	99.51%	99.70%
17:00	1,611	18	5	2	0	0	0	1,636	695.4	98.47%	99.57%	99.88%	100.00%
18:00	1,214	17	4	2	0	3	0	1,240	177.9	97.90%	99.27%	99.60%	99.76%
19:00	1,018	18	3	0	0	0	0	1,039	142.5	97.98%	99.71%	100.00%	100.00%
20:00	1,065	15	2	1	0	0	0	1,083	146.3	98.34%	99.72%	99.91%	100.00%
21:00	1,019	12	2	1	0	0	0	1,034	149.4	98.55%	99.71%	99.90%	100.00%
22:00	1,017	9	1	3	0	0	0	1,030	144.2	98.74%	99.61%	99.71%	100.00%
23:00	723	9	2	2	0	0	0	736	143.3	98.23%	99.46%	99.73%	100.00%
<b>Total:</b>	<b>20,420</b>	<b>324</b>	<b>62</b>	<b>34</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>20,854</b>	<b>198.3</b>	<b>97.92%</b>	<b>99.47%</b>	<b>99.77%</b>	<b>99.93%</b>
<b>Overall %:</b>	<b>97.92%</b>	<b>1.55%</b>	<b>0.30%</b>	<b>0.16%</b>	<b>0.03%</b>	<b>0.01%</b>	<b>0.02%</b>						

# PSAP Ring Time

Lexington E911

115 Cisco Rd.

Lexington, KY 40504

County: Fayette

Month - Year: August 2023

Agency Affiliation: Police

PSAP Size: Extra Large

Report Date: 10/10/2024 12:31:06

Report Date From: 01/01/2023

Report Date To: 12/31/2023

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

PSAP Size: All

The PSAP Ring Time Report is representative of the agent's answer time experience. Ring-to-Answer is measured from the time of presentation at the station to the time of agent answer (Ring Seconds Only).

Call Hour	Ring Times In Seconds							Total	Avg. Duration	% with Ring			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	554	4	0	1	0	0	0	559	151.2	99.11%	99.82%	99.82%	100.00%
01:00	496	8	0	1	0	0	0	505	153.7	98.22%	99.80%	99.80%	100.00%
02:00	394	4	1	0	0	0	1	400	146.2	98.50%	99.50%	99.75%	99.75%
03:00	354	3	0	0	0	0	0	357	155.4	99.16%	100.00%	100.00%	100.00%
04:00	323	1	0	1	0	0	0	325	138.7	99.38%	99.69%	99.69%	100.00%
05:00	318	2	0	0	0	0	0	320	133.0	99.38%	100.00%	100.00%	100.00%
06:00	363	3	0	1	1	1	0	369	124.8	98.37%	99.19%	99.19%	99.46%
07:00	526	4	2	2	0	0	0	534	118.0	98.50%	99.25%	99.63%	100.00%
08:00	598	8	4	1	0	0	0	611	106.7	97.87%	99.18%	99.84%	100.00%
09:00	689	23	10	0	1	1	0	724	103.5	95.17%	98.34%	99.72%	99.72%
10:00	826	27	3	6	0	0	0	862	108.1	95.82%	98.96%	99.30%	100.00%
11:00	964	23	5	3	0	0	0	995	114.5	96.88%	99.20%	99.70%	100.00%
12:00	951	12	2	3	0	1	0	969	108.6	98.14%	99.38%	99.59%	99.90%
13:00	982	20	3	2	0	2	0	1,009	112.6	97.32%	99.31%	99.60%	99.80%
14:00	1,010	30	6	1	0	0	0	1,047	125.4	96.47%	99.33%	99.90%	100.00%
15:00	1,153	21	2	1	0	0	0	1,177	132.1	97.96%	99.75%	99.92%	100.00%
16:00	1,121	19	3	1	0	0	0	1,144	129.9	97.99%	99.65%	99.91%	100.00%
17:00	1,062	15	1	0	1	0	0	1,079	130.6	98.42%	99.81%	99.91%	99.91%
18:00	1,025	13	1	0	0	0	0	1,039	133.9	98.65%	99.90%	100.00%	100.00%
19:00	1,002	11	3	1	0	0	1	1,018	132.4	98.43%	99.51%	99.80%	99.90%
20:00	980	19	0	1	0	0	0	1,000	138.0	98.00%	99.90%	99.90%	100.00%
21:00	928	7	1	1	0	0	0	937	157.5	99.04%	99.79%	99.89%	100.00%
22:00	814	8	0	0	0	0	0	822	144.2	99.03%	100.00%	100.00%	100.00%
23:00	631	16	2	0	1	0	0	650	136.9	97.08%	99.54%	99.85%	99.85%
<b>Total:</b>	<b>18,064</b>	<b>301</b>	<b>49</b>	<b>27</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>18,452</b>	<b>129.1</b>	<b>97.90%</b>	<b>99.53%</b>	<b>99.79%</b>	<b>99.94%</b>
<b>Overall %:</b>	<b>97.90%</b>	<b>1.63%</b>	<b>0.27%</b>	<b>0.15%</b>	<b>0.02%</b>	<b>0.03%</b>	<b>0.01%</b>						



# PSAP Ring Time

Lexington E911

115 Cisco Rd.

Lexington, KY 40504

County: Fayette

Month - Year: September 2023

Agency Affiliation: Police

PSAP Size: Extra Large

Report Date: 10/10/2024 12:31:06

Report Date From: 01/01/2023

Report Date To: 12/31/2023

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

PSAP Size: All

The PSAP Ring Time Report is representative of the agent's answer time experience. Ring-to-Answer is measured from the time of presentation at the station to the time of agent answer (Ring Seconds Only).

Call Hour	Ring Times In Seconds							Total	Avg. Duration	% with Ring			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	548	9	1	2	0	0	0	560	161.0	97.86%	99.46%	99.64%	100.00%
01:00	506	6	3	2	1	0	1	519	187.7	97.50%	98.65%	99.23%	99.61%
02:00	430	10	0	0	0	0	0	440	180.2	97.73%	100.00%	100.00%	100.00%
03:00	517	2	0	2	0	0	0	521	115.7	99.23%	99.62%	99.62%	100.00%
04:00	493	1	2	0	0	0	0	496	109.2	99.40%	99.60%	100.00%	100.00%
05:00	298	4	0	0	0	0	0	302	127.8	98.68%	100.00%	100.00%	100.00%
06:00	404	1	1	0	0	0	0	406	112.4	99.51%	99.75%	100.00%	100.00%
07:00	457	7	3	1	0	0	0	468	114.4	97.65%	99.15%	99.79%	100.00%
08:00	689	12	3	4	0	0	0	708	116.0	97.32%	99.01%	99.44%	100.00%
09:00	660	19	2	0	1	0	1	683	110.3	96.63%	99.41%	99.71%	99.71%
10:00	772	10	8	7	1	1	0	799	121.1	96.62%	97.87%	98.87%	99.75%
11:00	852	21	4	1	0	0	0	878	115.3	97.04%	99.43%	99.89%	100.00%
12:00	856	30	2	6	0	0	1	895	115.0	95.64%	98.99%	99.22%	99.89%
13:00	882	18	8	5	1	1	0	915	110.3	96.39%	98.36%	99.23%	99.78%
14:00	1,072	27	11	5	1	0	0	1,116	112.1	96.06%	98.48%	99.46%	99.91%
15:00	984	17	2	4	1	0	0	1,008	120.1	97.62%	99.31%	99.50%	99.90%
16:00	1,108	21	9	2	0	0	0	1,140	130.7	97.19%	99.04%	99.82%	100.00%
17:00	1,103	16	2	0	0	0	0	1,121	142.3	98.39%	99.82%	100.00%	100.00%
18:00	961	18	2	0	0	1	1	983	129.8	97.76%	99.59%	99.80%	99.80%
19:00	982	13	1	1	0	0	0	997	131.9	98.50%	99.80%	99.90%	100.00%
20:00	927	16	0	0	0	0	0	943	137.6	98.30%	100.00%	100.00%	100.00%
21:00	840	15	1	0	1	0	0	857	140.4	98.02%	99.77%	99.88%	99.88%
22:00	753	10	2	1	1	0	0	767	142.8	98.17%	99.48%	99.74%	99.87%
23:00	686	11	4	2	0	0	0	703	156.6	97.58%	99.15%	99.72%	100.00%
<b>Total:</b>	<b>17,780</b>	<b>314</b>	<b>71</b>	<b>45</b>	<b>8</b>	<b>3</b>	<b>4</b>	<b>18,225</b>	<b>129.6</b>	<b>97.56%</b>	<b>99.28%</b>	<b>99.67%</b>	<b>99.92%</b>
<b>Overall %:</b>	<b>97.56%</b>	<b>1.72%</b>	<b>0.39%</b>	<b>0.25%</b>	<b>0.04%</b>	<b>0.02%</b>	<b>0.02%</b>						

# PSAP Ring Time

Lexington E911

115 Cisco Rd.

Lexington, KY 40504

County: Fayette

Month - Year: October 2023

Agency Affiliation: Police

PSAP Size: Extra Large

Report Date: 10/10/2024 12:31:06

Report Date From: 01/01/2023

Report Date To: 12/31/2023

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

PSAP Size: All

The PSAP Ring Time Report is representative of the agent's answer time experience. Ring-to-Answer is measured from the time of presentation at the station to the time of agent answer (Ring Seconds Only).

Call Hour	Ring Times In Seconds							Total	Avg. Duration	% with Ring			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	613	5	2	0	0	1	0	621	160.6	98.71%	99.52%	99.84%	99.84%
01:00	532	5	1	0	0	0	0	538	165.0	98.88%	99.81%	100.00%	100.00%
02:00	456	2	0	0	0	0	0	458	163.7	99.56%	100.00%	100.00%	100.00%
03:00	454	2	0	0	1	0	0	457	145.6	99.34%	99.78%	99.78%	99.78%
04:00	334	2	0	0	3	0	0	339	152.0	98.53%	99.12%	99.12%	99.12%
05:00	333	3	1	0	0	0	0	337	143.8	98.81%	99.70%	100.00%	100.00%
06:00	397	1	0	0	0	0	0	398	122.6	99.75%	100.00%	100.00%	100.00%
07:00	568	6	2	0	0	0	0	576	121.9	98.61%	99.65%	100.00%	100.00%
08:00	616	4	3	1	0	0	0	624	109.2	98.72%	99.36%	99.84%	100.00%
09:00	677	9	1	2	0	0	0	689	109.1	98.26%	99.56%	99.71%	100.00%
10:00	792	12	4	5	0	0	0	813	120.0	97.42%	98.89%	99.38%	100.00%
11:00	827	10	1	2	1	0	0	841	116.6	98.34%	99.52%	99.64%	99.88%
12:00	826	7	2	2	0	0	0	837	119.2	98.69%	99.52%	99.76%	100.00%
13:00	873	13	3	0	0	0	0	889	121.7	98.20%	99.66%	100.00%	100.00%
14:00	1,003	15	6	4	0	0	0	1,028	123.1	97.57%	99.03%	99.61%	100.00%
15:00	974	11	1	0	0	0	0	986	121.7	98.78%	99.90%	100.00%	100.00%
16:00	1,070	4	0	0	0	0	0	1,074	122.7	99.63%	100.00%	100.00%	100.00%
17:00	1,158	8	0	0	0	1	0	1,167	128.7	99.23%	99.91%	99.91%	99.91%
18:00	1,021	9	2	0	0	0	0	1,032	136.0	98.93%	99.81%	100.00%	100.00%
19:00	1,051	3	1	1	1	1	0	1,058	139.1	99.34%	99.62%	99.72%	99.81%
20:00	899	8	0	1	0	0	0	908	139.8	99.01%	99.89%	99.89%	100.00%
21:00	842	3	1	0	0	0	0	846	143.7	99.53%	99.88%	100.00%	100.00%
22:00	722	3	0	0	0	0	0	725	139.2	99.59%	100.00%	100.00%	100.00%
23:00	711	4	0	1	0	0	0	716	149.4	99.30%	99.86%	99.86%	100.00%
<b>Total:</b>	<b>17,749</b>	<b>149</b>	<b>31</b>	<b>19</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>17,957</b>	<b>131.9</b>	<b>98.84%</b>	<b>99.67%</b>	<b>99.84%</b>	<b>99.95%</b>
<b>Overall %:</b>	<b>98.84%</b>	<b>0.83%</b>	<b>0.17%</b>	<b>0.11%</b>	<b>0.03%</b>	<b>0.02%</b>	<b>0.00%</b>						

# PSAP Ring Time

Lexington E911

115 Cisco Rd.

Lexington, KY 40504

County: Fayette

Month - Year: November 2023

Agency Affiliation: Police

PSAP Size: Extra Large

Report Date: 10/10/2024 12:31:06

Report Date From: 01/01/2023

Report Date To: 12/31/2023

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

PSAP Size: All

The PSAP Ring Time Report is representative of the agent's answer time experience. Ring-to-Answer is measured from the time of presentation at the station to the time of agent answer (Ring Seconds Only).

Call Hour	Ring Times In Seconds							Total	Avg. Duration	% with Ring			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	439	2	0	0	0	0	0	441	152.7	99.55%	100.00%	100.00%	100.00%
01:00	431	3	0	0	0	0	1	435	157.8	99.08%	99.77%	99.77%	99.77%
02:00	350	2	2	0	0	0	0	354	173.7	98.87%	99.44%	100.00%	100.00%
03:00	321	2	0	0	0	0	0	323	162.0	99.38%	100.00%	100.00%	100.00%
04:00	317	0	0	0	0	0	1	318	121.0	99.69%	99.69%	99.69%	99.69%
05:00	293	1	1	0	0	0	0	295	130.3	99.32%	99.66%	100.00%	100.00%
06:00	353	3	0	0	0	0	0	356	116.7	99.16%	100.00%	100.00%	100.00%
07:00	468	5	0	0	0	0	0	473	112.8	98.94%	100.00%	100.00%	100.00%
08:00	562	1	2	1	0	0	1	567	119.2	99.12%	99.29%	99.65%	99.82%
09:00	674	6	0	1	0	0	0	681	113.0	98.97%	99.85%	99.85%	100.00%
10:00	710	1	0	0	0	0	0	711	103.9	99.86%	100.00%	100.00%	100.00%
11:00	777	11	0	1	0	0	1	790	111.0	98.35%	99.75%	99.75%	99.87%
12:00	759	8	2	0	0	0	0	769	116.0	98.70%	99.74%	100.00%	100.00%
13:00	782	6	0	0	0	0	0	788	117.2	99.24%	100.00%	100.00%	100.00%
14:00	805	7	0	2	0	0	1	815	115.6	98.77%	99.63%	99.63%	99.88%
15:00	978	15	0	1	0	0	0	994	121.9	98.39%	99.90%	99.90%	100.00%
16:00	937	7	1	2	0	0	0	947	127.9	98.94%	99.68%	99.79%	100.00%
17:00	999	11	0	1	0	0	0	1,011	125.2	98.81%	99.90%	99.90%	100.00%
18:00	974	5	2	0	0	0	0	981	127.6	99.29%	99.80%	100.00%	100.00%
19:00	961	3	0	0	0	0	0	964	133.0	99.69%	100.00%	100.00%	100.00%
20:00	721	4	1	1	0	0	0	727	132.2	99.17%	99.72%	99.86%	100.00%
21:00	711	5	1	0	0	0	0	717	135.8	99.16%	99.86%	100.00%	100.00%
22:00	629	4	0	0	0	0	1	635	147.6	99.06%	99.69%	99.69%	99.69%
23:00	513	4	0	1	0	0	0	518	142.4	99.03%	99.81%	99.81%	100.00%
<b>Total:</b>	<b>15,464</b>	<b>116</b>	<b>12</b>	<b>11</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>15,610</b>	<b>127.3</b>	<b>99.06%</b>	<b>99.81%</b>	<b>99.88%</b>	<b>99.96%</b>
<b>Overall %:</b>	<b>99.06%</b>	<b>0.74%</b>	<b>0.08%</b>	<b>0.07%</b>	<b>0.00%</b>	<b>0.03%</b>	<b>0.01%</b>						

# PSAP Ring Time

Lexington E911

115 Cisco Rd.

Lexington, KY 40504

County: Fayette

Month - Year: December 2023

Agency Affiliation: Police

PSAP Size: Extra Large

Report Date: 10/10/2024 12:31:06

Report Date From: 01/01/2023

Report Date To: 12/31/2023

Period Group: Month

Time Group: 60 Minute

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

PSAP Size: All

The PSAP Ring Time Report is representative of the agent's answer time experience. Ring-to-Answer is measured from the time of presentation at the station to the time of agent answer (Ring Seconds Only).

Call Hour	Ring Times In Seconds							Total	Avg. Duration	% with Ring			
	0 - 10	11-15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
00:00	532	0	1	0	0	0	0	533	142.2	99.81%	99.81%	100.00%	100.00%
01:00	388	0	1	1	0	0	0	390	165.9	99.49%	99.49%	99.74%	100.00%
02:00	474	2	1	1	0	0	0	478	158.6	99.16%	99.58%	99.79%	100.00%
03:00	339	2	1	0	0	0	0	342	149.0	99.12%	99.71%	100.00%	100.00%
04:00	356	2	0	0	0	0	0	358	133.5	99.44%	100.00%	100.00%	100.00%
05:00	336	0	1	0	0	0	0	337	133.4	99.70%	99.70%	100.00%	100.00%
06:00	357	0	0	1	0	0	0	358	121.8	99.72%	99.72%	99.72%	100.00%
07:00	432	7	1	1	0	0	0	441	116.3	97.96%	99.55%	99.77%	100.00%
08:00	562	8	0	0	0	0	0	570	121.3	98.60%	100.00%	100.00%	100.00%
09:00	652	2	1	0	0	0	0	655	108.5	99.54%	99.85%	100.00%	100.00%
10:00	719	10	2	0	0	0	0	731	118.7	98.36%	99.73%	100.00%	100.00%
11:00	747	5	1	0	0	0	0	753	119.0	99.20%	99.87%	100.00%	100.00%
12:00	835	7	1	1	0	1	0	845	118.3	98.82%	99.64%	99.76%	99.88%
13:00	878	8	1	3	0	0	0	890	122.3	98.65%	99.55%	99.66%	100.00%
14:00	950	10	3	2	1	0	0	966	113.3	98.34%	99.38%	99.69%	99.90%
15:00	924	7	0	0	1	0	1	933	123.8	99.04%	99.79%	99.79%	99.79%
16:00	1,000	4	3	1	0	0	0	1,008	126.2	99.21%	99.60%	99.90%	100.00%
17:00	1,107	12	1	0	0	0	0	1,120	120.5	98.84%	99.91%	100.00%	100.00%
18:00	991	10	3	2	1	0	0	1,007	135.4	98.41%	99.40%	99.70%	99.90%
19:00	896	6	0	0	0	0	0	902	134.8	99.33%	100.00%	100.00%	100.00%
20:00	813	7	0	0	0	0	0	820	135.6	99.15%	100.00%	100.00%	100.00%
21:00	738	5	0	0	0	0	0	743	131.7	99.33%	100.00%	100.00%	100.00%
22:00	660	4	1	0	0	0	0	665	140.3	99.25%	99.85%	100.00%	100.00%
23:00	654	2	2	0	0	0	0	658	177.1	99.39%	99.70%	100.00%	100.00%
<b>Total:</b>	<b>16,340</b>	<b>120</b>	<b>25</b>	<b>13</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>16,503</b>	<b>129.9</b>	<b>99.01%</b>	<b>99.74%</b>	<b>99.89%</b>	<b>99.97%</b>
<b>Overall %:</b>	<b>99.01%</b>	<b>0.73%</b>	<b>0.15%</b>	<b>0.08%</b>	<b>0.02%</b>	<b>0.01%</b>	<b>0.01%</b>						