



## Call Statistics per Year, Grouped by Range of Answer Time

From: 01/01/2024 00:00:01 To: 12/31/2024 23:59:59  
PSAP: Undefined  
Trunk Group/Pool: TG - 911, TG - i3 911

Number of Calls : 107,693

### Range of Answer Time

<u>Year</u>	<u>Number of Calls</u>	<u>Average</u> (hh:mm:ss)	<u>Minimum</u> (hh:mm:ss)	<u>Maximum</u> (hh:mm:ss)
<b>0-10 (sec) Excellent Call Answer Time</b>				
2024	104,930	00:00:01	00:00:00	00:00:09
	<b>104,930</b>	<b>00:00:01</b>	<b>00:00:00</b>	<b>00:00:09</b>
<b>10.001-20 Good</b>				
2024	1,603	00:00:14	00:00:10	00:00:19
	<b>1,603</b>	<b>00:00:14</b>	<b>00:00:10</b>	<b>00:00:19</b>
<b>20.001-30 Average</b>				
2024	916	00:00:23	00:00:20	00:00:30
	<b>916</b>	<b>00:00:23</b>	<b>00:00:20</b>	<b>00:00:30</b>
<b>30.001-40 Poor</b>				
2024	174	00:00:33	00:00:30	00:00:39
	<b>174</b>	<b>00:00:33</b>	<b>00:00:30</b>	<b>00:00:39</b>
<b>40.001+ Unacceptable</b>				
2024	70	00:00:48	00:00:40	00:00:59
	<b>70</b>	<b>00:00:48</b>	<b>00:00:40</b>	<b>00:00:59</b>
	<b>107,693</b>	<b>00:00:02</b>	<b>00:00:00</b>	<b>00:00:59</b>