

Lexington-Fayette Urban County Government

Public Safety Transition Team Draft Report

Glenn Brown, Chair

David Ades

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Dr. John Bizzack

Linda Gorton

Diane Lawless

Dr. Derek Paulson

Kathy Witt

**MAYOR-ELECT JIM GRAY
PUBLIC SAFETY TRANSITION TEAM**

December 28, 2010

The Honorable Jim Gray
Mayor-Elect Lexington Fayette Urban County Government
200 East Main Street
Lexington, KY 40507

Dear Mayor-Elect Gray:

The members of the Public Safety Transition Team are pleased to submit our Transition Report. Thank you for the opportunity to serve on the Transition Team to review the Lexington-Fayette Urban County Government's Department of Public Safety. It is our hope that our report will provide suggestions for ways to become more efficient and reduce costs while improving the quality of public safety that LFUCG provides for its citizens.

We interviewed the directors of the following agencies: Division of Fire and Emergency Services, Division of Code Enforcement, Community Corrections, Enhanced 911, Division of Police, and the Division of Emergency Management. We also met with the Commissioner of Public Safety to gather additional information regarding concerns brought forth by the division directors. Additionally, we conducted interviews with the Lexington Professional Firefighters IAFF Local 526, the Fraternal Order of Police, the Bluegrass Community Corrections Officer Association Kentucky Coalition of Public Safety Officers Local 3370 and Town Branch FOP Lodge 83. They provided us valuable insight into the challenges their divisions will face in 2011 and beyond.

We have reviewed and discussed the individual reports submitted by each division as well as the additional information that was requested as the interviews were conducted. Our report consists of division overviews and summaries of each interview. Additionally, we have included a brief budget synopsis, a personnel synopsis, and overall public safety issues and recommendations for your review.

Although there are many encouraging projects taking place across divisions, there are also areas of opportunity in specific divisions. There are vast differences in management styles across the divisions, some of which we found to be concerning.

There will be much work to do when your Administration takes office in January. Our team is ready to assist and provide further information to you as you compile and prioritize your Administration's agenda. Please do not hesitate to contact us if we can provide any additional support to you or your staff.

Sincerely,

Glenn Brown
Chair, LFUCG Public Safety Transition Team

Transition Team Members

- Glenn Brown, Chair, Retired LFUCG Community Corrections Director
- David Ades, Retired LFUCG Assistant Fire Chief
- Anthony Beatty, Assistant Vice President, University of Kentucky Campus Services
- Dr. John Bizzack, Commissioner of the Kentucky Department of Criminal Justice Training
- Linda Gorton, LFUCG Vice Mayor-Elect
- Diane Lawless, LFUCG Councilmember 3rd District
- Dr. Derek Paulson, Professor of Criminal Justice, Eastern Kentucky University
- Kathy Witt, Fayette County Sheriff

Department of Public Safety

The Public Safety Transition team conducted interviews of the Public Safety divisions from December 7th, 2010 to December 21st, 2010. The directors were asked a series of questions supplied by Mayor-Elect Jim Gray's Transition Team Chair. The minutes of each of the meetings are included in this report.

Department Overview

The mission of The Department of Public Safety is to enhance the quality of life in the Lexington Fayette Urban County by working cooperatively with the public within the framework of law. Public Safety will responsibly, ethically, and with great determination preserve and advance moral as well as traditional values established within our past and demanded by our future.

Public Safety Budget, FY 2011

The largest department in the General Services fund is Public Safety, accounting for 56% of the FY 2011 budget.

Budget by Division	Adopted FY 2011
Commissioner	\$499,110
Emergency Management	\$3,541,330
Community Corrections	\$31,496,918
Police	\$59,566,470
Fire and Emergency Services	\$54,961,985
Code Enforcement	\$1,670,750
Total	\$151,736,563

- The personnel budgets for Community Corrections, Police, and Fire and Emergency Services include funds required by the collective bargaining agreements.
- The budget for Police and Fire Pension was moved from Public Safety to Finance Administration for FY 2010.

- Funds are included for one recruit class for Police and two recruit classes for Fire.

Public Safety Personnel, FY 2011

Personnel	FY 2011
Emergency Management	11
E911	70
Community Corrections	314
Police	523 (sworn) 79 (civilian)
Fire and Emergency Services	536 (sworn) 15 (civilian)
Code Enforcement	24
Total	1572

Overall Public Safety Issues and Recommendations

Upon the conclusion of the meetings, the Public Safety Transition Team met to debrief and compile a comprehensive list of the most pressing issues for Public Safety as well as recommendations for your Administration to improve the efficiency and effectiveness of the department. These issues and recommendations are as follows:

- Upcoming requirement for a new Public Safety radio system at a cost of approximately \$30 million FCC Mandated to be on line by year 2013. If not done fines could be imposed at \$60,000 weekly and appears no waivers will be issued (currently being worked on by a Consultant Firm).
- Consider using a professional negotiator to work with unions and LFUCG Division of Human Resources during contract talks.
- All Chiefs and Directors would like to see monthly meetings (**with a cause**) with CAO so they know what is happening in government and/or what is to be expected from the Administration. This could also include segments for leadership development that have been requested by all.
- The Division of Police leadership development model should serve as a potential model for other public safety agencies to use. The Division of Police presented as having an excellent leadership development process and professional business minded management approach. This level of forward thinking and confidence in leadership was not as high for the Divisions of Fire, Corrections, and E911.
- Division of E-911 needs to be reviewed to ensure it's more of a one division management concept under either Police or Fire. Having two separate locations makes it a management issue.
- Recommend the formation of a Public Safety Tax Task Force to explore possible tax models that could be used to assist in the funding of LFUCG's Department of Public Safety. The Public Safety Tax Task Force would also review what Public Safety expenses could be covered by the tax as well as the logistical issues associated with differing tax models.

- Staffing levels in Police, Fire and Community Corrections, when staffing levels are below the allocated positions should be able to recruit new classes when those positions fall below a certain level, e.g. Community Corrections has 25 positions open, need to start new hiring process.
- Overall hiring process for Police, Fire and Community Corrections seems to be a lengthy process...up to 11 months.
- Division of Fire and Emergency Services is in need of a new Fire Training Tower. Alternative funding sources to consider should be with Division of Police, Fayette County Sheriff's Office or work with Fire Commission and State Legislators to request funding and include surrounding counties' Fire Chiefs and Mayors.
- Current location for Division of Emergency Management as well as the Emergency Operations Center is not big enough for its functions if an emergency arises. LFUCG currently owns a building (Juvenile Detention Center on Cisco Road could serve this function). Some grant funding may be available for renovating to suit the division and/or community need, e.g. no back-up generator at current location, EOC is too small to accommodate emergency agencies.
- Community Corrections has had to turn over it's phone revenue to the General Fund and this will cause budget issues for inmate mandated equipment/supplies that could have been paid for out of that account, e.g. \$108,000 for new mattresses is on for a "bond approval" and could have been paid for out of that fund and other maintenance items that are forthcoming. Consider allowing the division to keep some of the revenue to take care of required items.
- Community Corrections could be placed under the jurisdiction of the Fayette County Sheriff's Department.
- Recommend the establishment of Community Corrections Oversight Board.
- **Community Corrections faces many challenges as a division. The issues are vast and range from safety and security to general management of the facility and its employees. A thorough review of Community Corrections is needed immediately. This should include interviews with management and subordinate staff, as well as an infrastructure inspection. Corrections staff expressed concern that the failure of the current Administration to establish career path development will perpetuate the low retention rates at the Corrections facility.**

SUMMARY

Enhanced 911 Meeting

December 13, 2010

Attendees: Kathy Witt, Diane Lawless, David Lucas, Linda Gorton, Anthony Beatty, Derek Paulson, David Ades, Glenn Brown, Jenifer Benningfield, Diana Queen

What do you think are the 5 most important responsibilities of your division, agency, or commission?

1. Collect information and distribute information (distribute to 1st responders)
2. Safety of Officers (police, fire, ambulance)
3. Addressing (posting of addresses with citation power)
4. Getting information from Callers (registering phones and addresses) infrastructure of e911 system
 - Cell phone companies register the numbers and 9 landline companies register numbers as well. (When they call with cell, only know number, latitude, longitude, and cell phone number) If caller gives name, then E911 adds it to database.
 - Accuracy varies widely by carrier. Carrier has confidence level (circle on map)
 - 60% of calls to 911 are from cell phones
 - Apartments and sporting events pose a challenge
 - Offering self-registration soon. This will be a nation wide database.Goal is to have it operational in March and do public launch in April

What do you consider to be the top 5 daily routine activities performed in your division, agency, or commission?

1. Maintaining 911 database
2. Working with police and fire; rosters. Keeping track of where all first responders are.
3. Help desk
4. 10 years of data scrubbing (working with apartment complexes to match. 98.5% match)
 - Street Center lines. Used to do aerial photos. 6 years ago they changed to Pictometry: Angled view.
 - Do this every 2 years
 - New developments: assign addresses very early; even if it is an empty lot, they give it an address.
 - Plan tracker; addressing is a sign off on this.

Please describe what you feel are your 3 most significant accomplishments during your service in this specific position. In your opinion, what made them significant?

1. Set up a regional 911 system.
 - Now managing own database. Got a grant from State for ½ the cost. Pulled in other counties to share/reduce costs.
 - Jessamine, Woodford, and Fayette. Added on Boyd, Mead, Lincoln, Garrard, and Taylor. (Windstream).
 - Counties split cost proportional to size of city; approximately 60% of LFUCG and 40% on other partner counties
 - Bell South Counties haven't pulled in yet.
 - Money will go into 911 Fund. Fees collected from 911 must go into 911 expenses.
 - 911 Fund:
 - 2 sources: 1 from cell phones, 1 from landlines.
 - Total 3.5 million, 6 million total. Difference is General Fund. 90% goes to addressing, ect...

- 63% of calls were not 911 so 63% of the money goes to General Fund.
- Using IP networks (next gen 911)
- All calls come in to main network, and then are directed to the appropriate county
 - Each county had to pay 30k to connect. Monthly cost is 40% less than before
 - Sometimes they run a surplus in 911 fund, they save it for a couple of years so they can use it for the big expenditures.
 - General Fund: Salaries for Telecommunicators
 - Indirect Costs: E911 doesn't pay indirect costs back to General Fund.
 - E911 Fee is added to landline bill, but 20% of people don't have landlines. Tried to get it on KU bill but they didn't want it. Large disparities between fees on landlines (over \$2.00) and fees on cell phones (\$0.43)
- 2. Reduced their overtime.
 - Was over \$600,000/yr
 - Lucas reduced it by 40%. Changed schedules, hired temporary employees (Through *People Plus*) Lucas pays hourly rate plus a 27% fee to *People Plus*. (8 people who do that)
 - Still have mandatory overtime. 50 hours: 5 ten hour shifts or 4 twelve hour shifts
 - E911 has 13 vacant positions. Short call takers. Strong in dispatch. Dispatch can do call taking, but call takers cannot do dispatch.
 - Hired 8 temps.
 - Will not have less than 2 dispatchers. Supervisors will take calls and dispatch
 - Fire: Staff 4
 - Police: Staff 3 dispatchers, a supervisor, 4 call takers
 - Training Standards: State requires them to graduate Richmond academy, 4.5 weeks, 16 hours training
 - Can be overtime but might not be
 - Overall, no one is allowed to work more than 16 hours and must have 9 hours between shifts.
 - Doesn't think it works well that there is a call center at police and a call center at fire.
 - If no one answers, call goes to fire, then back to police, then back to fire, ect...
 - 12 times last year it took over a minute to answer.
 - LFUCG's numbers are better than national average.

What are the 3 most frustrating aspects of your position? What makes them frustrating? In your opinion, what steps can be taken for improvement?

1. Working with 2 locations, trying to reach one goal.
 - This doesn't work well.
 - Was trying to design a new center to get everyone under one roof.
2. Radio Systems (2 different systems for police and fire)
 - Dead spots
 - Federal Mandate: \$30million (over 3 years) to get new system by 2013 for police and fire
 - If past deadline, they will be fined up to \$60,000 per week
 - Put Sheriff and UK on this as well. Would build network and replace the apparatus on their hip.
 - Had funding before bond issue 2 years ago.
 - Paid for a study (RCC) to find out costs, time, ect...new cost estimate should be available in a few months
 - Adding 3 towers
 - Tates Creek High School
 - Coldstream

- Cardinal Run or Airport (not really high enough) so if they did Airport they would also need another tower. 150 ft.
- If we do not take care of narrow banding, we could be fined 60k a week.
- We are no longer an evacuation site. We are now in the plume
- 3. Employees: Employees that do not want to work. Stressful, demanding. Tardiness and absentees
 - Turnover rate, 13% (last year, 19%) over last 4 years
 - National average is 19%
 - What type of training are we doing with training? Supervisors are having a hard time training employees that are of a different generation.
 - Lucas doesn't think his employees get enough training.
 - They are starting to develop in house training to help handle not only technical issues but generational issues as well.
 - Supervisors range across 3 generations.

Can you think of at least 3 significant changes or improvements you really wanted to make during your time in this position, but were unable to make happen? What kept you from making these changes or improvements?

1. Radio System
2. Getting to one center
3. Getting to a staffing level where overtime is not mandatory, but voluntary
 - Can choose 8,10, or 12 hour shifts and choose which days they want off.
 - Have 59 employees currently
 - Staff of 70 is Lucas' goal (the 11 vacant positions are funded, but cannot get the quality people)
 - This is a national problem
 - Takes 4 months from when they submit application to when they start
 - Recruit a lot through Richmond, KY and that is why LFUCG is only short 2 dispatchers.
 - Call takers are the tough positions to fill. \$15/HR

Can you think of any areas of your position where current LFUCG administrative regulations have limited your effectiveness or made accomplishing your objectives near impossible? How many of these situations come to mind and tell us the specific administrative regulation that limited you?

1. HR Area: FMLA
2. Lack of consistency between HR and LAW dealing with workers comp. The two groups do not agree about issues, yet both think they are correct

How would you rate the overall efficiency of your division, agency, or commission?

1. (2) Fairly Efficient

What do you think are the 5 areas where the efficiency and/or effectiveness of your division, agency, or commission could be improved significantly? Please be as specific as you can. What do you think would help make these areas more efficient or effective?

1. Proper staffing
2. In house training program (currently under development)
 - Have to have been a supervisor, certain number of hours of training through Richmond.
2. Morale Officer
 - This position will worry about birthdays, anniversaries, and other important times

How effective are the current processes for communications and interactions between your division and our citizens? Are there ways that communications can be improved?

1. Pamphlets
2. Enhancing website
3. Self-registration system is going to be very helpful
4. Work with police and fire to teach kids about 911.

- Ex: *Sally Cell Phone Program*

How effective are the current processes for intra-governmental communications between the Mayor's Office and you and/or your staff? Are there ways that communications can be improved?

1. Good communications with Commissioners
 - However, there is not enough Communication with other directors.
3. Would like to get Directors Meetings back
 - Kept on Schedule, didn't drag on, but facilitated communications between directors.
4. Have Commissioners and Directors meeting bi-weekly
5. Below Director's level, Lucas' employees were upset that Mayor never visited.
6. Council members can come by appointment

Do you have any suggestions on how we can better translate organizational goals practically and meaningfully for employees from the lowest level to the highest level? In your view, are there better ways to encourage people to communicate differing opinions on policy and similar decisions?

1. More strategically, if something is coming from Mayor, make sure it is important.
2. Lucas encourages employees to share ideas and concerns and visits all shifts.
3. Lucas also feels comfortable sharing ideas and concerns with his Commissioners

Can you think of areas or activities within your division, agency or commission where cost reductions might be available? What would help those reductions become reality?

1. Costs reduction on 911 infrastructure
2. Personnel:
 - Push to form Union has died down.

What are the 5 most difficult issues, problems or hurdles facing the new administration within your division, agency or commission? What suggestions would you offer to help overcome these issues, problems or hurdles?

1. Radio is number 1 problem for all of public safety and public works
 - Catastrophe waiting to happen
 - Hopefully less than \$30 Million. Study will be completed in a few months
 - Harris, Motorola, Kenwood

Please explain your system for strategic planning business planning, staff management and meetings?

1. Have meetings with Supervisors by location about every other month or quarterly.
 - Used to meet monthly, but that was too frequent (According to feedback from Supervisors)
 - Look at indicators; answering times, call volume, individual stats on every Telecommunicator. (Randomly select about 2 calls each month to listen to. They will play it and review it to identify weaknesses.)

2. Watch overtime
3. Everyone was being paid, but overtime wasn't being recorded.
 - Issue with PeopleSoft Software
 - Elizabeth McGee is working on this with Michelle Gunther.

What are the significant strengths, weaknesses, opportunities and threats (SWOT) facing your department, as well as your perceptions of those facing LFUCG as a whole.

1. Strength: People are dedicated
2. Weakness: 911: separation of fire and police
3. Opportunities: Can leverage some federal money to upgrade radio system (CSEPP)
 - Reaching out to citizens with self-registration
 - Lexington won't get any state money. Also, all small communities get the money
 - Need to make sure that the legislation doesn't go to a State fee
 - Fee would be less than \$2.00, so LFUCG would get less then they get now.
4. Threats: If we don't radio system issue resolved, there will be a communication crisis.

During or before your time in a leadership role has your division experienced a crisis? How was it handled? What should we do differently if we encounter a similar crisis?

1. Comair Crash
 - Happened early in the morning
 - Call takers came in and worked really hard
2. Ice storm

Submitted by Jenifer Benningfield, Legislative Aide to Linda Gorton

Division of Enhanced 911
Telecommunicator Series
Overtime and Temp Services Expenses

E911

	Overtime Budget	Used	Temp Services Budget	Used	Total Cost	Fund Split General / E911
FY 2007	\$ 249,000	\$ 622,798			\$ 622,798	68 / 32
FY 2008	\$ 534,130	\$ 530,252		\$ 32,290	\$ 562,542	68 / 32
FY 2009	\$ 426,390	\$ 567,075		\$ 86,972	\$ 654,047	67 / 33
FY 2010	\$ 524,200	\$ 347,246	\$ 50,000	\$ 97,889	\$ 445,135	67 / 33
FY 2011*	\$ 413,000	data unavailable	\$ 130,000	\$ 34,028	\$ 34,028	63 / 37

* thru Nov 2010 (as of 11-26-10)

12/29/2010

Division of Enhanced 911
Telecommunicator Series Attrition Rate
E911
Attrition Rate

	Promoted	Retired	Transfer	Resign	Dismissed	Other	Total Departures	Average Staffing	Turnover Rate
FY 2007	5		1	4	2	1	8	67	11.9%
FY 2008	0	2	1	5	1		7	64	10.9%
FY 2009	3	3		3			3	63	4.7%
FY 2010	0	3		4	5		9	62	14.6%
Total:	8	8	2	16	8	1	6.8	64.1	10.5%
Annual Average:									
FY 2011*	4			2	2		4	60	6.7%
Grand Total:	12	8	2	18	10	1	31		

* thru 12/16/10



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

Primary PSAP (Police HQ)

2500139	Jan	Feb	Mar	1st Qtr	Apr	May	Jun	2nd Qtr	Jul	Aug	Sep	3rd Qtr	Oct	Nov	Dec	4th Qtr	2010 Total	% Split
Admin	25429	21321	24956	71,706	16007	26651	28899	71557	29015	28826		57841				0	201,104	59.33%

E9-1-1	15469	14061	15414	44,944	25262	16856	17408	59526	16848	16551		33399				0	137,869	40.67%
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Wire	2803	2600	2354	7,757	2256	1910	1845	6011	1250	450		1700				0	15,468	11.22%
Wireless	12666	11461	13060	37,187	13751	14946	15563	44260	15598	16101		31699				0	113,146	82.07%

TTY	10	9	9	28	14	14	18	46	8	12		20				0	94	0.61%
Abandoned	23	33	24	80	27	51	27	105	20	3		23				0	208	0.15%

Secondary PSAP (Fire HQ)

2500140	Jan	Feb	Mar	1st Qtr	Apr	May	Jun	2nd Qtr	Jul	Aug	Sep	3rd Qtr	Oct	Nov	Dec	4th Qtr	2010 Total	% Split
Admin	4721	4051	5082	13854	4938	5132	5051	15121	5526	5423		10949				0	39,924	66.62%

E9-1-1	2310	2059	2297	6666	2801	2333	2702	7836	2844	2656		5500				0	20,002	33.38%
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Wire	2269	2034	2229	6532	2246	2240	2433	6919	2287	2329		4616				0	18,067	90.33%
Wireless	41	25	68	134	555	93	269	917	557	327		884				0	1,935	9.67%

TTY	0	3	2	5	0	0	0	0	2	2		4				0	9	0.04%
Abandoned	5	4	3	12	10	5	7	22	6	5		11				0	45	0.22%

Combined PSAPs

	Jan	Feb	Mar	1st Qtr	Apr	May	Jun	2nd Qtr	Jul	Aug	Sep	3rd Qtr	Oct	Nov	Dec	4th Qtr	2010 Total	% Split
Admin	30150	25372	30038	85560	20945	31783	33950	86678	34541	34249	0	68790	0	0	0	0	241,028	60.42%

E9-1-1	17779	16120	17711	51610	28063	19189	20110	67362	19692	19207	0	38899	0	0	0	0	157,871	39.58%
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Wire	5072	4634	4583	14289	4502	4150	4278	12930	3537	2779	0	6316	0	0	0	0	33,535	21.24%
Wireless	12707	11486	13128	37321	14306	15039	15832	45177	16155	16428	0	32583	0	0	0	0	115,081	72.90%

TTY	10	12	11	33	14	14	18	46	10	14	0	24	0	0	0	0	103	0.07%
Abandoned	28	37	27	92	37	56	34	127	26	8	0	34	0	0	0	0	253	0.16%

Prepared By:

Criss R. Chancellor, AK Associates

ActivityReport2010vNet.xls

12/29/2010



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

Monthly Call Counts

Primary PSAP

	Jan	Feb	Mar	1st Qtr	Apr	May	Jun	2nd Qtr	Jul	Aug	Sep	3rd Qtr	Oct	Nov	Dec	4th Qtr	2009 Total	% Split
2500139																		
Admin			24129	24,129	27202	28278	27349	82,829	28309	29575	28260	86,144	25806	24302	25265	75,373	268,475	61.75%
E9-1-1			14188	14,188	15389	17326	15658	48,373	16431	18151	16976	51,558	19585	16532	16038	52,155	166,274	38.25%
Wire			5978	5,978	5788	6471	11482	23,741	16431	18151	5344	39,926	3632	2438	2345	8,415	78,060	46.95%
Wireless			8210	8,210	9601	10885	4176	24,662	0	0	11632	11,632	15953	14094	13693	43,740	88,244	53.07%
TTY			4	4	11	14	9	34	12	9	15	36	16	16	18	50	124	0.16%
Abandoned			667	667	679	781	677	2,137	706	781	412	1,899	117	84	29	230	4,933	

	Jan	Feb	Mar	1st Qtr	Apr	May	Jun	2nd Qtr	Jul	Aug	Sep	3rd Qtr	Oct	Nov	Dec	4th Qtr	2009 Total	% WRLS
Wireless Direct																		
VonageWireless																		
Abandoned																		
T-Mobile																		
Abandoned																		
Sprint PCS																		
Abandoned																		
AT&T																		
Abandoned																		
Noriel																		
Abandoned																		
Cricket																		
Abandoned																		
Point2Point			4	4	8	7	4	19	7	13	8	28	8	9	16	33	84	0.10%

VolP																		
Vonage			176	176	209	145	120	474	61	18	6	85	22	14	23	59	794	1.02%
Abandoned			0	0	0	0	2	2	0	0	0	0	0	0	0	0	2	

No Data 01/01/09 Through 03/02/09 Due to Hardware Failure

Implementation of LFUCG Selective Routers and new 911 Trunk Design effected Wire/Wireless Count

Implementation of LFUCG Selective Routers and new 911 Trunk Design Eliminated Call Count by Carrier within Local ANI Controller



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

Monthly Call Counts

Secondary PSAP

2500140	Jan	Feb	Mar	1st Qtr	Apr	May	Jun	2nd Qtr	Jul	Aug	Sep	3rd Qtr	Oct	Nov	Dec	4th Qtr	2009 Total	% Split
Admin	5219	4583	4451	14,253	4853	4888	4385	14126	4757	4687	4931	14375	4942	4269	4834	14045	56,799	67.50%

E9-1-1	2491	2226	2226	6,943	2128	2674	2119	6,921	2270	2225	2223	6,718	2509	2082	2176	6,767	27,349	32.50%
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Wire	2491	2223	2210	6,924	2107	2358	2008	6,473	2227	2225	2125	6,577	2440	2033	2155	6,628	26,602	97.27%
Wireless	0	3	16	19	21	316	111	448	43	0	98	141	69	49	21	139	747	2.73%

TTY	2	2	0	4	1	2	1	4	0	0	0	0	1	0	0	1	9	0.03%
Abandoned	11	4	5	20	4	13	4	21	8	3	6	17	10	6	1	17	75	

Wireless Direct				0				0				0				0	0	0.00%
VerizonWireless				0				0				0				0	0	0.00%
Abandoned				0				0				0				0	0	0.00%
T-Mobile				0				0				0				0	0	0.00%
Abandoned				0				0				0				0	0	0.00%
Sprint PCS				0				0				0				0	0	0.00%
Abandoned				0				0				0				0	0	0.00%
AT&T				0				0				0				0	0	0.00%
Abandoned				0				0				0				0	0	0.00%
NexTel				0				0				0				0	0	0.00%
Abandoned				0				0				0				0	0	0.00%
Critical				0				0				0				0	0	0.00%
Abandoned				0				0				0				0	0	0.00%
Point2Point	1031	924	966	2,921	894	1004	1176	3,074	1448	1451	1451	4,350	1698	1430	1600	4,728	15,073	2017.80%

Note: Implementation of LFUCG Selective Routers and new 911 Trunk Design Eliminated Call Count by Carrier within Local ANI Controller



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

Monthly Call Counts

Combined PSAP's

	Jan	Feb	Mar	1st Qtr	Apr	May	Jun	2nd Qtr	Jul	Aug	Sep	3rd Qtr	Oct	Nov	Dec	4th Qtr	2009 Total	% Split
Admin	5219	4583	28580	38,382	32055	33166	31734	96,955	33066	34262	33191	100,519	30748	28571	30099	89,418	325,274	62.69%
E9-1-1	2491	2226	16414	21,131	17517	20000	17777	55,294	18701	20376	19199	58,276	22094	18614	18214	58,922	193,623	37.31%
Wire	2491	2223	8188	12,902	7895	8829	13490	30,214	18658	20376	7469	46,503	6072	4471	4500	15,043	104,662	54.05%
Wireless	0	3	8226	8,229	9622	11201	4287	25,110	43	0	11730	11,773	16022	14143	13714	43,879	88,991	45.96%
TTY	2	2	4	8	12	16	10	38	12	9	15	36	17	16	18	51	133	0.07%
Abandoned	11	4	672	687	683	794	681	2,158	714	784	418	1,916	127	90	30	247	5,808	

	Jan	Feb	Mar	1st Qtr	Apr	May	Jun	2nd Qtr	Jul	Aug	Sep	3rd Qtr	Oct	Nov	Dec	4th Qtr	2009 Total	% WRLS
Wireless Direct	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Verizon Wireless	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Abandoned	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
T-Mobile	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Abandoned	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Sprint PCS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Abandoned	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
AT&T	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Abandoned	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Nextel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Abandoned	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Cricket	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Abandoned	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Point2Point	1031	924	970	2,925	902	1011	1180	3,093	1455	1464	1459	4,378	1706	1439	1616	4,761	15,157	17.03%

VoIP																		
Vonage	0	0	176	176	209	145	120	474	61	18	6	85	22	14	23	59	794	0.76%
Abandoned				0			2	2				0				0	2	

Note* No Data 01/01/09 Through 03/02/09 Due to Hardware Failure

Note* Implementation of LFUCG Selective Routers and new 911 Trunk Design effected Wire/Wireless Count

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ActivityReport2009v2.xls

e911 Monthly Numbers

12/29/2010