

# Report Template

Bell Services West report designers will take your existing report format, determine what statistics can be linked to the report and create a Mail Merge report document and associated Mail Merge Data file.

## MyPSAP Year End Status Report

### Overview

A Public Safety Answering Point is: a "... a communications facility operated on a 24 hour basis which first receives 911 calls from persons in a 911 service area and which may, as appropriate, directly dispatch public safety services and, transfer, or relay 911 calls to appropriate agencies

Mail Merge Fields

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PSAPs provide two primary public safety services – taking calls, including 911 calls, for public safety agencies. The total number of 911 calls received by these PSAPs in «Year» was approximately «Total\_Calls». The total number of events requiring the dispatching of law enforcement was approximately «Total\_Events». MyPSAP employed «Total\_FTE» FTEs in PSAPs, although many of these employees have other duties in addition to dispatching and call taking.

PSAPs provide services for law enforcement, fire, emergency medical services, and occasionally, other public services as well.

The PSAP is under the jurisdiction of the county. But this also allows for a multi-jurisdiction PSAP. The Metropolitan 911 Board, county commissioners and city council members agree to fund the 911. The state's have been to coordinate the maintenance of 911 systems. Further, the state is responsible for the emergency telecommunications service fee.

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There are «NumStatePD» State Patrol PSAPs handle primarily wireless (cellular) 911 calls while a few other PSAPs handle only wireline 911 calls. MyPSAP has «CT» or more people in the PSAP on at least one shift. Currently, MyPSAP has "enhanced" 911 services, meaning the telephone company selectively routes a 911 call based on PSAP service areas, as well as providing the 911 caller's telephone number and address. Wireless 911 services are becoming more uniform.

Currently MyPSAP has initiated some portion of "Phase II enhanced" wireless 911 service meaning under certain conditions, when coverage is available, the 911 call taker will see the wireless caller's cellular number and the location of the caller by latitude and longitude within a few hundred feet.

### Communications

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PSAP Equipment & Operations Performance Measures;

Average Call Duration (in seconds)  
Response time – answer call  
Response time – emergency services  
Total Monthly Calls  
Total Wireline Calls  
Total Wireless Calls (if available)  
Total VOIP Calls

«Avg\_E911\_Call\_Duration»  
«AnsAnswer\_call»  
«Ans\_EmergencyServices»  
«Tot\_Monthly\_E911\_Calls»  
«TotWireLine»  
«TotWireLess»  
«TVoipCalls»

**BSW will create a Mail Merge file based on your specification. At the customers request, BSW will generate a new Mail Merge file and email to you. You can then use the Mail Merge file to complete your report (See Below).**

Year	Total Calls	Total Events	Total FTE	NumStatFD	#CT	Avg 911 Call Duration	AnsAnswerCall	AnsEmergency Services	Total Monthly 911 Calls	Total Wireline	Total Wireless	Total VOIP Calls
2005	3664	4023	11.76	4	4	53	11	6.3	3047	1900	1400	152

### Mail Merge File

Or BSW will create the finished Report and email it to you. Either way, you will have most recent PSAP performance information without having to compile the data yourself.

## MyPSAP Year End Status Report

### Overview

A Public Safety Answering Point is: a ". . . a communications facility operated on a 24 hour basis which first receives 911 calls from persons in a 911 service area and which may, as appropriate, directly dispatch public safety services or extend, transfer, or relay 911 calls to appropriate public safety agencies

PSAPs provide two primary public safety services – taking calls, including 911 calls, and dispatching for public safety agencies. The total number of 911 calls received by these PSAPs in 2005 was approximately 36564. The total number of events requiring the dispatching of law enforcement was approximately 40213. MyPSAP employed 11.76 FTEs in PSAPs, although many of these employees have other duties in addition to dispatching and call taking.

PSAPs provide services for law enforcement, fire, emergency medical services, and occasionally, other public services as well.

The PSAP is under the jurisdiction of the county. But this also allows for a multi-jurisdiction PSAP. The Metropolitan 911 Board, created by a joint-powers agreement, oversees the 911. The state’s have been to coordinate the maintenance of 911 systems. Further, the state is responsible for the emergency telecommunications service fee.

There are 4 State Patrol PSAPs handle primarily wireless (cellular) 911 calls while a few other PSAPs handle only wireline 911 calls. MyPSAP has 4 or more people in the PSAP on at least one shift. Currently, MyPSAP has “enhanced” 911 services, meaning the telephone company selectively routes a 911 call based on PSAP service areas, as well as providing the 911 caller’s telephone number and address. Wireless 911 services are becoming more uniform.

Currently MyPSAP has initiated some portion of “Phase II enhanced” wireless 911 service meaning under certain conditions, when coverage is available, the 911 call taker will see the wireless caller’s cellular number and the location of the caller by latitude and longitude within a few hundred feet.

### Communications

PSAP Equipment & Operations Performance Measures;

Average Call Duration (in seconds)	53
Response time – answer call	11
Response time – emergency services	6.3
Total Monthly Calls	3047
Total Wireline Calls	1900
Total Wireless Calls (if available)	1400
Total VOIP Calls	152

Mail Merge files can be created for Yearly, Quarterly or Monthly data. BSW report designer will work with to create the report document best suited for your needs.