



# **St. Tammany Fire District 12**

## **UNIFIRE DISPATCH**

19375 Highway 36  
Covington, LA 70433  
Bus. (985) 892-5161  
Fax (985) 871-7845  
[www.FD12.org](http://www.FD12.org)

## **UniFire QA STATS**

**April 2016**

Total calls dispatched – 1081

Calls reviewed – 109

Average phone score – 98.8

Average radio score – n/a\*

Average total call processing time calls – 45 seconds

Total 911 calls answered – 753

Answered in:

0-14.9 = 751 (99.73%)

15-39.9 = 2 (0.27%)

40+ = 0 (0%)

\* No radio score due to change in recording software

**All above stats are in line with the UniFire QA policy.  
Telephone answer times are acceptable by PIAL/NFPA standards.**

Submitted by:  
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UniFire/Fire Dist. 12