



St. Tammany Fire District 12

UNIFIRE DISPATCH

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

UniFire QA STATS

May 2016

Total calls dispatched – 1124

Calls reviewed – 112

Average phone score – 99%

Average radio score – n/a*

Average total call processing time calls – 42 seconds

Total 911 calls answered – 781

Answered in:

0-14.9 = 778 (99.62%)

15-39.9 = 3 (0.38%)

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