

Agent Ring Time

Clewiston PD

4425 West State Road 80

La Belle, FL 33935

County: Hendry

Month - Year: July 2025

Agency Affiliation: Police

PSAP Size: Extra Large

Report Date: 08/01/2025 09:00:45

Report Date From: 07/01/2025

Report Date To: 07/31/2025

Period Group: Month

Time Block: 00:00 - 23:59

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

PSAP Size: All

The Agent Ring Time Report is representative of the agent's answer time experience. Ring-to-Answer is measured from the time of presentation at the station to the time of agent answer (Ring Seconds Only).

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Ring Times In Seconds							Total	Avg. Duration	Overall % Ring Time			
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+			≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
UNKNOWN AGENT	3	0	0	0	0	0	0	3	0.0	100.00%	100.00%	100.00%	100.00%
CLPD__POS1	280	45	7	7	0	0	0	339	56.0	82.60%	95.87%	97.94%	100.00%
CLPD__POS2	276	15	3	1	0	0	0	295	54.9	93.56%	98.64%	99.66%	100.00%
Total:	559	60	10	8	0	0	0	637	55.3	87.76%	97.17%	98.74%	100.00%
Overall %:	87.76%	9.42%	1.57%	1.26%	0.00%	0.00%	0.00%						