

YTD Overview Sumter FL 911 Snapshot

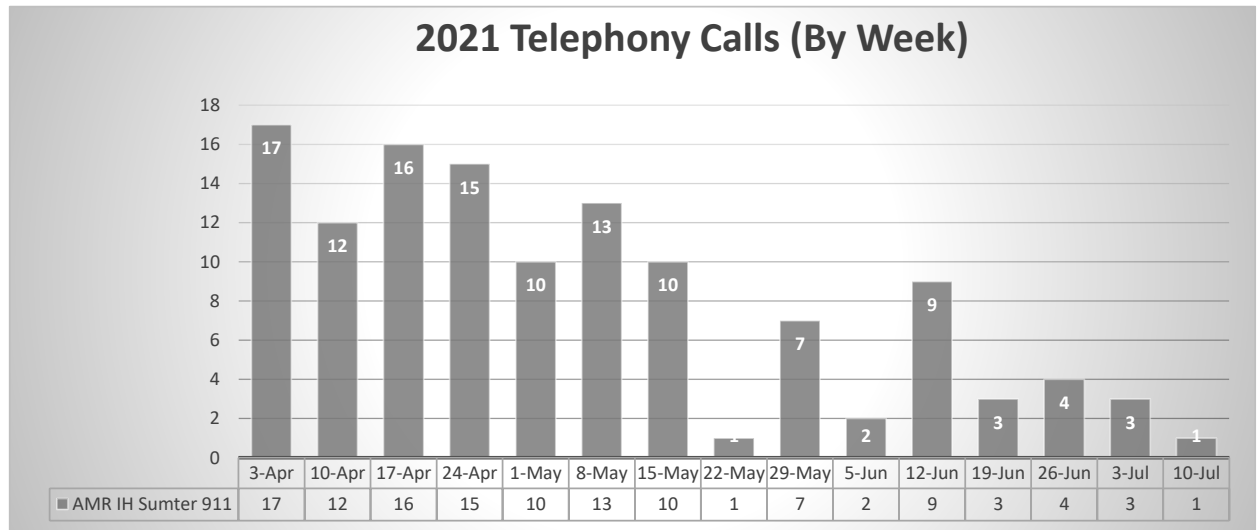
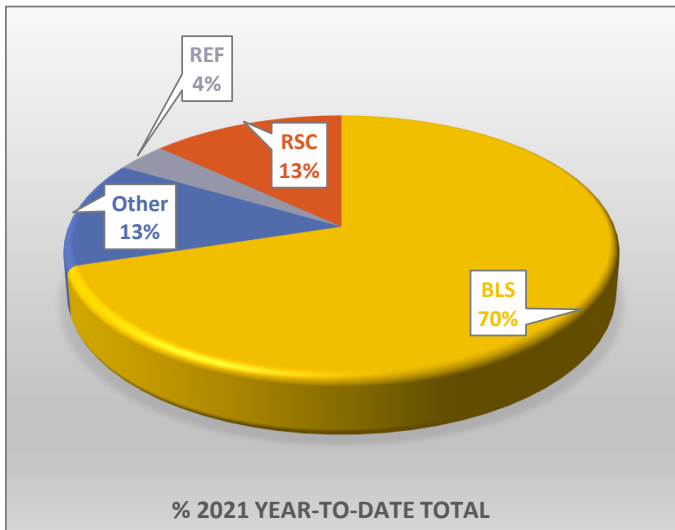
Triaged Calls Overview:

114 calls were triaged YTD by the GMR Nursing staff. 17% of triaged calls resulted in a self-care or a referral to a medical facility. Additional weekly information can be found on the "Current Week Triage Information" Tab or by [tapping your mouse pad here](#).

Telephony Overview:

The average YTD answer time a triaged call was 13 seconds to answer each triaged call with an average of 6 Minutes 19 Seconds per call.

Additional weekly information can be found on the "Telephony Information" Tab or by [tapping your mouse pad here](#).



Sumter FL 911 Triage Summary

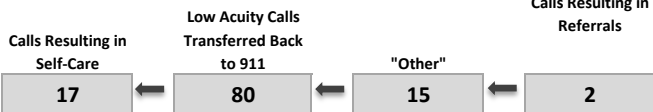
Year-to-Date Summary

Low Acuity Calls (LAC) Triaged

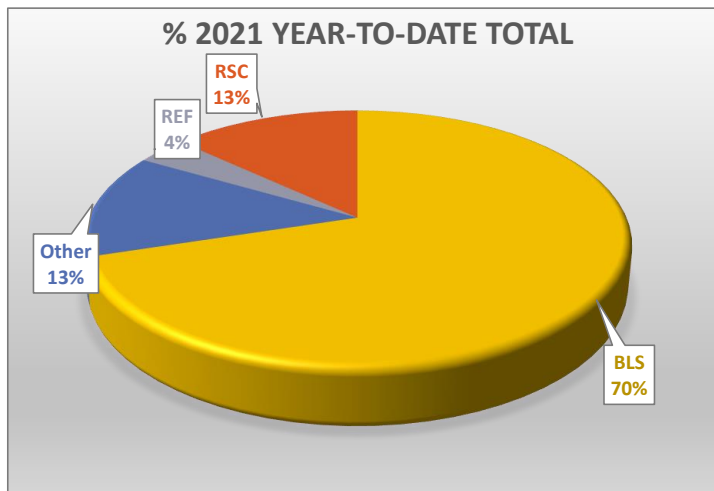
114

Calls Resulting in Referrals

2



% 2021 YEAR-TO-DATE TOTAL



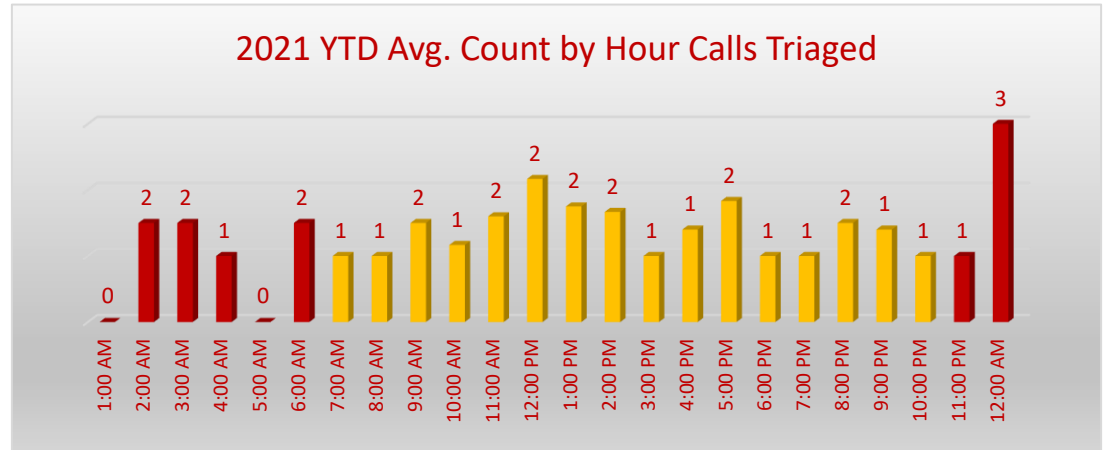
YTD Summary by End Result

Week Ending	Sent Back to 911	Other	Referred	Self Care	Grand Total
July 10, 2021	1	0	0	0	1
July 3, 2021	2	5	0	0	7
June 26, 2021	2	0	0	2	4
June 19, 2021	3	0	0	0	3
June 12, 2021	3	2	0	2	7
June 5, 2021	2	0	0	0	2
May 29, 2021	6	1	0	0	7
May 22, 2021	1	0	0	0	1
May 15, 2021	5	4	0	1	10
May 8, 2021	9	0	0	3	12
May 1, 2021	8	0	1	0	9
April 24, 2021	9	0	0	3	12
April 17, 2021	10	2	1	1	14
April 10, 2021	11	0	0	0	11
April 3, 2021	8	1	0	5	14
4-Week Totals	80	15	2	17	114

Sumter FL 911 Overall Telephony Information

Year-to-Date Summary

YTD Average Timeliness of Telephony	
Avg NTL Calls Received	8
After-hours NTL Calls Received	1
Abandonment Rate	8.21%
Avg Speed to Answer Call	0:00:13
Maximum Hold Time	0:00:38
Avg Handle Time Per Call	0:06:19



Sumter FL 911 Weekly Triaged Call Overview

