

Public Safety Communications Monthly Activity 2016		December
Telephone		Totals
	Total 9-1-1 Line Calls	12,632
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:30
	Total Call Duration Month	
	Total Seven Digit Line Calls	10,633
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:30
	Total Call Duration Month	
	Total Outgoing Calls	1,996
	Average Duration Time Per Call	0:00:05
	Total Call Duration Month	0:01:30
Calls for Service		
	Total Dispatched EMS Calls for Service	2,756
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Fire Calls for Service	1,443
	Average Priority 1 received to dispatch time	0:00:43
	Total Dispatched Law Enforcement Calls for Service	5,909
	*Average Priority 1 received to dispatch time	0:01:21
	Law Enforcement average is difficult to validate due to factors such as call stacking, nature of call versus call response. This time is an automated generated average from monthly reports and not a true indication of individual calls for service	
Addressing		
	New Residential & Edits Processed	149
	Average Days Processed Time	1
	Commercial & Subdivision Processed	29
	Average Days Processed Time	1
	New Road Names and Road Renames	2
	Average Days Processed Time	30

Public Safety Communications Monthly Activity 2016		December
Radio System		
	Total EMS Radio Hours	122.7
	Transmitted	63
	Received	59.7
	Total Fire Radio Hours	23.4
	Transmitted	37.5
	Received	14.1
	Total Law Enforcement Radio Hours	201.5
	Transmitted	83.1
	Received	118.4
	Total Radio System Push to Talks	676,511.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7
	Night Shift	6
Training		
	Total of training hours department wide	526
	Total of training hours telecommunications	492.5
	Average training hours per communicator	15.8
Public Outreach		
	Public Outreach Education	(2) Christmas Parades