

Public Safety Communications Monthly Activity 2017		May
Telephone		Totals
	Total 9-1-1 Line Calls	12,088
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:43
	Total Call Duration Month	0:01:56
	Total Seven Digit Line Calls	13,446
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:18
	Total Call Duration Month	0:01:36
	Total Outgoing Calls	3,653
	Average Duration Time Per Call	0:00:57
	Total Call Duration Month	0:01:01
Calls for Service		
	Total Dispatched EMS Calls for Service	2,608
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Fire Calls for Service	1,380
	Average Priority 1 received to dispatch time	0:00:41
	Total Dispatched Law Enforcement Calls for Service	6,778
	*Average Priority 1 received to dispatch time	0:01:32
	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	177
	Average Days Processed Time	1
	Commercial & Subdivision Processed	100
	Average Days Processed Time	1.3
	New Road Names and Road Renames	0
	Average Days Processed Time	0

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Radio System		
	Total EMS Radio Hours	115.2
	Transmitted	58.4
	Received	56.8
	Total Fire Radio Hours	34.3
	Transmitted	12.8
	Received	21.6
	Total Law Enforcement Radio Hours	217.5
	Transmitted	87.8
	Received	129.7
	Total Radio System Push to Talks	705,528
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.5
	Night Shift	6.6
Training		
	Total of training hours department wide	719
	Total of training hours telecommunications	714
	Average training hours per communicator	22.3
Public Outreach		
	Public Outreach Education	1031