

Public Safety Communications Monthly Activity 2017		June
Telephone		Totals
	Total 9-1-1 Line Calls	11,755
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:41
	Total Call Duration Month	0:01:55
	Total Seven Digit Line Calls	13,961
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:16
	Total Call Duration Month	0:01:37
	Total Outgoing Calls	4,014
	Average Duration Time Per Call	0:00:54
	Total Call Duration Month	0:01:13
Calls for Service		
	Total Dispatched EMS Calls for Service	2,538
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Fire Calls for Service	1,491
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Law Enforcement Calls for Service	6,639
	*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	205
	Average Days Processed Time	1.5
	Commercial & Subdivision Processed	98
	Average Days Processed Time	1.2
	New Road Names and Road Renames	0
	Average Days Processed Time	0

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Radio System		
	Total EMS Radio Hours	110
	Transmitted	55.8
	Received	54.2
	Total Fire Radio Hours	35.2
	Transmitted	14.3
	Received	20.9
	Total Law Enforcement Radio Hours	214
	Transmitted	88.7
	Received	125.2
	Total Radio System Push to Talks	697,940
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.6
	Night Shift	6.6
Training		
	Total of training hours department wide	755
	Total of training hours telecommunications	734
	Average training hours per communicator	29.3
Public Outreach		
	Public Outreach Education	90