

Public Safety Communications Monthly Activity 2017		July
Telephone		Totals
	Total 9-1-1 Line Calls	12,354
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:45
	Total Call Duration Month	0:01:57
	Total Seven Digit Line Calls	13,257
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:20
	Total Call Duration Month	0:01:40
	Total Outgoing Calls	3,907
	Average Duration Time Per Call	0:00:57
	Total Call Duration Month	0:01:01
Calls for Service		
	Total Dispatched EMS Calls for Service	2,663
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Fire Calls for Service	1,592
	Average Priority 1 received to dispatch time	0:01:10
	Total Dispatched Law Enforcement Calls for Service	6,963
	*Average Priority 1 received to dispatch time	0:01:44
	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	1.1
	Commercial & Subdivision Processed	46
	Average Days Processed Time	1.9
	New Road Names and Road Renames	2
	Average Days Processed Time	1

Public Safety Communications Monthly Activity 2017		July
Radio System		
	Total EMS Radio Hours	106.9
	Transmitted	54
	Received	52.9
	Total Fire Radio Hours	43.3
	Transmitted	15.4
	Received	27.9
	Total Law Enforcement Radio Hours	214.7
	Transmitted	86.6
	Received	128.1
	Total Radio System Push to Talks	756,727.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.9
	Night Shift	6.8
Training		
	Total of training hours department wide	274
	Total of training hours telecommunications	253
	Average training hours per communicator	8.43
Public Outreach		
	Public Outreach Education	37