

Public Safety Communications Monthly Activity 2017		August
Telephone		Totals
	Total 9-1-1 Line Calls	11,840
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:47
	Total Call Duration Month	0:01:59
	Total Seven Digit Line Calls	11,869
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:21
	Total Call Duration Month	0:01:41
	Total Outgoing Calls	3,332
	Average Duration Time Per Call	0:00:58
	Total Call Duration Month	0:01:18
Calls for Service		
	Total Dispatched EMS Calls for Service	2,680
	Average Priority 1 received to dispatch time	0:00:43
	Total Dispatched Fire Calls for Service	1,403
	Average Priority 1 received to dispatch time	0:00:43
	Total Dispatched Law Enforcement Calls for Service	6,845
	*Average Priority 1 received to dispatch time	0:01:12
	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	208
	Average Days Processed Time	1.1
	Commercial & Subdivision Processed	65
	Average Days Processed Time	1.7
	New Road Names and Road Renames	1
	Average Days Processed Time	1

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Radio System		
	Total EMS Radio Hours	111.9
	Transmitted	57
	Received	54.9
	Total Fire Radio Hours	32.4
	Transmitted	12.3
	Received	20.1
	Total Law Enforcement Radio Hours	226.2
	Transmitted	93.6
	Received	132.6
	Total Radio System Push to Talks	747,117.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.2
	Night Shift	6.5
Training		
	Total of training hours department wide	538
	Total of training hours telecommunications	491
	Average training hours per communicator	14.4
Public Outreach		
	Public Outreach Education	252