

Public Safety Communications Monthly Activity 2017		September
Telephone		Totals
	Total 9-1-1 Line Calls	11,460
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:54
	Total Call Duration Month	0:02:05
	Total Seven Digit Line Calls	12,658
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:21
	Total Call Duration Month	0:01:39
	Total Outgoing Calls	3,923
	Average Duration Time Per Call	0:01:00
	Total Call Duration Month	0:01:03
Calls for Service		
	Total Dispatched EMS Calls for Service	2,587
	Average Priority 1 received to dispatch time	0:00:44
	Total Dispatched Fire Calls for Service	1,507
	Average Priority 1 received to dispatch time	0:00:42
	Total Dispatched Law Enforcement Calls for Service	6,630
	*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	171
	Average Days Processed Time	1.1
	Commercial & Subdivision Processed	48
	Average Days Processed Time	1.1
	New Road Names and Road Renames	6
	Average Days Processed Time	1

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Radio System		
	Total EMS Radio Hours	112.8
	Transmitted	57.9
	Received	54.8
	Total Fire Radio Hours	34.8
	Transmitted	14.1
	Received	20.8
	Total Law Enforcement Radio Hours	222.2
	Transmitted	91.9
	Received	130.3
	Total Radio System Push to Talks	724,446.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.9
	Night Shift	6.7
Training		
	Total of training hours department wide	568.8
	Total of training hours telecommunications	521.7
	Average training hours per communicator	15.3
Public Outreach		
	Public Outreach Education	39