

Public Safety Communications Monthly Activity 2017		October
Telephone		Totals
	Total 9-1-1 Line Calls	11,416
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:51
	Total Call Duration Month	0:02:02
	Total Seven Digit Line Calls	11,282
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:36
	Total Call Duration Month	0:01:50
	Total Outgoing Calls	3,459
	Average Duration Time Per Call	0:01:36
	Total Call Duration Month	0:01:50
Calls for Service		
	Total Dispatched EMS Calls for Service	2,655
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Fire Calls for Service	1,598
	Average Priority 1 received to dispatch time	0:00:49
	Total Dispatched Law Enforcement Calls for Service	6,911
	*Average Priority 1 received to dispatch time	0:01:15
	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	119
	Average Days Processed Time	1.1
	Commercial & Subdivision Processed	110
	Average Days Processed Time	1.4
	New Road Names and Road Renames	7
	Average Days Processed Time	1

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Radio System		
	Total EMS Radio Hours	116.1
	Transmitted	58.9
	Received	57.3
	Total Fire Radio Hours	40.7
	Transmitted	15.4
	Received	25.3
	Total Law Enforcement Radio Hours	233.7
	Transmitted	94.2
	Received	139.5
	Total Radio System Push to Talks	755,622.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7.3
	Night Shift	6.8
Training		
	Total of training hours department wide	771
	Total of training hours telecommunications	708
	Average training hours per communicator	20.8
Public Outreach		
	Public Outreach Education	900