

Public Safety Communications Monthly Activity 2017		November
Telephone		Totals
	Total 9-1-1 Line Calls	10,615
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:50
	Total Call Duration Month	0:02:11
	Total Seven Digit Line Calls	12,076
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:18
	Total Call Duration Month	0:01:33
	Total Outgoing Calls	3,511
	Average Duration Time Per Call	0:01:33
	Total Call Duration Month	0:01:47
Calls for Service		
	Total Dispatched EMS Calls for Service	2,521
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Fire Calls for Service	1,498
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Law Enforcement Calls for Service	6,476
	*Average Priority 1 received to dispatch time	0:01:11
	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	115
	Average Days Processed Time	1.1
	Commercial & Subdivision Processed	87
	Average Days Processed Time	1.1
	New Road Names and Road Renames	0
	Average Days Processed Time	0

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Radio System		
	Total EMS Radio Hours	103.9
	Transmitted	54.1
	Received	49.8
	Total Fire Radio Hours	37.4
	Transmitted	14.2
	Received	23.1
	Total Law Enforcement Radio Hours	230.3
	Transmitted	89.8
	Received	140.5
	Total Radio System Push to Talks	724,188.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7.3
	Night Shift	7.1
Training		
	Total of training hours department wide	644
	Total of training hours telecommunications	592
	Average training hours per communicator	17.9
Public Outreach		
	Public Outreach Education	236