

Public Safety Communications Monthly Activity 2018		January
Telephone		Totals
	Total 9-1-1 Line Calls	10,939
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:55
	Total Call Duration Month	0:02:07
	Total Seven Digit Line Calls	12,086
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:18
	Total Call Duration Month	0:01:35
	Total Outgoing Calls	3,328
	Average Duration Time Per Call	0:01:36
	Total Call Duration Month	0:01:51
Calls for Service		
	Total Dispatched EMS Calls for Service	3,006
	Average Priority 1 received to dispatch time	0:00:41
	Total Dispatched Fire Calls for Service	1,754
	Average Priority 1 received to dispatch time	0:00:49
	Total Dispatched Law Enforcement Calls for Service	5,671
	*Average Priority 1 received to dispatch time	0:00:58
	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	104
	Average Days Processed Time	1.1
	Commercial & Subdivision Processed	122
	Average Days Processed Time	1.4
	New Road Names and Road Renames	1
	Average Days Processed Time	1

Public Safety Communications Monthly Activity 2018		January
Radio System		
	Total EMS Radio Hours	119.9
	Transmitted	63.2
	Received	56.8
	Total Fire Radio Hours	48
	Transmitted	17.4
	Received	30.7
	Total Law Enforcement Radio Hours	188.5
	Transmitted	77.9
	Received	110.7
	Total Radio System Push to Talks	682,898
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7.5
	Night Shift	7.2
Training		
	Total of training hours department wide	400
	Total of training hours telecommunications	381
	Average training hours per communicator	11.5
Public Outreach		
	Public Outreach Education	35