

Public Safety Communications Monthly Activity 2018		March
Telephone		Totals
	Total 9-1-1 Line Calls	10,853
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:51
	Total Call Duration Month	0:02:02
	Total Seven Digit Line Calls	10,492
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:17
	Total Call Duration Month	0:01:30
	Total Outgoing Calls	3,160
	Average Duration Time Per Call	0:01:34
	Total Call Duration Month	0:01:46
Calls for Service		
	Total Dispatched EMS Calls for Service	2,738
	Average Priority 1 received to dispatch time	0:00:42
	Total Dispatched Fire Calls for Service	1,481
	Average Priority 1 received to dispatch time	0:00:41
	Total Dispatched Law Enforcement Calls for Service	6,729
	*Average Priority 1 received to dispatch time	0:01:10
	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	168
	Average Days Processed Time	1.1
	Commercial & Subdivision Processed	73
	Average Days Processed Time	1.3
	New Road Names and Road Renames	7
	Average Days Processed Time	1

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Radio System		
	Total EMS Radio Hours	107.9
	Transmitted	56.8
	Received	51.1
	Total Fire Radio Hours	38
	Transmitted	13.8
	Received	24.2
	Total Law Enforcement Radio Hours	208.1
	Transmitted	86.2
	Received	121.9
	Total Radio System Push to Talks	715,850
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.9
	Night Shift	7
Training		
	Total of training hours department wide	319
	Total of training hours telecommunications	287
	Average training hours per communicator	8.2
Public Outreach		
	Public Outreach Education	808