

Public Safety Communications Monthly Activity 2018		May Totals
Telephone		
	Total 9-1-1 Line Calls	12,473
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:47
	Total Call Duration Month	0:02:02
	Total Seven Digit Line Calls	10,938
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:19
	Total Call Duration Month	0:01:35
	Total Outgoing Calls	3,347
	Average Duration Time Per Call	0:01:32
	Total Call Duration Month	0:01:48
Calls for Service		
	Total Dispatched EMS Calls for Service	2,838
	Average Priority 1 received to dispatch time	0:00:44
	Total Dispatched Fire Calls for Service	1,532
	Average Priority 1 received to dispatch time	0:00:41
	Total Dispatched Law Enforcement Calls for Service	7,303
	*Average Priority 1 received to dispatch time	0:01:29
	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	135

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	Average Days Processed Time	1.5
	Commercial & Subdivision Processed	155
	Average Days Processed Time	1.3
	New Road Names and Road Renames	3
	Average Days Processed Time	1

Public Safety Communications Monthly Activity 2018		May
Radio System		
	Total EMS Radio Hours	112.3
	Transmitted	58.9
	Received	53.4
	Total Fire Radio Hours	39.8
	Transmitted	14.7
	Received	25.1
	Total Law Enforcement Radio Hours	239.8
	Transmitted	97.4
	Received	142.4
	Total Radio System Push to Talks	758,351
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7.1
	Night Shift	7
Training		
	Total of training hours department wide	659.5
	Total of training hours telecommunications	639.5
	Average training hours per communicator	19.3
Public Outreach		
	Public Outreach Education	790