

Public Safety Communications Monthly Activity 2018		July
Telephone		Totals
	Total 9-1-1 Line Calls	12,835
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:46
	Total Call Duration Month	0:01:58
	Total Seven Digit Line Calls	11,135
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:18
	Total Call Duration Month	0:01:36
	Total Outgoing Calls	3,437
	Average Duration Time Per Call	0:00:57
	Total Call Duration Month	0:01:02
Calls for Service		
	Total Dispatched EMS Calls for Service	2,855
	Average Priority 1 received to dispatch time	0:00:42
	Total Dispatched Fire Calls for Service	1,596
	Average Priority 1 received to dispatch time	0:00:40
	Total Dispatched Law Enforcement Calls for Service	7,699
	*Average Priority 1 received to dispatch time	0:01:12
	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	353

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	Average Days Processed Time	1.1
	Commercial & Subdivision Processed	26
	Average Days Processed Time	1.6
	New Road Names and Road Renames	14
	Average Days Processed Time	1

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Radio System		
	Total EMS Radio Hours	117.1
	Transmitted	60.4
	Received	56.7
	Total Fire Radio Hours	39.2
	Transmitted	14.9
	Received	24.3
	Total Law Enforcement Radio Hours	245.9
	Transmitted	102.1
	Received	143.9
	Total Radio System Push to Talks	743,985.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7.1
	Night Shift	7.2
Training		
	Total of training hours department wide	526
	Total of training hours telecommunications	471
	Average training hours per communicator	14.7
Public Outreach		
	Public Outreach Education	10