

Public Safety Communications Monthly Activity 2018		October
Telephone		Totals
	Total 9-1-1 Line Calls	11,598
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:48
	Total Call Duration Month	0:02:00
	Total Seven Digit Line Calls	10,105
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:20
	Total Call Duration Month	0:01:35
	Total Outgoing Calls	2,888
	Average Duration Time Per Call	0:00:59
	Total Call Duration Month	0:01:02
Calls for Service		
	Total Dispatched EMS Calls for Service	2,807
	Average Priority 1 received to dispatch time	0:00:42
	Total Dispatched Fire Calls for Service	1,610
	Average Priority 1 received to dispatch time	0:00:37
	Total Dispatched Law Enforcement Calls for Service	7,419
	*Average Priority 1 received to dispatch time	00:01:041
	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	155

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	Average Days Processed Time	1
	Commercial & Subdivision Processed	64
	Average Days Processed Time	1.7
	New Road Names and Road Renames	67
	Average Days Processed Time	5

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Radio System		
	Total EMS Radio Hours	111.3
	Transmitted	57.8
	Received	53.4
	Total Fire Radio Hours	35.2
	Transmitted	14.4
	Received	20.8
	Total Law Enforcement Radio Hours	227.2
	Transmitted	92.7
	Received	134.5
	Total Radio System Push to Talks	723,650.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.5
	Night Shift	6.6
Training		
	Total of training hours department wide	467
	Total of training hours telecommunications	447
	Average training hours per communicator	13.9
Public Outreach		
	Public Outreach Education	241