

Public Safety Communications Monthly Activity 2018		November
Telephone		Totals
	Total 9-1-1 Line Calls	10,997
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:53
	Total Call Duration Month	0:02:06
	Total Seven Digit Line Calls	9,871
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:19
	Total Call Duration Month	0:01:32
	Total Outgoing Calls	2,898
	Average Duration Time Per Call	0:00:58
	Total Call Duration Month	0:01:01
Calls for Service		
	Total Dispatched EMS Calls for Service	2,668
	Average Priority 1 received to dispatch time	0:00:40
	Total Dispatched Fire Calls for Service	1,468
	Average Priority 1 received to dispatch time	0:00:38
	Total Dispatched Law Enforcement Calls for Service	6,929
	*Average Priority 1 received to dispatch time	0:01:13
	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	154

Public Safety Communications Monthly Activity 2018		November
	Average Days Processed Time	1
	Commercial & Subdivision Processed	66
	Average Days Processed Time	1.8
	New Road Names and Road Renames	12
	Average Days Processed Time	2

Public Safety Communications Monthly Activity 2018		November
Radio System		
	Total EMS Radio Hours	104.3
	Transmitted	54.5
	Received	49.8
	Total Fire Radio Hours	29.7
	Transmitted	12.2
	Received	17.5
	Total Law Enforcement Radio Hours	212.7
	Transmitted	87.7
	Received	125
	Total Radio System Push to Talks	676,222.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.9
	Night Shift	7
Training		
	Total of training hours department wide	682
	Total of training hours telecommunications	642
	Average training hours per communicator	19.4
Public Outreach		
	Public Outreach Education	152