

Public Safety Communications Monthly Activity 2018		December
Telephone		Totals
	Total 9-1-1 Line Calls	10,945
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:50
	Total Call Duration Month	0:02:02
	Total Seven Digit Line Calls	9,766
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:21
	Total Call Duration Month	0:01:36
	Total Outgoing Calls	2,784
	Average Duration Time Per Call	0:01:00
	Total Call Duration Month	0:01:01
Calls for Service		
	Total Dispatched EMS Calls for Service	2,755
	Average Priority 1 received to dispatch time	0:00:59
	Total Dispatched Fire Calls for Service	1,509
	Average Priority 1 received to dispatch time	0:00:39
	Total Dispatched Law Enforcement Calls for Service	6,714
	*Average Priority 1 received to dispatch time	0:00:58
	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	114

Public Safety Communications Monthly Activity 2018		December
	Average Days Processed Time	1
	Commercial & Subdivision Processed	41
	Average Days Processed Time	1.2
	New Road Names and Road Renames	1
	Average Days Processed Time	1

Public Safety Communications Monthly Activity 2018		December
Radio System		
	Total EMS Radio Hours	102.4
	Transmitted	53.3
	Received	49
	Total Fire Radio Hours	34
	Transmitted	12.4
	Received	21.6
	Total Law Enforcement Radio Hours	200.4
	Transmitted	81.6
	Received	118.9
	Total Radio System Push to Talks	655,161.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.7
	Night Shift	7
Training		
	Total of training hours department wide	262
	Total of training hours telecommunications	249
	Average training hours per communicator	7.8
Public Outreach		
	Public Outreach Education	46