

Public Safety Communications Monthly Activity 2019		March
Telephone		Totals
	Total 9-1-1 Line Calls	11,097
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:45
	Total Call Duration Month	0:01:57
	Total Seven Digit Line Calls	9,976
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:18
	Total Call Duration Month	0:01:32
	Total Outgoing Calls	2,820
	Average Duration Time Per Call	0:00:56
	Total Call Duration Month	0:01:00
Calls for Service		
	Total Dispatched EMS Calls for Service	2,707
	Average Priority 1 received to dispatch time	0:00:37
	Total Dispatched Fire Calls for Service	1,463
	Average Priority 1 received to dispatch time	0:00:35
	Total Dispatched Law Enforcement Calls for Service	7,348
	*Average Priority 1 received to dispatch time	0:00:45
	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	142

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	Average Days Processed Time	1.1
	Commercial & Subdivision Processed	67
	Average Days Processed Time	3.5
	New Road Names and Road Renames	7
	Average Days Processed Time	1

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Radio System		
	Total EMS Radio Hours	99.9
	Transmitted	52.1
	Received	47.8
	Total Fire Radio Hours	36
	Transmitted	12.3
	Received	23.7
	Total Law Enforcement Radio Hours	215.2
	Transmitted	88.6
	Received	126.6
	Total Radio System Push to Talks	689,570
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.6
	Night Shift	6.3
Training		
	Total of training hours department wide	710
	Total of training hours telecommunications	692
	Average training hours per communicator	20.9
Public Outreach		
	Public Outreach Education	357