Public Safety Communications Monthly Activity   2019

		April
Telephone		**Totals**
	Total 9-1-1 Line Calls	**11,903**
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:43
	Total Call Duration Month	0:01:57
	Total Seven Digit Line Calls	**10,336**
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:17
	Total Call Duration Month	0:01:31
	Total Outgoing Calls	**3,076**
	Average Duration Time Per Call	0:00:54
	Total Call Duration Month	0:00:58
Calls for Service		
	Total Dispatched EMS Calls for Service	**2,774**
	Average Priority 1 received to dispatch time	0:00:41
	Total Dispatched Fire Calls for Service	**1,569**
	Average Priority 1 received to dispatch time	0:00:39
	Total Dispatched Law Enforcement Calls for Service	**7,332**
	*Average Priority 1 received to dispatch time	0:00:48
	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	**115**

Public Safety Communications Monthly Activity 2019		April
	Average Days Processed Time	1.1
	Commercial & Subdivision Processed	**48**
	Average Days Processed Time	2.8
	New Road Names and Road Renames	**29**
	Average Days Processed Time	2

Public Safety Communications Monthly Activity 2019		April
Radio System		
	Total EMS Radio Hours	**109.5**
	Transmitted	57.1
	Received	52.4
	Total Fire Radio Hours	**35.1**
	Transmitted	14
	Received	21.2
	Total Law Enforcement Radio Hours	**221.3**
	Transmitted	89.8
	Received	131.5
	Total Radio System Push to Talks	**704,704**
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7.3
	Night Shift	7.1
Training		
	Total of training hours department wide	**584**
	Total of training hours telecommunications	571
	Average training hours per communicator	17.8
Public Outreach		
	Public Outreach Education	**354**