

Public Safety Communications Monthly Activity 2019		May
Telephone		Totals
	Total 9-1-1 Line Calls	13,212
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:41
	Total Call Duration Month	0:01:56
	Total Seven Digit Line Calls	11,237
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:18
	Total Call Duration Month	0:01:33
	Total Outgoing Calls	3,427
	Average Duration Time Per Call	0:00:55
	Total Call Duration Month	0:00:59
Calls for Service		
	Total Dispatched EMS Calls for Service	3,041
	Average Priority 1 received to dispatch time	0:00:41
	Total Dispatched Fire Calls for Service	1,638
	Average Priority 1 received to dispatch time	0:00:38
	Total Dispatched Law Enforcement Calls for Service	7,881
	*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	148

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	Average Days Processed Time	1.3
	Commercial & Subdivision Processed	45
	Average Days Processed Time	3.6
	New Road Names and Road Renames	4
	Average Days Processed Time	1

Public Safety Communications Monthly Activity 2019		May
Radio System		
	Total EMS Radio Hours	127.5
	Transmitted	63.8
	Received	63.7
	Total Fire Radio Hours	39.4
	Transmitted	15.6
	Received	23.8
	Total Law Enforcement Radio Hours	239.9
	Transmitted	99.4
	Received	140.4
	Total Radio System Push to Talks	742,344
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7.4
	Night Shift	6.7
Training		
	Total of training hours department wide	749
	Total of training hours telecommunications	720
	Average training hours per communicator	21.8
Public Outreach		
	Public Outreach Education	315