

Public Safety Communications Monthly Activity 2019		June
Telephone		Totals
	Total 9-1-1 Line Calls	12,764
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:39
	Total Call Duration Month	0:01:55
	Total Seven Digit Line Calls	11,847
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:17
	Total Call Duration Month	0:01:35
	Total Outgoing Calls	3,477
	Average Duration Time Per Call	0:00:53
	Total Call Duration Month	0:00:58
Calls for Service		
	Total Dispatched EMS Calls for Service	2,716
	Average Priority 1 received to dispatch time	0:00:40
	Total Dispatched Fire Calls for Service	1,588
	Average Priority 1 received to dispatch time	0:00:29
	Total Dispatched Law Enforcement Calls for Service	7,547
	*Average Priority 1 received to dispatch time	0:00:56
	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	217

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	Average Days Processed Time	1.2
	Commercial & Subdivision Processed	39
	Average Days Processed Time	5.3
	New Road Names and Road Renames	18
	Average Days Processed Time	3

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Radio System		
	Total EMS Radio Hours	101.3
	Transmitted	52.8
	Received	48.6
	Total Fire Radio Hours	40.2
	Transmitted	15.4
	Received	24.9
	Total Law Enforcement Radio Hours	229.9
	Transmitted	96
	Received	133.9
	Total Radio System Push to Talks	702,847
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.9
	Night Shift	6.8
Training		
	Total of training hours department wide	420
	Total of training hours telecommunications	395
	Average training hours per communicator	11.9
Public Outreach		
	Public Outreach Education	35