

Public Safety Communications Monthly Activity 2019		September
Telephone		Totals
	Total 9-1-1 Line Calls	12,186
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:43
	Total Call Duration Month	0:01:56
	Total Seven Digit Line Calls	14,457
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:19
	Total Call Duration Month	0:01:34
	Total Outgoing Calls	4,700
	Average Duration Time Per Call	0:00:50
	Total Call Duration Month	0:00:54
Calls for Service		
	Total Dispatched EMS Calls for Service	2,801
	Average Priority 1 received to dispatch time	0:00:38
	Total Dispatched Fire Calls for Service	1,509
	Average Priority 1 received to dispatch time	0:00:37
	Total Dispatched Law Enforcement Calls for Service	6,404
	*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	153

Public Safety Communications Monthly Activity 2019		September
	Average Days Processed Time	2.4
	Commercial & Subdivision Processed	82
	Average Days Processed Time	1.8
	New Road Names and Road Renames	1
	Average Days Processed Time	1

Public Safety Communications Monthly Activity 2019		September
Radio System		
	Total EMS Radio Hours	109.2
	Transmitted	57.3
	Received	52
	Total Fire Radio Hours	35.6
	Transmitted	14.1
	Received	21.6
	Total Law Enforcement Radio Hours	223.6
	Transmitted	90.6
	Received	133
	Total Radio System Push to Talks	720,265.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6
	Night Shift	6.2
Training		
	Total of training hours department wide	489
	Total of training hours telecommunications	360
	Average training hours per communicator	11.6
Public Outreach		
	Public Outreach Education	0