

Public Safety Communications Monthly Activity 2019		October
Telephone		Totals
	Total 9-1-1 Line Calls	12,777
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:43
	Total Call Duration Month	0:01:57
	Total Seven Digit Line Calls	15,358
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:19
	Total Call Duration Month	0:01:33
	Total Outgoing Calls	4,702
	Average Duration Time Per Call	0:00:52
	Total Call Duration Month	0:00:56
Calls for Service		
	Total Dispatched EMS Calls for Service	2,931
	Average Priority 1 received to dispatch time	0:00:39
	Total Dispatched Fire Calls for Service	1,684
	Average Priority 1 received to dispatch time	0:00:37
	Total Dispatched Law Enforcement Calls for Service	7,300
	*Average Priority 1 received to dispatch time	0:00:51
	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	192

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	Average Days Processed Time	1.7
	Commercial & Subdivision Processed	63
	Average Days Processed Time	1.1
	New Road Names and Road Renames	29
	Average Days Processed Time	5

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Radio System		
	Total EMS Radio Hours	115.6
	Transmitted	60.9
	Received	54.7
	Total Fire Radio Hours	39
	Transmitted	15.8
	Received	23.3
	Total Law Enforcement Radio Hours	231
	Transmitted	94.5
	Received	136.5
	Total Radio System Push to Talks	721,794.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.7
	Night Shift	6.2
Training		
	Total of training hours department wide	282.5
	Total of training hours telecommunications	275
	Average training hours per communicator	8.3
Public Outreach		
	Public Outreach Education	232