

Public Safety Communications Monthly Activity 2019		November
Telephone		Totals
	Total 9-1-1 Line Calls	11,188
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:28
	Total Call Duration Month	0:02:00
	Total Seven Digit Line Calls	13,393
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:08
	Total Call Duration Month	0:01:33
	Total Outgoing Calls	4,210
	Average Duration Time Per Call	0:00:52
	Total Call Duration Month	0:00:57
Calls for Service		
	Total Dispatched EMS Calls for Service	2,696
	Average Priority 1 received to dispatch time	0:00:38
	Total Dispatched Fire Calls for Service	1,510
	Average Priority 1 received to dispatch time	0:00:31
	Total Dispatched Law Enforcement Calls for Service	6,389
	*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	131

Public Safety Communications Monthly Activity 2019		November
	Average Days Processed Time	1.3
	Commercial & Subdivision Processed	50
	Average Days Processed Time	1.2
	New Road Names and Road Renames	3
	Average Days Processed Time	1

Public Safety Communications Monthly Activity 2019		November
Radio System		
	Total EMS Radio Hours	103.4
	Transmitted	54.2
	Received	49.2
	Total Fire Radio Hours	32.7
	Transmitted	13
	Received	19.7
	Total Law Enforcement Radio Hours	205.5
	Transmitted	85.2
	Received	120.3
	Total Radio System Push to Talks	636,346.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7.1
	Night Shift	6.4
Training		
	Total of training hours department wide	754
	Total of training hours telecommunications	731.5
	Average training hours per communicator	22.1
Public Outreach		
	Public Outreach Education	60