

Public Safety Communications Monthly Activity 2020		April
Telephone		Totals
	Total 9-1-1 Line Calls	10,381
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:52
	Total Call Duration Month	0:02:07
	% answered in 7 seconds or less	91%
	Number of Abandoned Calls	1140
	% of Abandoned Calls	10.98
	Total Seven Digit Line Calls	13,024
	Average Answer Time	0:00:03
	Average Duration Time Per Call	0:01:26
	Total Call Duration Month	0:01:40
	Total Outgoing Calls	4,200
	Average Duration Time Per Call	0:00:53
	Total Call Duration Month	0:00:57
Calls for Service		
	Total Dispatched EMS Calls for Service	2,330
	Average Priority 1 received to dispatch time	0:00:44
	Total Dispatched Fire Calls for Service	1,530
	Average Priority 1 received to dispatch time	0:01:06
	Total Dispatched Law Enforcement Calls for Service	5,157
	*Average Priority 1 received to dispatch time	0:00:30
	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	128
	Average Days Processed Time	1.4
	Commercial & Subdivision Processed	47
	Average Days Processed Time	1.5
	New Road Names and Road Renames	2
	Average Days Processed Time	2

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Radio System		
	Total EMS Radio Hours	83.3
	Transmitted	43.7
	Received	39.6
	Total Fire Radio Hours	36.5
	Transmitted	13.5
	Received	23
	Total Law Enforcement Radio Hours	160.7
	Transmitted	71.1
	Received	89.6
	Total Radio System Push to Talks	495,722
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7.3
	Night Shift	7
Training		
	Total of training hours department wide	98
	Total of training hours telecommunications	88
	Average training hours per communicator	2.7
Public Outreach		
	Public Outreach Education	0