

Public Safety Communications Monthly Activity 2020		August
Telephone		Totals
	Total 9-1-1 Line Calls	12,367
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:45
	Total Call Duration Month	0:01:59
	% answered in 7 seconds or less	87.79%
	Number of Abandoned Calls	1508
	% of Abandoned Calls	12.19%
	Total Seven Digit Line Calls	13,504
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:24
	Total Call Duration Month	0:01:37
	Total Outgoing Calls	4,699
	Average Duration Time Per Call	0:00:50
	Total Call Duration Month	0:00:54
Calls for Service		
	Total Dispatched EMS Calls for Service	2,952
	Average Priority 1 received to dispatch time	0:00:46
	Total Dispatched Fire Calls for Service	1,613
	Average Priority 1 received to dispatch time	0:00:39
	Total Dispatched Law Enforcement Calls for Service	6,335
	*Average Priority 1 received to dispatch time	0:00:55
	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	151
	Average Days Processed Time	2.3
	Commercial & Subdivision Processed	44
	Average Days Processed Time	2.3
	New Road Names and Road Renames	4
	Average Days Processed Time	2

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Radio System		
	Total EMS Radio Hours	95.3
	Transmitted	49
	Received	46.3
	Total Fire Radio Hours	31.9
	Transmitted	12.2
	Received	19.7
	Total Law Enforcement Radio Hours	175.7
	Transmitted	73.1
	Received	102.6
	Total Radio System Push to Talks	575,394.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.2
	Night Shift	6.1
Training		
	Total of training hours department wide	876.5
	Total of training hours telecommunications	609.5
	Average training hours per communicator	28.27
Public Outreach		
	Public Outreach Education	0