

Public Safety Communications Monthly Activity 2020		December
Telephone		Totals
	Total 9-1-1 Line Calls	11,443
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:50
	Total Call Duration Month	0:02:03
	% answered in 7 seconds or less	88.66%
	Number of Abandoned Calls	1273
	% of Abandoned Calls	11.12%
	Total Seven Digit Line Calls	10,822
	Average Answer Time	0:00:03
	Average Duration Time Per Call	0:01:23
	Total Call Duration Month	0:01:38
	Total Outgoing Calls	3,995
	Average Duration Time Per Call	0:00:01
	Total Call Duration Month	0:00:55
Calls for Service		
	Total Dispatched EMS Calls for Service	3,074
	Average Priority 1 received to dispatch time	0:01:11
	Total Dispatched Fire Calls for Service	1,681
	Average Priority 1 received to dispatch time	0:01:02
	Total Dispatched Law Enforcement Calls for Service	4,933
	*Average Priority 1 received to dispatch time	0:00:56
	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	168
	Average Days Processed Time	1
	Commercial & Subdivision Processed	46
	Average Days Processed Time	1.4
	New Road Names and Road Renames	7
	Average Days Processed Time	3

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Radio System		
	Total EMS Radio Hours	110.8
	Transmitted	57.2
	Received	53.6
	Total Fire Radio Hours	35.3
	Transmitted	13.1
	Received	22.2
	Total Law Enforcement Radio Hours	192.1
	Transmitted	70.4
	Received	121.7
	Total Radio System Push to Talks	601,918.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.2
	Night Shift	5.8
Training		
	Total of training hours department wide	800
	Total of training hours telecommunications	708
	Average training hours per communicator	25.8
Public Outreach		
	Public Outreach Education	0