

Public Safety Communications Monthly Activity 2020		February
Telephone		Totals
	Total 9-1-1 Line Calls	10,612
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:49
	Total Call Duration Month	0:02:02
	% answered in 7 seconds or less	88.71%
	Number of Abandoned Calls	1107
	% of Abandoned Calls	10.43%
	Total Seven Digit Line Calls	13,387
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:20
	Total Call Duration Month	0:01:34
	Total Outgoing Calls	4,191
	Average Duration Time Per Call	0:00:54
	Total Call Duration Month	0:00:58
Calls for Service		
	Total Dispatched EMS Calls for Service	2,712
	Average Priority 1 received to dispatch time	0:00:44
	Total Dispatched Fire Calls for Service	1,430
	Average Priority 1 received to dispatch time	0:00:44
	Total Dispatched Law Enforcement Calls for Service	6,347
	*Average Priority 1 received to dispatch time	0:01:07
	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	134
	Average Days Processed Time	1.2
	Commercial & Subdivision Processed	93
	Average Days Processed Time	1.4
	New Road Names and Road Renames	1
	Average Days Processed Time	2

Public Safety Communications Monthly Activity 2020		February
Radio System		
	Total EMS Radio Hours	96.6
	Transmitted	50.5
	Received	46.1
	Total Fire Radio Hours	35.6
	Transmitted	12.8
	Received	22.8
	Total Law Enforcement Radio Hours	204.6
	Transmitted	83.2
	Received	121.4
	Total Radio System Push to Talks	634,675
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7.6
	Night Shift	6.2
Training		
	Total of training hours department wide	755
	Total of training hours telecommunications	694
	Average training hours per communicator	21.6
Public Outreach		
	Public Outreach Education	110