

Public Safety Communications Monthly Activity 2020		July
Telephone		Totals
	Total 9-1-1 Line Calls	13,448
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:47
	Total Call Duration Month	0:02:17
	% answered in 7 seconds or less	85.19%
	Number of Abandoned Calls	1519
	% of Abandoned Calls	11.30%
	Total Seven Digit Line Calls	15,149
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:24
	Total Call Duration Month	0:01:40
	Total Outgoing Calls	5,498
	Average Duration Time Per Call	0:00:50
	Total Call Duration Month	0:00:55
Calls for Service		
	Total Dispatched EMS Calls for Service	3,073
	Average Priority 1 received to dispatch time	0:00:46
	Total Dispatched Fire Calls for Service	1,740
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Law Enforcement Calls for Service	6,313
	*Average Priority 1 received to dispatch time	0:00:49
	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	223
	Average Days Processed Time	1.7
	Commercial & Subdivision Processed	39
	Average Days Processed Time	2.3
	New Road Names and Road Renames	8
	Average Days Processed Time	5

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Radio System		
	Total EMS Radio Hours	113
	Transmitted	58.3
	Received	54.7
	Total Fire Radio Hours	35.7
	Transmitted	14.7
	Received	21.1
	Total Law Enforcement Radio Hours	209.4
	Transmitted	89
	Received	120.4
	Total Radio System Push to Talks	636,480.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.2
	Night Shift	5.7
Training		
	Total of training hours department wide	547
	Total of training hours telecommunications	338
	Average training hours per communicator	17.65
Public Outreach		
	Public Outreach Education	0