

Public Safety Communications Monthly Activity 2020		May
Telephone		Totals
	Total 9-1-1 Line Calls	12,453
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:49
	Total Call Duration Month	0:02:08
	% answered in 7 seconds or less	88.00%
	Number of Abandoned Calls	1474
	% of Abandoned Calls	11.84%
	Total Seven Digit Line Calls	14,379
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:23
	Total Call Duration Month	0:01:38
	Total Outgoing Calls	4,902
	Average Duration Time Per Call	0:00:53
	Total Call Duration Month	0:00:57
Calls for Service		
	Total Dispatched EMS Calls for Service	2,642
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Fire Calls for Service	1,670
	Average Priority 1 received to dispatch time	0:00:49
	Total Dispatched Law Enforcement Calls for Service	5,899
	*Average Priority 1 received to dispatch time	0:00:54
	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	127
	Average Days Processed Time	1.5
	Commercial & Subdivision Processed	65
	Average Days Processed Time	1.3
	New Road Names and Road Renames	12
	Average Days Processed Time	3

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Radio System		
	Total EMS Radio Hours	93.7
	Transmitted	48.4
	Received	45.3
	Total Fire Radio Hours	35.8
	Transmitted	13.4
	Received	22.3
	Total Law Enforcement Radio Hours	181.2
	Transmitted	77.3
	Received	103.9
	Total Radio System Push to Talks	615,255
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7.3
	Night Shift	6.9
Training		
	Total of training hours department wide	44.5
	Total of training hours telecommunications	36.5
	Average training hours per communicator	1.26
Public Outreach		
	Public Outreach Education	15