

Public Safety Communications Monthly Activity 2020		October
Telephone		Totals
	Total 9-1-1 Line Calls	12,346
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:54
	Total Call Duration Month	0:02:09
	% answered in 7 seconds or less	85.34%
	Number of Abandoned Calls	1493
	% of Abandoned Calls	12.09%
	Total Seven Digit Line Calls	12,568
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:27
	Total Call Duration Month	0:01:44
	Total Outgoing Calls	4,326
	Average Duration Time Per Call	0:00:55
	Total Call Duration Month	0:00:59
Calls for Service		
	Total Dispatched EMS Calls for Service	2,648
	Average Priority 1 received to dispatch time	0:01:03
	Total Dispatched Fire Calls for Service	1,020
	Average Priority 1 received to dispatch time	0:01:07
	Total Dispatched Law Enforcement Calls for Service	5,711
	*Average Priority 1 received to dispatch time	0:00:58
	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	188
	Average Days Processed Time	1
	Commercial & Subdivision Processed	41
	Average Days Processed Time	1.6
	New Road Names and Road Renames	11
	Average Days Processed Time	5

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Radio System		
	Total EMS Radio Hours	109.1
	Transmitted	57.2
	Received	51.9
	Total Fire Radio Hours	28.2
	Transmitted	13.9
	Received	24.3
	Total Law Enforcement Radio Hours	218.7
	Transmitted	81.7
	Received	137.1
	Total Radio System Push to Talks	648,859.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.8
	Night Shift	6.6
Training		
	Total of training hours department wide	768
	Total of training hours telecommunications	702
	Average training hours per communicator	20.52
Public Outreach		
	Public Outreach Education	0