

Public Safety Communications Monthly Activity 2020		September
Telephone		Totals
	Total 9-1-1 Line Calls	11,235
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:50
	Total Call Duration Month	0:02:02
	% answered in 7 seconds or less	86.95%
	Number of Abandoned Calls	1192
	% of Abandoned Calls	10.61%
	Total Seven Digit Line Calls	11,785
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:22
	Total Call Duration Month	0:01:38
	Total Outgoing Calls	4,073
	Average Duration Time Per Call	0:00:50
	Total Call Duration Month	0:00:54
Calls for Service		
	Total Dispatched EMS Calls for Service	2,769
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Fire Calls for Service	1,518
	Average Priority 1 received to dispatch time	0:00:40
	Total Dispatched Law Enforcement Calls for Service	6,161
	*Average Priority 1 received to dispatch time	0:00:45
	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	165
	Average Days Processed Time	1.5
	Commercial & Subdivision Processed	54
	Average Days Processed Time	3.7
	New Road Names and Road Renames	5
	Average Days Processed Time	2

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Radio System		
	Total EMS Radio Hours	101.3
	Transmitted	52.6
	Received	48.6
	Total Fire Radio Hours	31.3
	Transmitted	12.5
	Received	18.8
	Total Law Enforcement Radio Hours	189.9
	Transmitted	79.4
	Received	110.5
	Total Radio System Push to Talks	607,511.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7
	Night Shift	6
Training		
	Total of training hours department wide	680
	Total of training hours telecommunications	589
	Average training hours per communicator	21.9
Public Outreach		
	Public Outreach Education	0