

Public Safety Communications Monthly Activity 2019		December
Telephone		Totals
	Total 9-1-1 Line Calls	11,907
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:47
	Total Call Duration Month	0:02:00
	Total Seven Digit Line Calls	13,206
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:19
	Total Call Duration Month	0:01:35
	Total Outgoing Calls	4,247
	Average Duration Time Per Call	0:00:53
	Total Call Duration Month	0:00:56
Calls for Service		
	Total Dispatched EMS Calls for Service	2,967
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Fire Calls for Service	1,534
	Average Priority 1 received to dispatch time	0:00:42
	Total Dispatched Law Enforcement Calls for Service	6,525
	*Average Priority 1 received to dispatch time	0:00:46
	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	124

Public Safety Communications Monthly Activity 2019		December
	Average Days Processed Time	1.3
	Commercial & Subdivision Processed	43
	Average Days Processed Time	1.5
	New Road Names and Road Renames	2
	Average Days Processed Time	1

Public Safety Communications Monthly Activity 2019		December
Radio System		
	Total EMS Radio Hours	109
	Transmitted	56.2
	Received	52.7
	Total Fire Radio Hours	29.4
	Transmitted	12.3
	Received	17.1
	Total Law Enforcement Radio Hours	216.6
	Transmitted	86.9
	Received	129.7
	Total Radio System Push to Talks	643,913.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7
	Night Shift	6.5
Training		
	Total of training hours department wide	514.5
	Total of training hours telecommunications	495.5
	Average training hours per communicator	15.4
Public Outreach		
	Public Outreach Education	17