

Public Safety Communications Monthly Activity 2021		January
Telephone		Totals
	Total 9-1-1 Line Calls	11,084
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:54
	Total Call Duration Month	0:02:04
	% answered in 7 seconds or less	91.85%
	Number of Abandoned Calls	1249
	% of Abandoned Calls	11.27%
	Total Seven Digit Line Calls	10,394
	Average Answer Time	0:00:03
	Average Duration Time Per Call	0:01:21
	Total Call Duration Month	0:01:35
	Total Outgoing Calls	3,860
	Average Duration Time Per Call	0:00:50
	Total Call Duration Month	0:00:54
Calls for Service		
	Total Dispatched EMS Calls for Service	3,013
	Average Priority 1 received to dispatch time	0:01:09
	Total Dispatched Fire Calls for Service	1,680
	Average Priority 1 received to dispatch time	0:00:58
	Total Dispatched Law Enforcement Calls for Service	5,139
	*Average Priority 1 received to dispatch time	0:01:26
	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	155
	Average Days Processed Time	1
	Commercial & Subdivision Processed	42
	Average Days Processed Time	1.5
	New Road Names and Road Renames	18
	Average Days Processed Time	5

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Radio System		
	Total EMS Radio Hours	104
	Transmitted	53.6
	Received	50.4
	Total Fire Radio Hours	35.8
	Transmitted	12.4
	Received	23.4
	Total Law Enforcement Radio Hours	158
	Transmitted	67.2
	Received	90.8
	Total Radio System Push to Talks	588,554
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6
	Night Shift	6.6
Training		
	Total of training hours department wide	510
	Total of training hours telecommunications	431
	Average training hours per communicator	17
Public Outreach		
	Public Outreach Education	0