

Public Safety Communications Monthly Activity 2021		March
Telephone		Totals
	Total 9-1-1 Line Calls	12,196
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:44
	Total Call Duration Month	0:01:55
	% answered in 7 seconds or less	92.32%
	Number of Abandoned Calls	1298
	% of Abandoned Calls	10.64%
	Total Seven Digit Line Calls	10,876
	Average Answer Time	0:00:03
	Average Duration Time Per Call	0:01:20
	Total Call Duration Month	0:01:33
	Total Outgoing Calls	4,172
	Average Duration Time Per Call	0:00:49
	Total Call Duration Month	0:00:53
Calls for Service		
	Total Dispatched EMS Calls for Service	3,001
	Average Priority 1 received to dispatch time	0:00:56
	Total Dispatched Fire Calls for Service	1,732
	Average Priority 1 received to dispatch time	0:00:56
	Total Dispatched Law Enforcement Calls for Service	5,499
	*Average Priority 1 received to dispatch time	0:01:17
	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	130
	Average Days Processed Time	1
	Commercial & Subdivision Processed	40
	Average Days Processed Time	1.7
	New Road Names and Road Renames	26
	Average Days Processed Time	8

Public Safety Communications Monthly Activity 2021		March
Radio System		
	Total EMS Radio Hours	104.2
	Transmitted	54.1
	Received	50.1
	Total Fire Radio Hours	39.7
	Transmitted	14.6
	Received	25.1
	Total Law Enforcement Radio Hours	171.8
	Transmitted	73.7
	Received	98.2
	Total Radio System Push to Talks	650,350
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.3
	Night Shift	5.8
Training		
	Total of training hours department wide	733
	Total of training hours telecommunications	569
	Average training hours per communicator	22.21
Public Outreach		
	Public Outreach Education	0