

Public Safety Communications Monthly Activity 2021		April
Telephone		Totals
	Total 9-1-1 Line Calls	12,534
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:48
	Total Call Duration Month	0:02:00
	% answered in 7 seconds or less	88.61%
	Number of Abandoned Calls	1377
	% of Abandoned Calls	10.99%
	Total Seven Digit Line Calls	9,920
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:19
	Total Call Duration Month	0:01:33
	Total Outgoing Calls	3,986
	Average Duration Time Per Call	0:00:51
	Total Call Duration Month	0:00:55
Calls for Service		
	Total Dispatched EMS Calls for Service	3,062
	Average Priority 1 received to dispatch time	0:01:02
	Total Dispatched Fire Calls for Service	1,801
	Average Priority 1 received to dispatch time	0:00:56
	Total Dispatched Law Enforcement Calls for Service	5,136
	*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	155
	Average Days Processed Time	1
	Commercial & Subdivision Processed	35
	Average Days Processed Time	1.1
	New Road Names and Road Renames	19
	Average Days Processed Time	5

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Radio System		
	Total EMS Radio Hours	109.3
	Transmitted	55.7
	Received	53.6
	Total Fire Radio Hours	43
	Transmitted	15.3
	Received	27.7
	Total Law Enforcement Radio Hours	175.1
	Transmitted	71.9
	Received	103.2
	Total Radio System Push to Talks	449,549
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.8
	Night Shift	5.9
Training		
	Total of training hours department wide	1170
	Total of training hours telecommunications	1083
	Average training hours per communicator	35.45
Public Outreach		
	Public Outreach Education	0