

Public Safety Communications Monthly Activity 2021		June
Telephone		Totals
	Total 9-1-1 Line Calls	13,920
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:37
	Total Call Duration Month	0:01:49
	% answered in 7 seconds or less	90.17%
	Number of Abandoned Calls	1382
	% of Abandoned Calls	9.92%
	Total Seven Digit Line Calls	10,905
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:14
	Total Call Duration Month	0:01:28
	Total Outgoing Calls	4,355
	Average Duration Time Per Call	0:00:44
	Total Call Duration Month	0:00:45
Calls for Service		
	Total Dispatched EMS Calls for Service	3,158
	Average Priority 1 received to dispatch time	0:01:05
	Total Dispatched Fire Calls for Service	1,754
	Average Priority 1 received to dispatch time	0:00:54
	Total Dispatched Law Enforcement Calls for Service	5,495
	*Average Priority 1 received to dispatch time	0:01:11
	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	119
	Average Days Processed Time	1
	Commercial & Subdivision Processed	55
	Average Days Processed Time	2.2
	New Road Names and Road Renames	7
	Average Days Processed Time	3

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Radio System		
	Total EMS Radio Hours	113.7
	Transmitted	58.8
	Received	54.8
	Total Fire Radio Hours	38.1
	Transmitted	13.9
	Received	24.2
	Total Law Enforcement Radio Hours	180.2
	Transmitted	76.3
	Received	104
	Total Radio System Push to Talks	661,651
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	5.5
	Night Shift	6.4
Training		
	Total of training hours department wide	487
	Total of training hours telecommunications	441
	Average training hours per communicator	16.23
Public Outreach		
	Public Outreach Education	0