

Public Safety Communications Monthly Activity 2021		July
Telephone		Totals
	Total 9-1-1 Line Calls	14,641
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:34
	Total Call Duration Month	0:01:45
	% answered in 7 seconds or less	91.71%
	Number of Abandoned Calls	1472
	% of Abandoned Calls	10.05%
	Total Seven Digit Line Calls	11,828
	Average Answer Time	0:00:03
	Average Duration Time Per Call	0:01:16
	Total Call Duration Month	0:01:29
	Total Outgoing Calls	4,762
	Average Duration Time Per Call	0:00:49
	Total Call Duration Month	0:00:52
Calls for Service		
	Total Dispatched EMS Calls for Service	3,349
	Average Priority 1 received to dispatch time	0:01:06
	Total Dispatched Fire Calls for Service	1,952
	Average Priority 1 received to dispatch time	0:00:55
	Total Dispatched Law Enforcement Calls for Service	6,055
	*Average Priority 1 received to dispatch time	0:01:21
	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	104
	Average Days Processed Time	1
	Commercial & Subdivision Processed	47
	Average Days Processed Time	2
	New Road Names and Road Renames	14
	Average Days Processed Time	5

Public Safety Communications Monthly Activity 2021		July
Radio System		
	Total EMS Radio Hours	117.7
	Transmitted	60.8
	Received	56.9
	Total Fire Radio Hours	35.1
	Transmitted	14.4
	Received	20.7
	Total Law Enforcement Radio Hours	193.6
	Transmitted	79.9
	Received	113.7
	Total Radio System Push to Talks	696,248.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.1
	Night Shift	5.9
Training		
	Total of training hours department wide	447
	Total of training hours telecommunications	419
	Average training hours per communicator	14.9
Public Outreach		
	Public Outreach Education	0