

Public Safety Communications Monthly Activity 2021		August
Telephone		Totals
	Total 9-1-1 Line Calls	14,434
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:38
	Total Call Duration Month	0:01:51
	% answered in 7 seconds or less	89.75%
	Number of Abandoned Calls	1,349
	% of Abandoned Calls	9.35%
	Total Seven Digit Line Calls	14,405
	Average Answer Time	0:00:03
	Average Duration Time Per Call	0:01:19
	Total Call Duration Month	0:01:32
	Total Outgoing Calls	5,854
	Average Duration Time Per Call	0:00:48
	Total Call Duration Month	0:00:52
Calls for Service		
	Total Dispatched EMS Calls for Service	3,567
	Average Priority 1 received to dispatch time	0:01:14
	Total Dispatched Fire Calls for Service	2,197
	Average Priority 1 received to dispatch time	0:01:15
	Total Dispatched Law Enforcement Calls for Service	6,232
	*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	132
	Average Days Processed Time	1
	Commercial & Subdivision Processed	48
	Average Days Processed Time	2.3
	New Road Names and Road Renames	2
	Average Days Processed Time	1

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Radio System		
	Total EMS Radio Hours	117.7
	Transmitted	60.2
	Received	57.5
	Total Fire Radio Hours	41
	Transmitted	16.2
	Received	24.7
	Total Law Enforcement Radio Hours	192.7
	Transmitted	77.8
	Received	114.9
	Total Radio System Push to Talks	683,009.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	5.6
	Night Shift	5.9
Training		
	Total of training hours department wide	235
	Total of training hours telecommunications	179
	Average training hours per communicator	7.58
Public Outreach		
	Public Outreach Education	0