

Public Safety Communications Monthly Activity 2021		September
Telephone		Totals
	Total 9-1-1 Line Calls	12,975
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:41
	Total Call Duration Month	0:01:52
	% answered in 7 seconds or less	93.23%
	Number of Abandoned Calls	1,331
	% of Abandoned Calls	10.26%
	Total Seven Digit Line Calls	13,050
	Average Answer Time	0:00:03
	Average Duration Time Per Call	0:01:16
	Total Call Duration Month	0:01:28
	Total Outgoing Calls	5,222
	Average Duration Time Per Call	0:00:45
	Total Call Duration Month	0:00:48
Calls for Service		
	Total Dispatched EMS Calls for Service	3,319
	Average Priority 1 received to dispatch time	0:00:58
	Total Dispatched Fire Calls for Service	2,028
	Average Priority 1 received to dispatch time	0:00:51
	Total Dispatched Law Enforcement Calls for Service	5,350
	*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	79
	Average Days Processed Time	1
	Commercial & Subdivision Processed	49
	Average Days Processed Time	1.9
	New Road Names and Road Renames	14
	Average Days Processed Time	8

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Radio System		
	Total EMS Radio Hours	117.8
	Transmitted	60.8
	Received	56.9
	Total Fire Radio Hours	34.4
	Transmitted	13.4
	Received	20.9
	Total Law Enforcement Radio Hours	179.2
	Transmitted	72.6
	Received	106.6
	Total Radio System Push to Talks	668,069.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.3
	Night Shift	6.1
Training		
	Total of training hours department wide	211
	Total of training hours telecommunications	174
	Average training hours per communicator	7.28
Public Outreach		
	Public Outreach Education	175