

Public Safety Communications Monthly Activity 2021		December
Telephone		Totals
	Total 9-1-1 Line Calls	6,017
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:45
	Total Call Duration Month	0:01:55
	% answered in 7 seconds or less	78.44%
	Number of Abandoned Calls	643
	% of Abandoned Calls	10.69%
	Total Seven Digit Line Calls	4,203
	Average Answer Time	0:00:03
	Average Duration Time Per Call	0:01:21
	Total Call Duration Month	0:01:34
	Total Outgoing Calls	1,663
	Average Duration Time Per Call	0:00:47
	Total Call Duration Month	0:00:50
Calls for Service		
	Total Dispatched EMS Calls for Service	3,369
	Average Priority 1 received to dispatch time	0:00:49
	Total Dispatched Fire Calls for Service	2,110
	Average Priority 1 received to dispatch time	0:01:36
	Total Dispatched Law Enforcement Calls for Service	5,613
	*Average Priority 1 received to dispatch time	0:01:22
	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	82
	Average Days Processed Time	1
	Commercial & Subdivision Processed	70
	Average Days Processed Time	2
	New Road Names and Road Renames	8
	Average Days Processed Time	3

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Radio System		
	Total EMS Radio Hours	116.7
	Transmitted	60.6
	Received	56.1
	Total Fire Radio Hours	43.6
	Transmitted	15.7
	Received	27.9
	Total Law Enforcement Radio Hours	180.4
	Transmitted	74.8
	Received	105.6
	Total Radio System Push to Talks	681,516.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	5.5
	Night Shift	5.9
Training		
	Total of training hours department wide	873
	Total of training hours telecommunications	710
	Average training hours per communicator	34.92
Public Outreach		
	Public Outreach Education	0