

Public Safety Communications Monthly Activity 2021		November
Telephone		Totals
	Total 9-1-1 Line Calls	7,161
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:44
	Total Call Duration Month	0:01:57
	% answered in 7 seconds or less	92.10%
	Number of Abandoned Calls	771
	% of Abandoned Calls	10.77%
	Total Seven Digit Line Calls	5,810
	Average Answer Time	0:00:03
	Average Duration Time Per Call	0:01:17
	Total Call Duration Month	0:01:29
	Total Outgoing Calls	2,283
	Average Duration Time Per Call	0:00:46
	Total Call Duration Month	0:00:49
Calls for Service		
	Total Dispatched EMS Calls for Service	2,925
	Average Priority 1 received to dispatch time	0:00:49
	Total Dispatched Fire Calls for Service	1,940
	Average Priority 1 received to dispatch time	0:00:54
	Total Dispatched Law Enforcement Calls for Service	5,255
	*Average Priority 1 received to dispatch time	0:01:27
	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	90
	Average Days Processed Time	1
	Commercial & Subdivision Processed	48
	Average Days Processed Time	2.2
	New Road Names and Road Renames	11
	Average Days Processed Time	3

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Radio System		
	Total EMS Radio Hours	105.9
	Transmitted	54.1
	Received	51.8
	Total Fire Radio Hours	43.4
	Transmitted	15.2
	Received	28.2
	Total Law Enforcement Radio Hours	173.5
	Transmitted	72.1
	Received	101.3
	Total Radio System Push to Talks	653,185.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	5.6
	Night Shift	5.6
Training		
	Total of training hours department wide	534.5
	Total of training hours telecommunications	426.5
	Average training hours per communicator	21.38
Public Outreach		
	Public Outreach Education	35