

Public Safety Communications Monthly Activity 2022		February
Telephone		Totals
	Total 9-1-1 Line Calls	10,384
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:47
	Total Call Duration Month	0:01:58
	# 911 answered in 7 seconds or less	9,646
	% 911 answered in 7 seconds or less	92.89%
	Number of Abandoned Calls	944
	% of Abandoned Calls	9.09%
	SMS Calls	30
	VOIP Calls	307
	Wireless Calls	8858
	Wire-Line Calls	1188
	Unknown Calls	1
	Total Seven Digit Line Calls	10,067
	Average Answer Time	0:00:03
	Average Duration Time Per Call	0:01:19
	Total Call Duration Month	0:01:32
	# Admin answered in 7 seconds or less	9,428
	% Admin answered in 7 seconds or less	93.65%
	Total Outgoing Calls	3,709
	Average Duration Time Per Call	0:00:47
	Total Call Duration Month	0:00:52
Calls for Service		
	Total Dispatched EMS Calls for Service	2,741
	Average Priority 1 received to dispatch time	0:00:47
	Total Dispatched Fire Calls for Service	1,684
	Average Priority 1 received to dispatch time	0:00:51
	Total Dispatched Law Enforcement Calls for Service	5,353
	*Average Priority 1 received to dispatch time	0:01:19
	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	144
	Average Days Processed Time	1
	Commercial & Subdivision Processed	54
	Average Days Processed Time	1.7
	New Road Names and Road Renames	17
	Average Days Processed Time	3

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Radio System		
	Total EMS Radio Hours	99.5
	Transmitted	52
	Received	47.5
	Total Fire Radio Hours	33.9
	Transmitted	13.4
	Received	20.5
	Total Law Enforcement Radio Hours	176
	Transmitted	69
	Received	107
	Total Radio System Push to Talks	597,009
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.5
	Night Shift	6.6
Training		
	Total of training hours department wide	1687
	Total of training hours telecommunications	1499
	Average training hours per communicator	46.84
Public Outreach		
	Public Outreach Education	80