

Public Safety Communications Monthly Activity 2022		March
Telephone		Totals
	Total 9-1-1 Line Calls	12,118
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:44
	Total Call Duration Month	0:01:57
	# 911 answered in 7 seconds or less	11,185
	% 911 answered in 7 seconds or less	92.30%
	Number of Abandoned Calls	1172
	% of Abandoned Calls	9.67%
	SMS Calls	22
	VOIP Calls	355
	Wireless Calls	10302
	Wire-Line Calls	1439
	Unknown Calls	0
	Total Seven Digit Line Calls	12,019
	Average Answer Time	0:00:03
	Average Duration Time Per Call	0:01:21
	Total Call Duration Month	0:01:34
	# Admin answered in 7 seconds or less	11,225
	% Admin answered in 7 seconds or less	93.39%
	Total Outgoing Calls	4,723
	Average Duration Time Per Call	0:00:49
	Total Call Duration Month	0:00:53
Calls for Service		
	Total Dispatched EMS Calls for Service	3,033
	Average Priority 1 received to dispatch time	0:00:47
	Total Dispatched Fire Calls for Service	1,980
	Average Priority 1 received to dispatch time	0:00:51
	Total Dispatched Law Enforcement Calls for Service	6,195
	*Average Priority 1 received to dispatch time	0:01:34
	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	191
	Average Days Processed Time	1
	Commercial & Subdivision Processed	69
	Average Days Processed Time	2.5
	New Road Names and Road Renames	28
	Average Days Processed Time	8

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Radio System		
	Total EMS Radio Hours	107.9
	Transmitted	56.9
	Received	51
	Total Fire Radio Hours	41
	Transmitted	13.7
	Received	27.4
	Total Law Enforcement Radio Hours	198.6
	Transmitted	78.9
	Received	119.7
	Total Radio System Push to Talks	665,373
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7.3
	Night Shift	6.5
Training		
	Total of training hours department wide	1984
	Total of training hours telecommunications	1797
	Average training hours per communicator	57.97
Public Outreach		
	Public Outreach Education	165