

Public Safety Communications Monthly Activity 2022		April
Telephone		Totals
	Total 9-1-1 Line Calls	12,307
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:45
	Total Call Duration Month	0:01:56
	# 911 answered in 7 seconds or less	11,325
	% 911 answered in 7 seconds or less	92.02%
	Number of Abandoned Calls	1109
	% of Abandoned Calls	9.01%
	SMS Calls	31
	VOIP Calls	387
	Wireless Calls	10,634
	Wire-Line Calls	1,254
	Unknown Calls	1
	Total Seven Digit Line Calls	11,687
	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	10,879
	% Admin answered in 7 seconds or less	93.08%
	Total Outgoing Calls	4,608
	Average Duration Time Per Call	0:00:44
	Total Call Duration Month	0:00:48
Calls for Service		
	Total Dispatched EMS Calls for Service	2,935
	Average Priority 1 received to dispatch time	0:00:50
	Total Dispatched Fire Calls for Service	1,794
	Average Priority 1 received to dispatch time	0:00:50
	Total Dispatched Law Enforcement Calls for Service	6,039
	*Average Priority 1 received to dispatch time	0:01:48
	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	127
	Average Days Processed Time	1
	Commercial & Subdivision Processed	63
	Average Days Processed Time	3.2
	New Road Names and Road Renames	6
	Average Days Processed Time	2

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Radio System		
	Total EMS Radio Hours	108.5
	Transmitted	57.9
	Received	50.6
	Total Fire Radio Hours	40.5
	Transmitted	15.9
	Received	24.6
	Total Law Enforcement Radio Hours	191.3
	Transmitted	80.6
	Received	110.7
	Total Radio System Push to Talks	536,009
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.6
	Night Shift	6.9
Training		
	Total of training hours department wide	1969
	Total of training hours telecommunications	1891
	Average training hours per communicator	57.3
Public Outreach		
	Public Outreach Education	50