

<b>Public Safety Communications Monthly Activity 2022</b>		<b>May</b>
<b>Telephone</b>		<b>Totals</b>
	<b>Total 9-1-1 Line Calls</b>	<b>12,741</b>
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:52
	Total Call Duration Month	0:02:03
	# 911 answered in 7 seconds or less	11,606
	% 911 answered in 7 seconds or less	91.09%
	Number of Abandoned Calls	1055
	% of Abandoned Calls	8.28%
	SMS Calls	47
	VOIP Calls	387
	Wireless Calls	10831
	Wire-Line Calls	1474
	Unknown Calls	2
	<b>Total Seven Digit Line Calls</b>	<b>12,202</b>
	Average Answer Time	0:00:03
	Average Duration Time Per Call	0:01:24
	Total Call Duration Month	0:01:37
	# Admin answered in 7 seconds or less	11,171
	% Admin answered in 7 seconds or less	91.55%
	<b>Total Outgoing Calls</b>	<b>4,431</b>
	Average Duration Time Per Call	0:00:49
	Total Call Duration Month	0:00:43
<b>Calls for Service</b>		
	<b>Total Dispatched EMS Calls for Service</b>	<b>3,214</b>
	Average Priority 1 received to dispatch time	0:00:49
	<b>Total Dispatched Fire Calls for Service</b>	<b>1,961</b>
	Average Priority 1 received to dispatch time	0:00:54
	<b>Total Dispatched Law Enforcement Calls for Service</b>	<b>6,054</b>
	*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*	
<b>Addressing</b>		
	<b>New Residential &amp; Edits Processed</b>	<b>123</b>
	Average Days Processed Time	1.3
	<b>Commercial &amp; Subdivision Processed</b>	<b>46</b>
	Average Days Processed Time	5
	<b>New Road Names and Road Renames</b>	<b>15</b>
	Average Days Processed Time	6.3

<b>Public Safety Communications Monthly Activity 2022</b>		<b>May</b>
<b>Radio System</b>		
	<b>Total EMS Radio Hours</b>	<b>113.2</b>
	Transmitted	52.2
	Received	60.7
	<b>Total Fire Radio Hours</b>	<b>36.3</b>
	Transmitted	21
	Received	15.3
	<b>Total Law Enforcement Radio Hours</b>	<b>195.7</b>
	Transmitted	114
	Received	81.7
	<b>Total Radio System Push to Talks</b>	<b>672,597</b>
<b>Telecommunications</b>		
	<b>Average Number TCO on Duty</b>	
	Day Shift	5.5
	Night Shift	6.5
<b>Training</b>		
	<b>Total of training hours department wide</b>	<b>1913.5</b>
	<b>Total of training hours telecommunications</b>	1630
	<b>Average training hours per communicator</b>	54.33
<b>Public Outreach</b>		
	<b>Public Outreach Education</b>	<b>0</b>