

Public Safety Communications Monthly Activity 2020		January	February	March	April	May	June	July	August	September	October	November	December	Annual
Telephone		Totals	Totals	Totals	Totals	Totals	Totals	Totals	Totals	Totals	Totals	Totals	Totals	Totals
	Total 9-1-1 Line Calls	11,320	10,612	11,661	10,381	12,453	12,525	13,448	12,367	11,235	12,346	11,579	11,443	141,370
	Average Answer Time	0:00:04	0:00:04	0:00:04	0:00:04	0:00:05	0:00:05	0:00:05	0:00:05	0:00:05	0:00:05	0:00:05	0:00:04	0:00:05
	Average Duration Time Per Call	0:01:46	0:01:49	0:01:45	0:01:52	0:01:49	0:01:44	0:01:47	0:01:45	0:01:50	0:01:54	0:01:52	0:01:50	0:01:49
	Total Call Duration Month	0:01:59	0:02:02	0:01:57	0:02:07	0:02:08	0:01:55	0:02:17	0:01:59	0:02:02	0:02:09	0:02:06	0:02:03	0:02:04
	% answered in 7 seconds or less	89.92%	88.71%	90.72%	91%	88.00%	85.57%	85.19%	87.79%	86.95%	85.34%	86.38%	88.66%	87.85%
	Number of Abandoned Calls	1225	1107	1218	1140	1474	1371	1519	1508	1192	1493	1387	1273	15907
	% of Abandoned Calls	10.82%	10.43%	10.44%	10.98%	11.84%	10.95%	11.30%	12.19%	10.61%	12.09%	11.98%	11.12%	11.23%
	Total Seven Digit Line Calls	13,639	13,387	13,952	13,024	14,379	14,014	15,149	13,504	11,785	12,568	11,828	10,822	158,051
	Average Answer Time	0:00:04	0:00:04	0:00:04	0:00:03	0:00:04	0:00:04	0:00:04	0:00:04	0:00:04	0:00:04	0:00:04	0:00:03	0:00:04
	Average Duration Time Per Call	0:01:21	0:01:20	0:01:18	0:01:26	0:01:23	0:01:21	0:01:24	0:01:24	0:01:22	0:01:27	0:01:23	0:01:23	0:01:23
	Total Call Duration Month	0:01:35	0:01:34	0:01:34	0:01:40	0:01:38	0:01:36	0:01:40	0:01:37	0:01:38	0:01:44	0:01:38	0:01:38	0:01:38
	Total Outgoing Calls	4,256	4,191	4,457	4,200	4,902	4,835	5,498	4,699	4,073	4,326	4,311	3,995	53,743
	Average Duration Time Per Call	0:00:53	0:00:54	0:00:49	0:00:53	0:00:53	0:00:48	0:00:50	0:00:50	0:00:50	0:00:55	0:00:51	0:00:01	0:00:47
	Total Call Duration Month	0:00:57	0:00:58	0:00:52	0:00:57	0:00:57	0:00:53	0:00:55	0:00:54	0:00:54	0:00:59	0:00:55	0:00:55	0:00:55
Calls for Service														
	Total Dispatched EMS Calls for Service	2,838	2,712	2,802	2,330	2,642	2,692	3,073	2,952	2,769	2,880	2,918	3,074	33,682
	Average Priority 1 received to dispatch time	0:00:46	0:00:44	0:00:44	0:00:44	0:00:45	0:00:45	0:00:46	0:00:46	0:00:45	0:01:03	0:01:00	0:01:11	0:00:50
	Total Dispatched Fire Calls for Service	1,531	1,430	1,446	1,530	1,670	1,609	1,740	1,613	1,518	1,677	1,715	1,681	19,160
	Average Priority 1 received to dispatch time	0:00:45	0:00:44	0:00:41	0:01:06	0:00:49	0:00:55	0:00:45	0:00:39	0:00:40	0:01:07	0:01:00	0:01:02	0:00:51
	Total Dispatched Law Enforcement Calls for Service	6,733	6,347	6,202	5,157	5,899	6,493	6,313	6,335	6,161	5,432	4,975	4,933	70,980
	*Average Priority 1 received to dispatch time	0:00:42	0:01:07	0:00:47	0:00:30	0:00:54	0:01:06	0:00:49	0:00:55	0:00:45	0:00:58	0:01:10	0:00:56	0:00:53
	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	121	134	161	128	127	183	223	151	165	188	163	168	1,912
	Average Days Processed Time	1.4	1.2	1.1	1.4	1.5	1.4	1.7	2.3	1.5	1	1	1	16.5
	Commercial & Subdivision Processed	54	93	43	47	65	45	39	44	54	41	47	46	618
	Average Days Processed Time	1.3	1.4	1.2	1.5	1.3	1.2	2.3	2.3	3.7	1.6	1.6	1.4	20.8
	New Road Names and Road Renames	20	1	4	2	12	27	8	4	5	11	11	7	112
	Average Days Processed Time	3	2	2	2	3	5	5	2	2	5	3	3	37

