

Public Safety Communications Monthly Activity 2021													
	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	11,084	10,065	12,196	12,534	13,407	13,920	14,641	14,434	12,975	13,664	11,534	13,001	153,455
Average Answer Time	0:00:04	0:00:04	0:00:04	0:00:04	0:00:04	0:00:04	0:00:04	0:00:04	0:00:04	0:00:04	0:00:04	0:00:04	0:00:04
Average Duration Time Per Call	0:01:54	0:01:49	0:01:44	0:01:48	0:01:45	0:01:37	0:01:34	0:01:38	0:01:41	0:01:37	0:01:45	0:01:44	0:01:43
Total Call Duration Month	0:02:04	0:02:00	0:01:55	0:02:00	0:02:00	0:01:49	0:01:45	0:01:51	0:01:52	0:01:47	0:01:57	0:01:56	0:01:55
% answered in 7 seconds or less	91.85%	91.34%	92.32%	88.61%	88.58%	90.17%	91.71%	89.75%	93.23%	92.63%	91.75%	90.69%	91.05%
Number of Abandoned Calls	1,249	1,110	1,298	1,377	1,453	1,382	1,472	1,349	1,331	1,447	1,238	1,444	16,150
% of Abandoned Calls	11.27%	11.03%	10.64%	10.99%	10.84%	9.92%	10.05%	9.35%	10.26%	10.59%	10.73%	11.11%	10.57%
Total Seven Digit Line Calls	10,394	10,394	10,876	9,920	10,859	10,905	11,828	14,405	13,050	12,955	11,026	11,521	138,133
Average Answer Time	0:00:03	0:00:03	0:00:03	0:00:04	0:00:04	0:00:05	0:00:03	0:00:03	0:00:03	0:00:03	0:00:03	0:00:03	0:00:03
Average Duration Time Per Call	0:01:21	0:01:21	0:01:20	0:01:19	0:01:18	0:01:14	0:01:16	0:01:19	0:01:16	0:01:16	0:01:20	0:01:21	0:01:18
Total Call Duration Month	0:01:35	0:01:34	0:01:33	0:01:33	0:01:30	0:01:28	0:01:29	0:01:32	0:01:28	0:01:28	0:01:33	0:01:34	0:01:31
Total Outgoing Calls	3,860	3,587	4,172	3,986	4,141	4,355	4,762	5,854	5,222	5,225	4,218	4,553	53,935
Average Duration Time Per Call	0:00:50	0:00:49	0:00:49	0:00:51	0:00:45	0:00:44	0:00:49	0:00:48	0:00:45	0:00:43	0:00:47	0:00:46	0:00:47
Total Call Duration Month	0:00:54	0:00:53	0:00:53	0:00:55	0:00:49	0:00:45	0:00:52	0:00:52	0:00:48	0:00:47	0:00:51	0:00:51	0:00:51
Calls for Service													
Total Dispatched EMS Calls for Service	3,013	2,644	3,001	3,062	3,003	3,158	3,349	3,567	3,319	3,220	2,925	3,369	37,630
Average Priority 1 received to dispatch time	0:01:09	0:01:01	0:00:56	0:01:02	0:01:27	0:01:05	0:01:06	0:01:14	0:00:58	0:00:52	0:00:49	0:00:49	0:01:02
Total Dispatched Fire Calls for Service	1,680	1,379	1,732	1,801	1,732	1,754	1,952	2,197	2,028	1,921	1,940	2,110	22,226
Average Priority 1 received to dispatch time	0:00:58	0:00:58	0:00:56	0:00:56	0:01:17	0:00:54	0:00:55	0:01:15	0:00:51	0:00:52	0:00:54	0:01:36	0:01:02
Total Dispatched Law Enforcement Calls for Service	5,139	4,919	5,499	5,136	5,560	5,495	6,055	6,232	5,350	5,788	5,255	5,613	66,041
*Average Priority 1 received to dispatch time	0:01:26	0:02:05	0:01:17	0:01:17	0:01:32	0:01:11	0:01:21	0:01:26	0:01:17	0:01:22	0:01:27	0:01:22	0:01:25
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	155	488	130	155	122	119	104	132	79	114	90	82	1,770
Average Days Processed Time	1	1	1	1	1	1	1	1	1	1	1	1	1.0
Commercial & Subdivision Processed	42	54	40	35	45	55	47	48	49	40	48	70	573
Average Days Processed Time	1.5	1.9	1.7	1.1	1.4	2.2	2	2.3	1.9	2.7	2.2	2	1.9
New Road Names and Road Renames	18	14	26	19	6	7	14	2	14	5	11	8	144
Average Days Processed Time	5	5	8	5	3	3	5	1	8	3	3	3	4.33333333

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Radio System														
	Total EMS Radio Hours	104	94	104.2	109.3	101.8	113.7	117.7	117.7	117.8	111.3	105.9	116.7	1314.1
	Transmitted	53.6	48.1	54.1	55.7	51.9	58.8	60.8	60.2	60.8	56.8	54.1	60.6	675.5
	Received	50.4	45.8	50.1	53.6	49.8	54.8	56.9	57.5	56.9	54.5	51.8	56.1	638.2
	Total Fire Radio Hours	35.8	26.7	39.7	43	33.6	38.1	35.1	41	34.4	31.6	43.4	43.6	446
	Transmitted	12.4	10.2	14.6	15.3	13.1	13.9	14.4	16.2	13.4	13	15.2	15.7	167.4
	Received	23.4	16.5	25.1	27.7	20.5	24.2	20.7	24.7	20.9	18.6	28.2	27.9	278.4
	Total Law Enforcement Radio Hours	158	156.4	171.8	175.1	173.7	180.2	193.6	192.7	179.2	185.5	173.5	180.4	2120.1
	Transmitted	67.2	65.2	73.7	71.9	73.2	76.3	79.9	77.8	72.6	74	72.1	74.8	878.7
	Received	90.8	91.1	98.2	103.2	100.5	104	113.7	114.9	106.6	111.5	101.3	105.6	1241.4
	Total Radio System Push to Talks	588,554	564,967	650,350	449,549	537,237	661,651	696,248.00	683,009.00	668,069.00	678,275.00	653,185.00	681,516.00	7,512,610
Telecommunications														
	Average Number TCO on Duty													
	Day Shift	6	5.9	6.3	6.8	5.7	5.5	6.1	5.6	6.3	5.7	5.6	5.5	5.9
	Night Shift	6.6	6.1	5.8	5.9	6.3	6.4	5.9	5.9	6.1	5.4	5.6	5.9	6.0
Training														
	Total of training hours department wide	510	388.5	733	1170	1001	487	447	235	211	232	534.5	873	6,822.00
	Total of training hours telecommunications	431	374	569	1083	9611	441	419	179	174	195	426.5	710	14,613
	Average training hours per communicator	17	11.77	22.21	35.45	31.28	16.23	14.9	7.58	7.28	8.29	21.38	34.92	228.29
Public Outreach														
	Public Outreach Education	0	0	0	0	0	0	0	0	175	800	35	0	1,010