

Public Safety Communications Monthly Activity 2014		January
Telephone		Totals
	Total 9-1-1 Line Calls	10,387
	Average AnswerTime	0:00:05
	Average Duration Time Per Call	0:01:58
	Total Call Duration Month	340:17:31
	Total Seven Digit Line Calls	12,365
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:27
	Total Call Duration Month	298:40:58
	Total Outgoing Calls	3,718
	Average Duration Time Per Call	0:01:19
	Total Call Duration Month	81:46:58
Calls for Service		
	Total Dispatched EMS Calls for Service	2,497
	Average Priority 1 received to dispatch time	0:00:49
	Total Dispatched Fire Calls for Service	1,371
	Average Priority 1 received to dispatch time	0:00:58
	Total Dispatched Law Enforcement Calls for Service	5,748
	*Average Priority 1 received to dispatch time	0:02:03
	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	95
	Average Days Processed Time	1
	Commercial & Subdivision Processed	49
	Average Days Processed Time	3
	New Road Names and Road Renames	0
	Average Days Processed Time	0
Radio System		
	Total EMS Radio Hours	103
	Transmitted	50
	Received	53
	Total Fire Radio Hours	51
	Transmitted	10
	Received	41
	Total Law Enforcement Radio Hours	199

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	Transmitted	105
	Received	94
	Total Radio System Push to Talks	566,428
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7.8
	Night Shift	6.6
Training		
	Total of training hours department wide	334
	Total of training hours telecommunications	282
	Average training hours per communicator	8.5
Public Outreach		
	Total Number	33