

Public Safety Communications Monthly Activity 2014		March
Telephone		Totals
	Total 9-1-1 Line Calls	10,386
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:56
	Total Call Duration Month	333:45:02
	Total Seven Digit Line Calls	11,641
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:28
	Total Call Duration Month	282:56:42
	Total Outgoing Calls	3,495
	Average Duration Time Per Call	0:01:04
	Total Call Duration Month	61:55:47
Calls for Service		
	Total Dispatched EMS Calls for Service	2,109
	Average Priority 1 received to dispatch time	0:00:47
	Total Dispatched Fire Calls for Service	1,174
	Average Priority 1 received to dispatch time	0:00:53
	Total Dispatched Law Enforcement Calls for Service	3,539
	*Average Priority 1 received to dispatch time	0:01:46
	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	100
	Average Days Processed Time	1
	Commercial & Subdivision Processed	64
	Average Days Processed Time	2
	New Road Names and Road Renames	0
	Average Days Processed Time	0
Radio System		
	Total EMS Radio Hours	96
	Transmitted	47
	Received	49
	Total Fire Radio Hours	37
	Transmitted	8
	Received	29
	Total Law Enforcement Radio Hours	193

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	Transmitted	102
	Received	91
	Total Radio System Push to Talks	477,086
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	7.2
	Night Shift	6.6
Training		
	Total of training hours department wide	511
	Total of training hours telecommunications	468
	Average training hours per communicator	15
Public Outreach		
	Total Number	20