

Public Safety Communications Monthly Activity 2014		June
Telephone		Totals
	Total 9-1-1 Line Calls	11,946
	Average Answer Time	0:00:07
	Average Duration Time Per Call	0:02:10
	Total Call Duration Month	431:33:43
	Total Seven Digit Line Calls	12,288
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:31
	Total Call Duration Month	312:15:57
	Total Outgoing Calls	3,638
	Average Duration Time Per Call	0:01:04
	Total Call Duration Month	64:19:56
Calls for Service		
	Total Dispatched EMS Calls for Service	2,260
	Average Priority 1 received to dispatch time	0:00:47
	Total Dispatched Fire Calls for Service	1,086
	Average Priority 1 received to dispatch time	00:00:052
	Total Dispatched Law Enforcement Calls for Service	4,012
	*Average Priority 1 received to dispatch time	0:01:34
	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	150
	Average Days Processed Time	1
	Commercial & Subdivision Processed	68
	Average Days Processed Time	1
	New Road Names and Road Renames	0
	Average Days Processed Time	0
Radio System		
	Total EMS Radio Hours	102.2
	Transmitted	49.5
	Received	52.7
	Total Fire Radio Hours	28.2
	Transmitted	5.8
	Received	22.4
	Total Law Enforcement Radio Hours	195.4

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	Transmitted	109.5
	Received	85.9
	Total Radio System Push to Talks	463,640.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.7
	Night Shift	6.5
Training		
	Total of training hours department wide	224
	Total of training hours telecommunications	148
	Average training hours per communicator	5
Public Outreach		
	Total Number	24