

Public Safety Communications Monthly Activity 2015		March
Telephone		Totals
	Total 9-1-1 Line Calls	11,812
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:02:15
	Total Call Duration Month	443:53:46
	Total Seven Digit Line Calls	12,155
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:33
	Total Call Duration Month	315:25:22
	Total Outgoing Calls	3,746
	Average Duration Time Per Call	0:01:09
	Total Call Duration Month	71:44:26
Calls for Service		
	Total Dispatched EMS Calls for Service	2,254
	Average Priority 1 received to dispatch time	0:00:46
	Total Dispatched Fire Calls for Service	1,250
	Average Priority 1 received to dispatch time	0:00:46
	Total Dispatched Law Enforcement Calls for Service	3,896
	*Average Priority 1 received to dispatch time	0:01:53
	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	138
	Average Days Processed Time	1
	Commercial & Subdivision Processed	43
	Average Days Processed Time	2
	New Road Names and Road Renames	0
	Average Days Processed Time	0

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Radio System		
	Total EMS Radio Hours	108.5
	Transmitted	54.2
	Received	54.3
	Total Fire Radio Hours	33.7
	Transmitted	6.9
	Received	26.8
	Total Law Enforcement Radio Hours	197.5
	Transmitted	108.6
	Received	88.9
	Total Radio System Push to Talks	473,908
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.9
	Night Shift	6.5
Training		
	Total of training hours department wide	804.5
	Total of training hours telecommunications	785
	Average training hours per communicator	30.1
Public Outreach		
	Public Outreach Education	863