

Public Safety Communications Monthly Activity 2015		September
Telephone		Totals
	Total 9-1-1 Line Calls	12,436
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:46
	Total Call Duration Month	
	Total Seven Digit Line Calls	14,817
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:28
	Total Call Duration Month	
	Total Outgoing Calls	3,444
	Average Duration Time Per Call	0:00:58
	Total Call Duration Month	0:01:01
Calls for Service		
	Total Dispatched EMS Calls for Service	2,395
	Average Priority 1 received to dispatch time	0:00:49
	Total Dispatched Fire Calls for Service	1,349
	Average Priority 1 received to dispatch time	0:00:52
	Total Dispatched Law Enforcement Calls for Service	3,961
	*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	184
	Average Days Processed Time	1
	Commercial & Subdivision Processed	77
	Average Days Processed Time	1
	New Road Names and Road Renames	0
	Average Days Processed Time	0

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Radio System		
	Total EMS Radio Hours	103.5
	Transmitted	52.9
	Received	50.6
	Total Fire Radio Hours	27.5
	Transmitted	7.7
	Received	35.2
	Total Law Enforcement Radio Hours	215
	Transmitted	115
	Received	100
	Total Radio System Push to Talks	611,043.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.1
	Night Shift	6.6
Training		
	Total of training hours department wide	194
	Total of training hours telecommunications	189
	Average training hours per communicator	6.5
Public Outreach		
	Public Outreach Education	120