

Public Safety Communications Monthly Activity 2015		October
Telephone		Totals
	Total 9-1-1 Line Calls	12,647
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:45
	Total Call Duration Month	
	Total Seven Digit Line Calls	16,559
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:13
	Total Call Duration Month	
	Total Outgoing Calls	3,564
	Average Duration Time Per Call	0:00:59
	Total Call Duration Month	0:01:04
Calls for Service		
	Total Dispatched EMS Calls for Service	2,452
	Average Priority 1 received to dispatch time	0:00:47
	Total Dispatched Fire Calls for Service	1,473
	Average Priority 1 received to dispatch time	0:00:51
	Total Dispatched Law Enforcement Calls for Service	4,180
	*Average Priority 1 received to dispatch time	0:01:39
	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	180
	Average Days Processed Time	1
	Commercial & Subdivision Processed	42
	Average Days Processed Time	1
	New Road Names and Road Renames	0
	Average Days Processed Time	

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Radio System		
	Total EMS Radio Hours	107
	Transmitted	53.3
	Received	53.6
	Total Fire Radio Hours	38.1
	Transmitted	9.4
	Received	28.7
	Total Law Enforcement Radio Hours	219.3
	Transmitted	116
	Received	103.3
	Total Radio System Push to Talks	614,133.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.5
	Night Shift	6.4
Training		
	Total of training hours department wide	323.3
	Total of training hours telecommunications	306
	Average training hours per communicator	10.5
Public Outreach		
	Public Outreach Education	843