

Public Safety Communications Monthly Activity 2015		November
Telephone		Totals
	Total 9-1-1 Line Calls	11,375
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:36
	Total Call Duration Month	
	Total Seven Digit Line Calls	14,760
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:04
	Total Call Duration Month	
	Total Outgoing Calls	3,617
	Average Duration Time Per Call	0:00:59
	Total Call Duration Month	0:01:04
Calls for Service		
	Total Dispatched EMS Calls for Service	2,335
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Fire Calls for Service	1,305
	Average Priority 1 received to dispatch time	0:00:50
	Total Dispatched Law Enforcement Calls for Service	3,706
	*Average Priority 1 received to dispatch time	0:01:38
	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	101
	Average Days Processed Time	0
	Commercial & Subdivision Processed	60
	Average Days Processed Time	1
	New Road Names and Road Renames	0
	Average Days Processed Time	

Public Safety Communications Monthly Activity 2015		November
Radio System		
	Total EMS Radio Hours	102.5
	Transmitted	38.5
	Received	64
	Total Fire Radio Hours	30.9
	Transmitted	12
	Received	18.9
	Total Law Enforcement Radio Hours	203.3
	Transmitted	85.3
	Received	118
	Total Radio System Push to Talks	579,098.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.5
	Night Shift	6.6
Training		
	Total of training hours department wide	427
	Total of training hours telecommunications	388
	Average training hours per communicator	13.4
Public Outreach		
	Public Outreach Education	608