

Public Safety Communications Monthly Activity 2016		January
Telephone		Totals
	Total 9-1-1 Line Calls	10,684
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:00:06
	Total Call Duration Month	0:01:47
	Total Seven Digit Line Calls	16,866
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:00:04
	Total Call Duration Month	0:01:27
	Total Outgoing Calls	3,914
	Average Duration Time Per Call	0:00:58
	Total Call Duration Month	0:01:02
Calls for Service		
	Total Dispatched EMS Calls for Service	2,435
	Average Priority 1 received to dispatch time	0:00:44
	Total Dispatched Fire Calls for Service	1,339
	Average Priority 1 received to dispatch time	0:00:43
	Total Dispatched Law Enforcement Calls for Service	4,018
	*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	113
	Average Days Processed Time	1
	Commercial & Subdivision Processed	22
	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	96.7
	Transmitted	44.3
	Received	52.3
	Total Fire Radio Hours	34.2
	Transmitted	11.7
	Received	22.4
	Total Law Enforcement Radio Hours	200.1
	Transmitted	81.5
	Received	118.6
	Total Radio System Push to Talks	477,772
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.9
	Night Shift	7.3
Training		
	Total of training hours department wide	482
	Total of training hours telecommunications	457
	Average training hours per communicator	14.7
Public Outreach		
	Public Outreach Education	63