

Public Safety Communications Monthly Activity 2016		May
Telephone		Totals
	Total 9-1-1 Line Calls	12,655
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:38
	Total Call Duration Month	
	Total Seven Digit Line Calls	10,489
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:35
	Total Call Duration Month	
	Total Outgoing Calls	2,744
	Average Duration Time Per Call	0:01:08
	Total Call Duration Month	0:01:11
Calls for Service		
	Total Dispatched EMS Calls for Service	2,604
	Average Priority 1 received to dispatch time	0:00:47
	Total Dispatched Fire Calls for Service	1,363
	Average Priority 1 received to dispatch time	0:00:43
	Total Dispatched Law Enforcement Calls for Service	4,704
	*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	137
	Average Days Processed Time	1
	Commercial & Subdivision Processed	24
	Average Days Processed Time	1
	New Road Names and Road Renames	1
	Average Days Processed Time	1

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Radio System		
	Total EMS Radio Hours	117
	Transmitted	56.6
	Received	60.4
	Total Fire Radio Hours	38.5
	Transmitted	12.4
	Received	26.2
	Total Law Enforcement Radio Hours	250.3
	Transmitted	100.8
	Received	149.5
	Total Radio System Push to Talks	624,697
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.8
	Night Shift	7.1
Training		
	Total of training hours department wide	525.5
	Total of training hours telecommunications	496.5
	Average training hours per communicator	16
Public Outreach		
	Public Outreach Education	820