

Public Safety Communications Monthly Activity 2016		August
Telephone		Totals
	Total 9-1-1 Line Calls	9,438
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:34
	Total Call Duration Month	
	Total Seven Digit Line Calls	9,536
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:32
	Total Call Duration Month	
	Total Outgoing Calls	2,729
	Average Duration Time Per Call	0:01:01
	Total Call Duration Month	0:01:15
Calls for Service		
	Total Dispatched EMS Calls for Service	2,526
	Average Priority 1 received to dispatch time	0:00:43
	Total Dispatched Fire Calls for Service	1,306
	Average Priority 1 received to dispatch time	0:00:46
	Total Dispatched Law Enforcement Calls for Service	6,991
	*Average Priority 1 received to dispatch time	0:01:33
	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	178
	Average Days Processed Time	1
	Commercial & Subdivision Processed	40
	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	109.4
	Transmitted	54.9
	Received	54.6
	Total Fire Radio Hours	32.9
	Transmitted	12.6
	Received	20.3
	Total Law Enforcement Radio Hours	244.1
	Transmitted	99.6
	Received	144.4
	Total Radio System Push to Talks	640,966.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.6
	Night Shift	6.5
Training		
	Total of training hours department wide	810
	Total of training hours telecommunications	780
	Average training hours per communicator	25.1
Public Outreach		
	Public Outreach Education	318