

Public Safety Communications Monthly Activity 2016		October
Telephone		Totals
	Total 9-1-1 Line Calls	10,138
	Average Answer Time	0:00:07
	Average Duration Time Per Call	0:01:33
	Total Call Duration Month	
	Total Seven Digit Line Calls	12,003
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:40
	Total Call Duration Month	
	Total Outgoing Calls	2,074
	Average Duration Time Per Call	0:00:59
	Total Call Duration Month	0:01:03
Calls for Service		
	Total Dispatched EMS Calls for Service	2,485
	Average Priority 1 received to dispatch time	0:00:45
	Total Dispatched Fire Calls for Service	1,754
	Average Priority 1 received to dispatch time	0:00:44
	Total Dispatched Law Enforcement Calls for Service	6,404
	*Average Priority 1 received to dispatch time	0:01:44
	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	84
	Average Days Processed Time	1
	New Road Names and Road Renames	0
	Average Days Processed Time	0
Radio System		

Public Safety Communications Monthly Activity 2016		October
	Total EMS Radio Hours	104.4
	Transmitted	53.4
	Received	51
	Total Fire Radio Hours	33.8
	Transmitted	13.2
	Received	20.6
	Total Law Enforcement Radio Hours	206.8
	Transmitted	85
	Received	121.9
	Total Radio System Push to Talks	669,566.00
Telecommunications	Average Number TCO on Duty	
	Day Shift	7.1
	Night Shift	6.9
Training	Total of training hours department wide	657
	Total of training hours telecommunications	599
	Average training hours per communicator	19.3
Public Outreach	Public Outreach Education	1,501