

Public Safety Communications Monthly Activity 2016		November
Telephone		Totals
	Total 9-1-1 Line Calls	11,119
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:01:53
	Total Call Duration Month	
	Total Seven Digit Line Calls	10,178
	Average Answer Time	0:00:04
	Average Duration Time Per Call	0:01:35
	Total Call Duration Month	
	Total Outgoing Calls	23,474
	Average Duration Time Per Call	0:01:02
	Total Call Duration Month	0:01:10
Calls for Service		
	Total Dispatched EMS Calls for Service	2,385
	Average Priority 1 received to dispatch time	0:00:44
	Total Dispatched Fire Calls for Service	1,517
	Average Priority 1 received to dispatch time	0:00:52
	Total Dispatched Law Enforcement Calls for Service	6,037
	*Average Priority 1 received to dispatch time	0:01:35
	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	144
	Average Days Processed Time	1
	Commercial & Subdivision Processed	61
	Average Days Processed Time	
	New Road Names and Road Renames	0
	Average Days Processed Time	0

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Radio System		
	Total EMS Radio Hours	104.2
	Transmitted	52.6
	Received	51.7
	Total Fire Radio Hours	49.3
	Transmitted	16.2
	Received	33.2
	Total Law Enforcement Radio Hours	204.5
	Transmitted	82.6
	Received	121.9
	Total Radio System Push to Talks	665,595.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.8
	Night Shift	6.8
Training		
	Total of training hours department wide	452
	Total of training hours telecommunications	47
	Average training hours per communicator	16
Public Outreach		
	Public Outreach Education	39