

Public Safety Communications Monthly Activity 2014		July
Telephone		Totals
	Total 9-1-1 Line Calls	11,808
	Average Answer Time	0:00:06
	Average Duration Time Per Call	0:02:07
	Total Call Duration Month	416:44:42
	Total Seven Digit Line Calls	12,849
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:32
	Total Call Duration Month	328:04:09
	Total Outgoing Calls	3,961
	Average Duration Time Per Call	0:01:02
	Total Call Duration Month	67:50:43
Calls for Service		
	Total Dispatched EMS Calls for Service	2,370
	Average Priority 1 received to dispatch time	0:00:48
	Total Dispatched Fire Calls for Service	1,176
	Average Priority 1 received to dispatch time	0:00:59
	Total Dispatched Law Enforcement Calls for Service	4,112
	*Average Priority 1 received to dispatch time	0:01:51
	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	157
	Average Days Processed Time	1
	Commercial & Subdivision Processed	80
	Average Days Processed Time	1
	New Road Names and Road Renames	3
	Average Days Processed Time	34
Radio System		
	Total EMS Radio Hours	102.3
	Transmitted	49.8
	Received	52.5
	Total Fire Radio Hours	30.7
	Transmitted	6.6
	Received	24.1
	Total Law Enforcement Radio Hours	206.5

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	Transmitted	110.5
	Received	96
	Total Radio System Push to Talks	430,429.00
Telecommunications		
	Average Number TCO on Duty	
	Day Shift	6.5
	Night Shift	6.6
Training		
	Total of training hours department wide	317
	Total of training hours telecommunications	263
	Average training hours per communicator	13
Public Outreach		
	Total Number	65