

Public Safety Communications Monthly Activity 2014		September
Telephone		Totals
	Total 9-1-1 Line Calls	11,403
	Average Answer Time	0:00:05
	Average Duration Time Per Call	02:10.0
	Total Call Duration Month	412:44:30
	Total Seven Digit Line Calls	11,882
	Average Answer Time	0:00:05
	Average Duration Time Per Call	0:01:41
	Total Call Duration Month	402:29:14
	Total Outgoing Calls	3,890
	Average Duration Time Per Call	0:01:03
	Total Call Duration Month	68:02:26
Calls for Service		
	Total Dispatched EMS Calls for Service	2,311
	Average Priority 1 received to dispatch time	0:00:47
	Total Dispatched Fire Calls for Service	1,088
	Average Priority 1 received to dispatch time	0:00:55
	Total Dispatched Law Enforcement Calls for Service	3,749
	*Average Priority 1 received to dispatch time	0:01:08
	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	151
	Average Days Processed Time	1
	Commercial & Subdivision Processed	47
	Average Days Processed Time	1
	New Road Names and Road Renames	0
	Average Days Processed Time	0
Radio System		
	Total EMS Radio Hours	103.6
	Transmitted	51.5
	Received	52.1
	Total Fire Radio Hours	24.8
	Transmitted	4.7
	Received	20.1
	Total Law Enforcement Radio Hours	196.8
	Transmitted	108.4
	Received	88.3

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	Total Radio System Push to Talks	435,850.00
Telecommunications	Average Number TCO on Duty	
	Day Shift	7.1
	Night Shift	6.9
Training	Total of training hours department wide	230
	Total of training hours telecommunications	180
	Average training hours per communicator	5.8
Public Outreach	Total Number	30