



Falmouth Communications Center

March 2017 Report

Prepared by David A. Diogo

Summary

This report provides an overview of the performance of the Falmouth Communications Center for the month of March 2017. Operational meetings with Police and Fire continue at regular intervals. These meetings provide forums to review, discuss and evaluate current operating procedures and protocols, and to make recommendations for changes toward improvement of the Center.

Call Volume and Calls for Service

In March 2017, there were a total of 6,405 incoming calls for the Communications Center, consisting of 1,028 emergency 911 calls (County Transfers); 2,788 local emergency calls (1212,2323) and 2,589 non-emergency calls. Emergency 911 calls accounted for approximately 16 hours, 52 minutes and 28 seconds. The average time for an emergency 911 call was approximately 46.33 seconds.

The Communications Center logged approximately 2,718 calls into the CAD system for Police, Fire, Rescue, DPW, Animal Control and Marine Services.

Monthly Call / Call for Service Volume

The tables below illustrate the number of calls handled by the Communications Center for the month of March 2017.

Call Volume	Total
<i>911 Calls Answered</i>	1,028
<i>Non 911 Calls Answered</i>	5,377
Total Incoming Calls	6,405
<i>Fire Alarm Calls Answered</i>	27
<i>Burglar Alarm Calls Answered</i>	208
Total Alarm Calls	235
Call Averages	
<i>Average phone calls per day</i>	206.61
<i>Average phone calls per hour</i>	8.6
Calls for Service	
<i>Fire Department</i>	597
<i>Police Department</i>	2258



PERSONNEL COUNTS

Number of Full-Time Employees – 10

Days of Sick Used – 80

Days of Vacation Used – 104

Personal Time off - 24

Vacation Coverage Overtime – 56 hours

Sick Coverage Overtime – 77.5 hours

Hold Over – 1.5 hours

Other – 8 hours

