



# **Falmouth Public Safety Communications**

## **September 2017 Report**



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## Summary

This report provides an overview of the performance of the Falmouth Public Safety Communications Center for the month of September 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

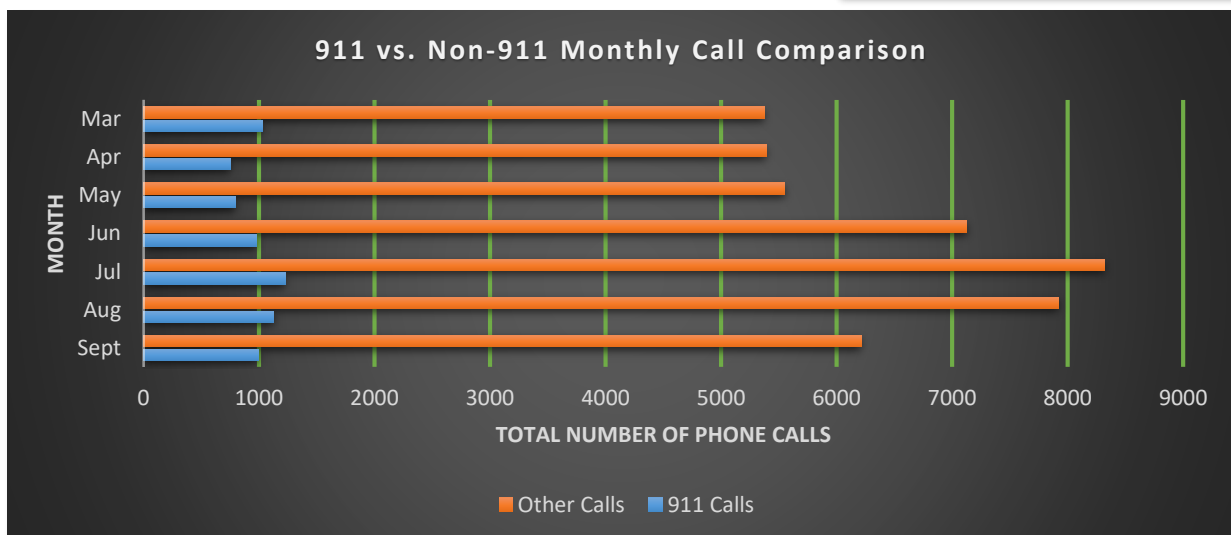
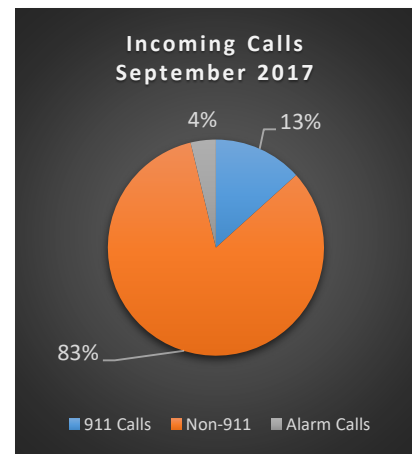
In September 2017, there were a total of 7,209 incoming phone calls for the Communications Center, consisting of 997 emergency 911 phone calls (County Transfers); 6,212 local emergency phone calls (1212,2323) and non-emergency phone calls.

The Communications Center logged approximately 3,099 calls into the CAD system for Police, Fire, Rescue, DPW, Animal Control and Marine Services.

## Monthly Calls / Calls for Service Volume

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

Call Volume	Total
911 Calls Answered	997
Non 911 Calls Answered	6,212
<b>Total Incoming Calls</b>	<b>7,209</b>
Fire Alarm Calls Answered	74
Burglar Alarm Calls Answered	209
<b>Total Alarm Calls</b>	<b>283</b>
Call Averages	
Average phone calls per day	240
Average phone calls per hour	10.01
Calls for Service Dispatched	
Fire Department	738
Police Department	2276
Fire Alarm Boxes in/out of Service Calls	85



## PERSONNEL COUNTS

Number of Full-Time Employees – 9 (1 vacant Communication Officer positions)

### Time Used

Vacation Used – 72 hours

Sick Used – 36 hours

PTO Used – 16 hours

Open Unfilled Shifts – 368 hours

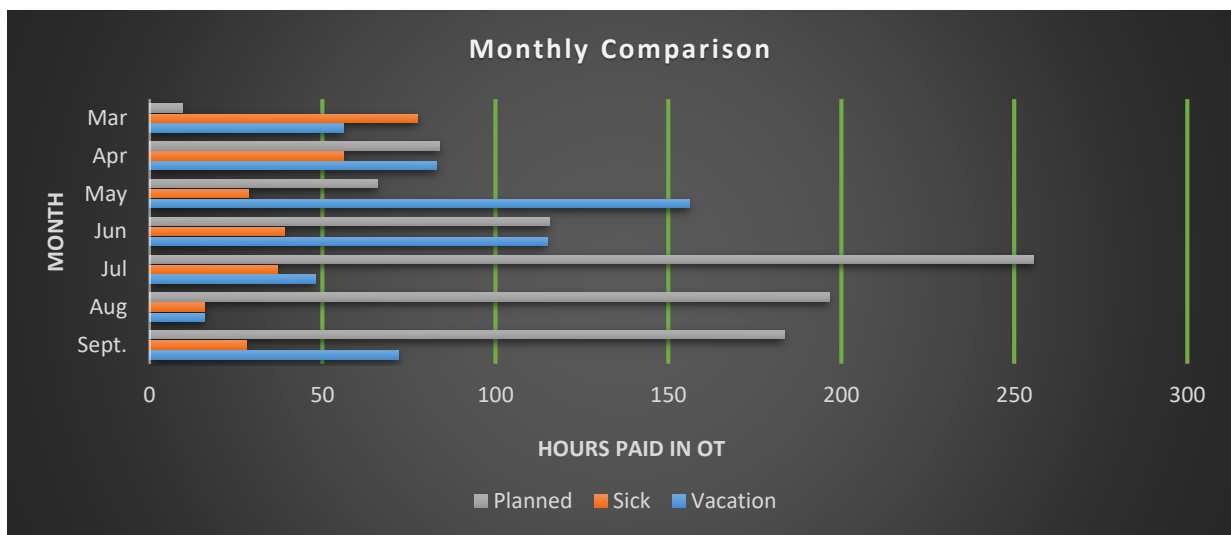
### Overtime Expenditure

Vacation Coverage – 72 hours

Sick Coverage – 28 hours

PTO Coverage – 8 hours

Other – 183.50 (Includes vacant unfilled shifts from resignations)



Planned hires consist of backfilling open vacant positions due to recent resignations.

