



Falmouth Communications Center

April 2017 Report

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Summary

This report provides an overview of the performance of the Falmouth Communications Center for the month of April 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 April 2017, there were a total of 6,145 incoming calls for the Communications Center, consisting of 752 emergency 911 calls (County Transfers); 1,199 local emergency calls (1212,2323) and 4,194 non-emergency calls.

The Communications Center logged approximately 2,989 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 April 2017.

Call Volume	Total
<i>911 Calls Answered</i>	752
<i>Non 911 Calls Answered</i>	5,393
Total Incoming Calls	6,145
<i>Fire Alarm Calls Answered</i>	36
<i>Burglar Alarm Calls Answered</i>	191
Total Alarm Calls	227
Call Averages	
<i>Average phone calls per day</i>	204.8
<i>Average phone calls per hour</i>	8.53
Calls for Service	
<i>Fire Department</i>	677
<i>Police Department</i>	2312



PERSONNEL COUNTS

Number of Full-Time Employees – 10

Time Used

Sick Used – 64 hours

Vacation Used – 160 hours

Overtime Expenditure

Union Coverage – 4

Training – 8 hours

Vacation Coverage – 83 hours

Sick Coverage – 56 hours

Bereavement Coverage – 8 hours

Other Coverage – 64 hours

