



Falmouth Communications Center

June 2017 Report

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Summary

This report provides an overview of the performance of the Falmouth Communications Center for the month of June 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

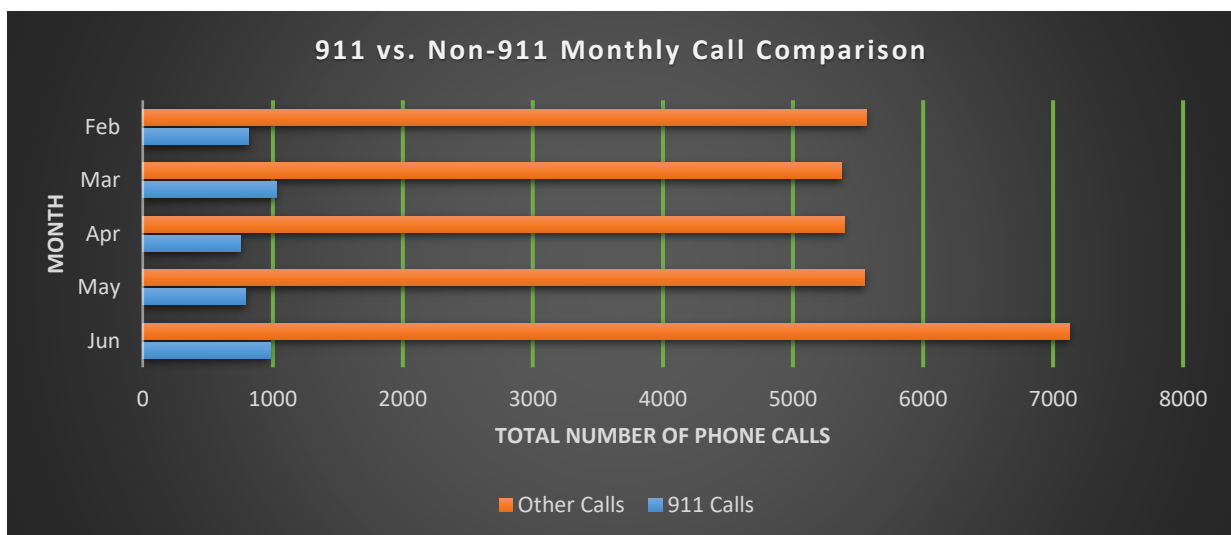
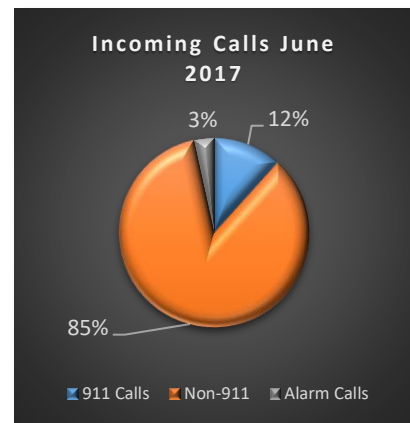
In June 2017, there were a total of 8,109 incoming phone calls for the Communications Center, consisting of 979 emergency 911 phone calls (County Transfers); 7,130 local emergency phone calls (1212,2323) and non-emergency phone calls.

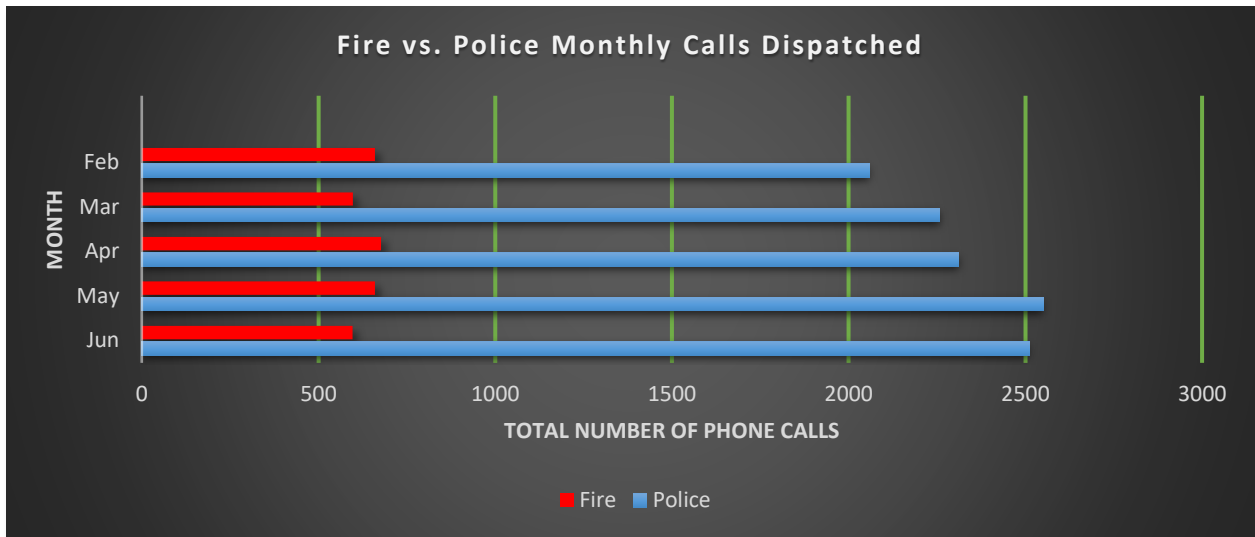
The Communications Center logged approximately 3,107 calls into the CAD system for Police, Fire, Rescue, DPW, Animal Control and Marine Services.

Monthly Calls / Calls for Service Volume

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

Call Volume	Total
911 Calls Answered	979
Non 911 Calls Answered	7,130
Total Incoming Calls	8,109
Fire Alarm Calls Answered	39
Burglar Alarm Calls Answered	245
Total Alarm Calls	284
Call Averages	
Average phone calls per day	270.3
Average phone calls per hour	11.26
Calls for Service	
Fire Department	596
Police Department	2511





PERSONNEL COUNTS

Number of Full-Time Employees – 8 (2 vacant Communication Officer positions)

Time Used

Vacation Used – 136 hours

Sick Used – 64 hours

PTO Used - 16

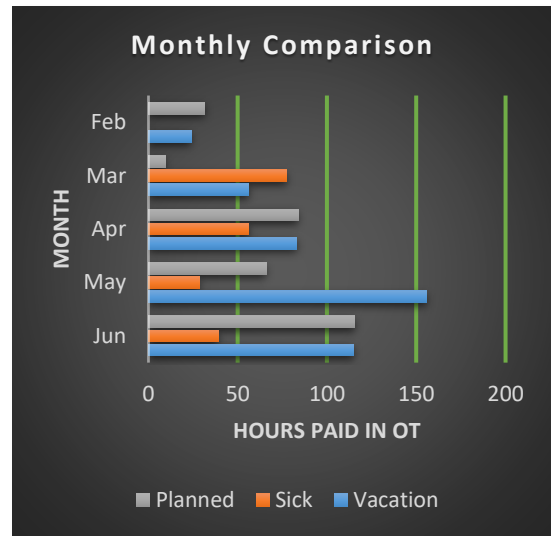
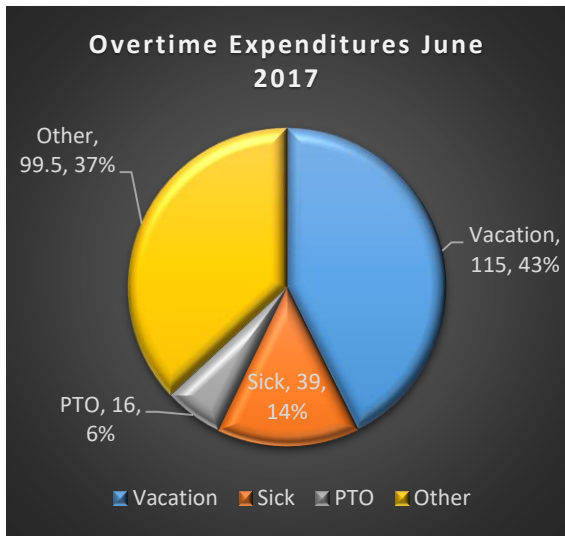
Overtime Expenditure

Vacation Coverage – 115 hours

Sick Coverage – 39 hours

PTO Coverage – 16 hours

Other – 99.50 (Includes vacant unfilled shifts from resignations)



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