

# **Falmouth Public Safety Communications**

## **July 2017 Report**



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Communications Administrator

## Summary

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

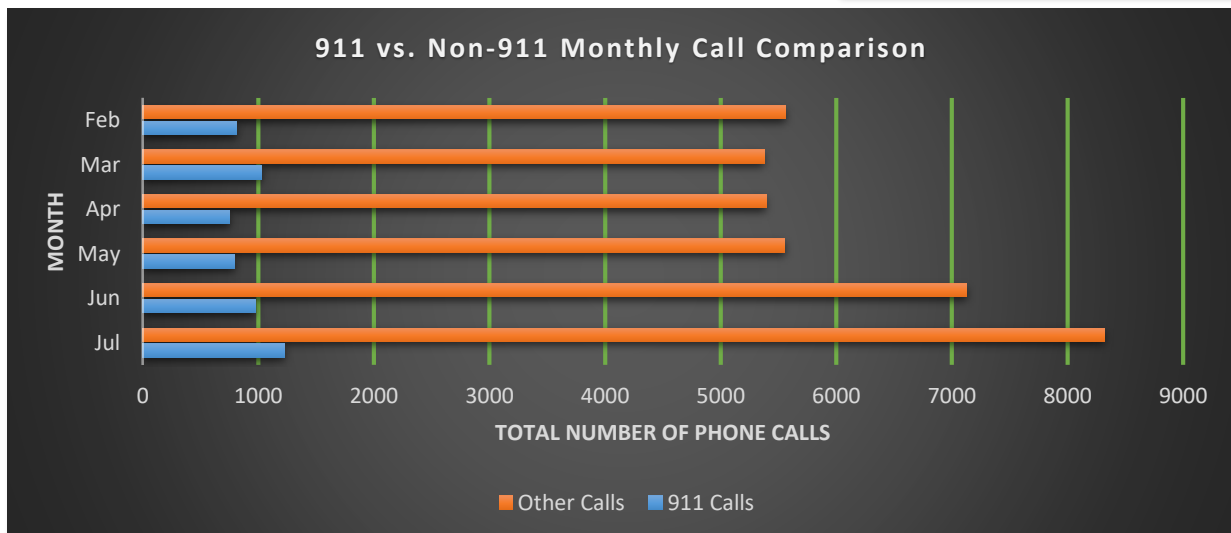
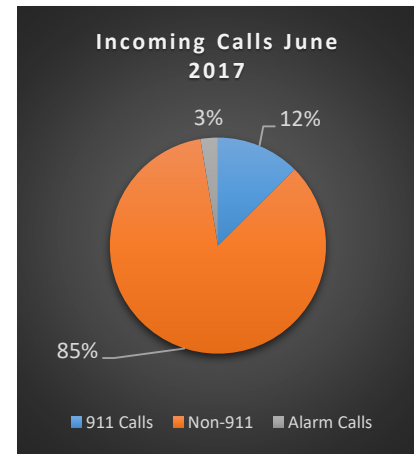
In July 2017, there were a total of 9,549 incoming phone calls for the Communications Center, consisting of 1,228 emergency 911 phone calls (County Transfers); 8,321 local emergency phone calls (1212,2323) and non-emergency phone calls.

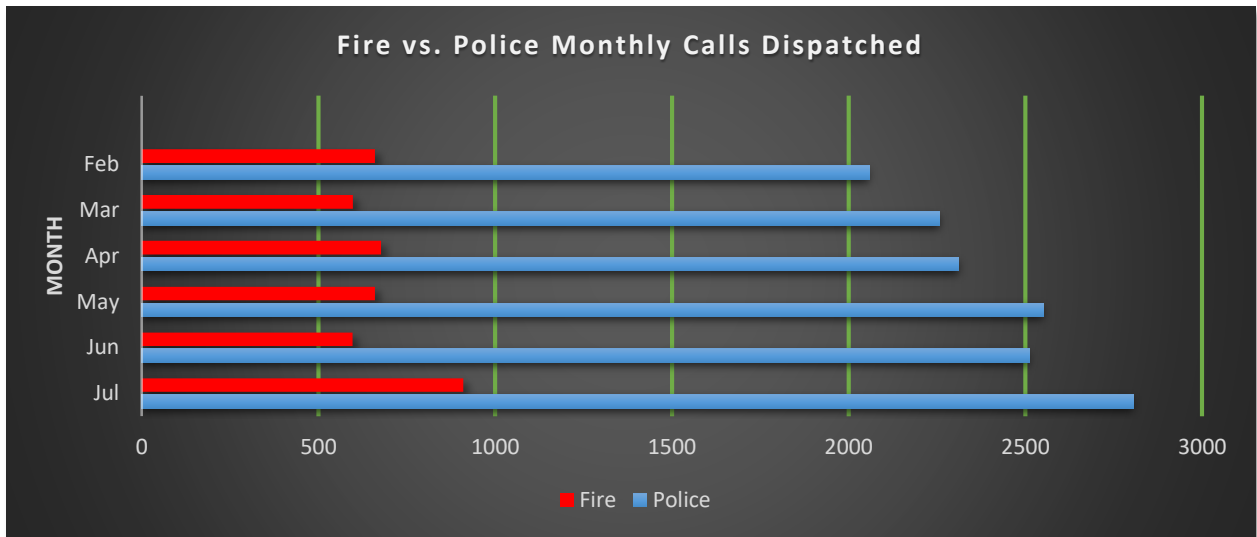
The Communications Center logged approximately 3,107 calls into the CAD system for Police, Fire, Rescue, DPW, Animal Control and Marine Services.

### Monthly Calls / Calls for Service Volume

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

Call Volume	Total
911 Calls Answered	1,228
Non 911 Calls Answered	8,321
<b>Total Incoming Calls</b>	<b>9,549</b>
Fire Alarm Calls Answered	54
Burglar Alarm Calls Answered	201
<b>Total Alarm Calls</b>	<b>255</b>
Call Averages	
Average phone calls per day	308.03
Average phone calls per hour	12.8
Calls for Service	
Fire Department	889
Police Department	2806
Fire Alarm Boxes in/out of Service Calls	84





## PERSONNEL COUNTS

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

### Time Used

Vacation Used – 136 hours

Sick Used – 40 hours

PTO Used

Open Unfilled Shifts – 336 hours

### Overtime Expenditure

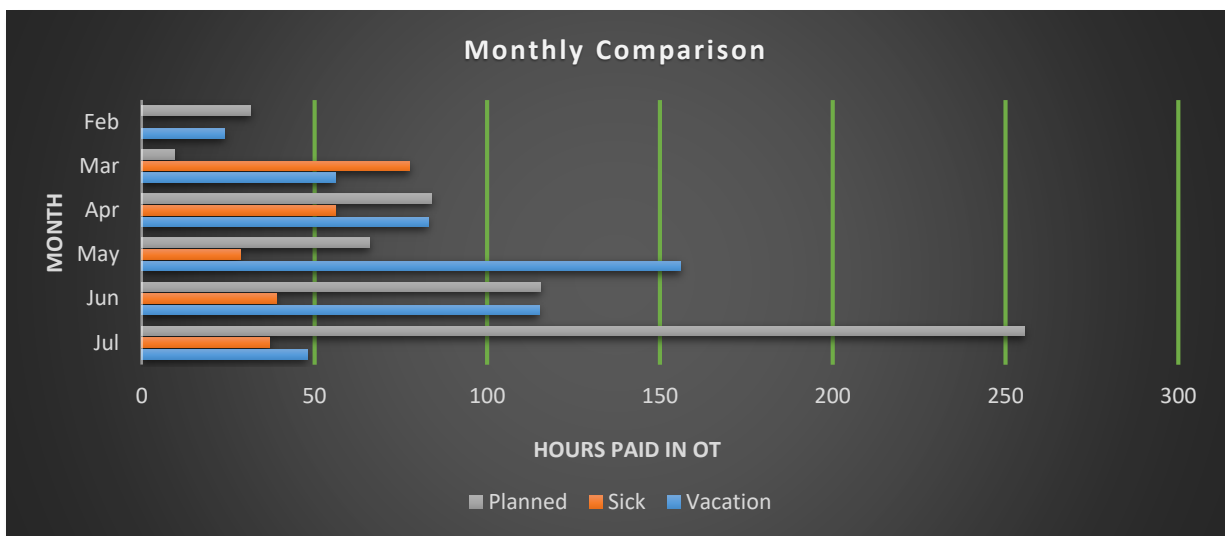
Vacation Coverage – 48 hours

Sick Coverage – 37 hours

Hold Over Coverage – 1 hour

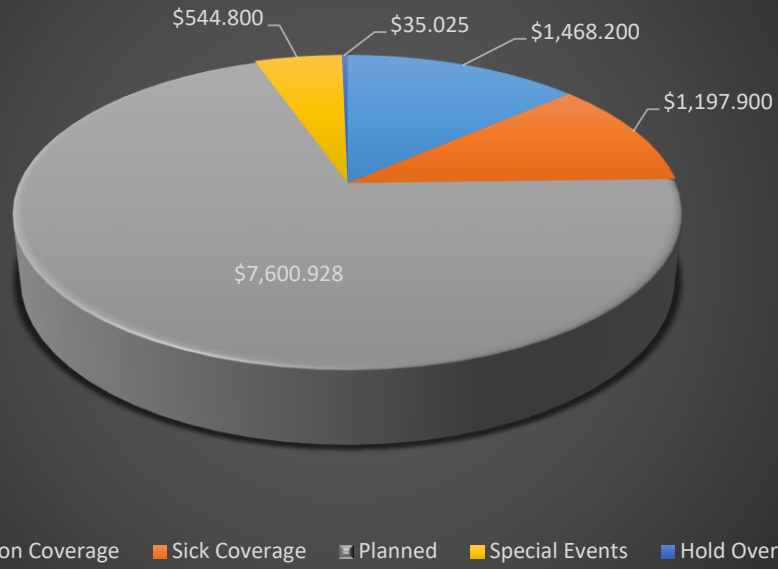
Special Events (4<sup>th</sup> July) – 16 hours

Other – 238.50 (Includes vacant unfilled shifts from resignations)



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

### Overtime Costs by Reason July 2017



### Overtime Cost by Shift July 2017

