

Full Time Equivalent (FTE) Calculations for 2006

Feb 15, 2006

Comments:

User Supplied Information

Available Work Days	Days Not Worked	SRF and FTE Calculations
Number of days per year that the agency is closed/no services offered <input style="width: 50px;" type="text"/>	Number of regular days off per employee per year (Z) <input style="width: 50px;" type="text"/>	Number of actual work days per employee per year (C) <input style="width: 50px;" type="text"/>
	+	(A - B)
Number of agency work days per year (A) <input style="width: 50px;" type="text"/>	Number of vacation days per employee per year <input style="width: 50px;" type="text"/>	Shift relief factor (SRF) for 7 day post (D) <input style="width: 50px;" type="text"/>
	+	(A / C)
	Number of holidays off per employee per year <input style="width: 50px;" type="text"/>	Number of FTE required to fill 1, 24-hour 7-day post (E) <input style="width: 50px;" type="text"/>
	+	(3 x D)
	Number of sick days off per employee per year <input style="width: 50px;" type="text"/>	Shift relief factor (SRF) for 5 day post (F) <input style="width: 50px;" type="text"/>
	+	([A - Z] / C)
	Number of days off per employee per year/includes military leave, LWOP, disciplinary SWOP, unexcused absences <input style="width: 50px;" type="text"/>	Number of FTE required to fill 1, 8-hour 5-day post (G) <input style="width: 50px;" type="text"/>
	+	(F)
	Number of training days per year <input style="width: 50px;" type="text"/>	
	Total number of days off per year (B) <input style="width: 50px;" type="text"/>	

Required Number of Call Taker Calculations

	Required 2004	Available 2004	¹ Required 2005	² Available 2005	% Yearly Change	% Required Difference	Required FTEs
Max # of Call Takers	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
<u>Normal Shift</u>	(H)	(I)	(J)	(K)	(J / H)	(K / J)	(J x G)
Max # of E9-1-1 Call Takers	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	
Max # of Admin Call Takers	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	
<u>Swing Shift</u>							
Max # of E9-1-1 Call Takers	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	
Max # of Admin Call Takers	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	
<u>Grave Yard Shift</u>							
Max # of E9-1-1 Call Takers	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	
Max # of Admin Call Takers	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	

Required Number of Trunks and Lines Calculations

	Required 2004	Available 2004	³ Required 2005	⁴ Available 2005	% Yearly Change	% Required Difference
Max # of E 9-1-1 Trunks	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
Max # of Admin Lines	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
<u>Normal Shift</u>						
Max # of E9-1-1 Trunks	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
Max # of Admin Lines	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
<u>Swing Shift</u>						
Max # of E9-1-1 Trunks	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
Max # of Admin Lines	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
<u>Grave Yard Shift</u>						
Max # of E9-1-1 Trunks	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>
Max # of Admin Lines	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>	<input style="width: 50px;" type="text"/>

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Supporting Documents:

[Change in the Average Number of Calls by Hour of the Day 2004 & 2005](#)

[Total Call Volume by Month 2004 & 2005](#)

[Quarter 1 2005 Avg Calls per Call Taker by Shift Report 2004 & 2005](#)

[Quarter 2 2005 Avg Calls per Call Taker by Shift Report 2004 & 2005](#)

[Quarter 3 2005 Avg Calls per Call Taker by Shift Report 2004 & 2005](#)

[Quarter 4 2005 Avg Calls per Call Taker by Shift Report 2004 & 2005](#)

[Avg AnswerTime by Month Trend Report 2004 & 2005](#)

[AvgDuration Trend Report 2004 & 2005](#)

[Required Trunks Trend Report 2004 & 2005](#)

[Required Call Takers Trend Report By Shift 2004 & 2005](#)

[Difference In Calls Report 2004 & 2005](#)

[Outbound Calls Trend Report 2004 & 2005](#)

Call by Call Taker is only available of the Call Takers Log in and are captured in the CDR Record. Calls by Position will be used if Call Taker Information is not available.

Notes:

1. Required Call Takers are calculated using Erlang C resource tables.
2. Required Calltakers are calculated using Erlang C resource tables. Trunks are determined by Trnk Group. Required trunks for each trunk Group is then totaled to produce the total PSAP Required Trunks.
3. Required Calltakers are calculated using Erlang C resource tables. Trunks are determined by Trnk Group. Required trunks for each trunk Group is then totaled to produce the total PSAP Required Trunks.
4. Required Calltakers are calculated using Erlang C resource tables. Trunks are determined by Trnk Group. Required trunks for each trunk Group is then totaled to produce the total PSAP Required Trunks.