

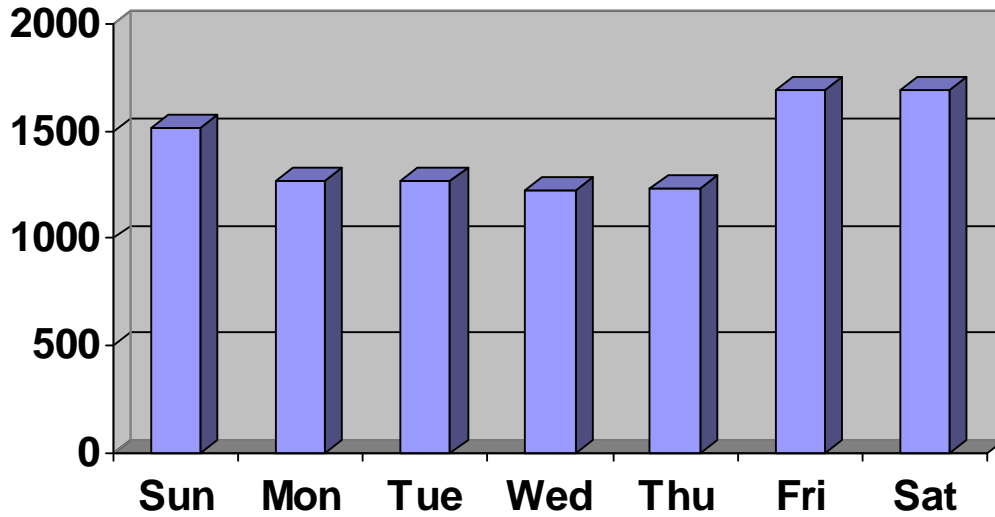
MONTHLY SERVICES REPORT
July 2011

	THIS MONTH	MONTH LAST YEAR	% CHANGE IN M.T.D.	YEAR TO DATE	LAST YEAR TO DATE	% CHANGE IN Y.T.D.
A. REQUESTS FOR SERVICE						
1. Total Requests for Service	8887	9178	-3.17%	59799	59108	1.17%
2. Average per Day	287	296	-3.17%	282	279	1.17%
3. Average per Hour	12	12	-3.17%	12	12	1.17%
B. PATROL GENERATED DISPATCHES	4856	4368	11.17%	29271	30267	-3.29%
C. SUMMARY CALLS FOR SERVICE						
1. Police Dispatches	2487	2553	-2.59%	15904	15927	-0.14%
2. Fire Dispatches	100	97	3.09%	593	529	12.10%
3. Medical First Responder Dispatches	228	270	-15.56%	1517	1461	3.83%
4. Ambulance Dispatches	455	498	-8.63%	3240	3025	7.11%
5. Dispatch Completed	1307	1292	1.16%	8339	7979	0.00%
6. Activity Not Dispatched	749	793	-5.55%	6771	7365	-8.07%
D. TOTAL CALLS FOR SERVICE	5326	5503	-3.22%	33986	34091	-0.31%
E. PERCENTAGE OF DISPATCHES						
1. Police Dispatches	46.70%	46.39%	0.65%	46.80%	46.72%	0.16%
2. Fire Dispatches	1.88%	1.76%	6.52%	1.74%	1.55%	12.44%
3. Medical First Responder Dispatches	4.28%	4.91%	-12.75%	4.46%	4.29%	4.15%
4. Ambulance Dispatches	8.54%	9.05%	-5.60%	9.53%	8.87%	7.44%
5. Dispatch Completed	24.54%	23.48%	4.52%	24.54%	23.41%	0.00%
6. Activity Not Dispatched	14.06%	14.41%	-2.41%	19.92%	21.60%	-7.78%
F. TOTAL DISPATCHES						
1. Grand Total All Dispatches	10182	9871	3.15%	20083	20249	-0.82%
2. Ratio Requests to Dispatches	0.87	0.83	4.67%	0.87	0.92	-4.97%
G. MOBILE DATA SYSTEM						
1. Total Transactions	49085	46050	6.59%	290292	312124	-6.99%

JULY 2011
TELEPHONE CALL ACTIVITY

TIME PERIOD	00:00 02:59	03:00 05:59	06:00 08:59	09:00 11:59	12:00 14:59	15:00 17:59	18:00 20:59	21:00 23:59	SUB TOTALS
INCOMING (aver. per hr.)	540 5.8	349 3.8	596 6.4	994 10.7	1072 11.5	1255 13.5	974 10.5	830 8.9	6610 71.1
OUTGOING (aver. per hr.)	192 2.1	139 1.5	187 2.0	399 4.3	409 4.4	404 4.3	318 3.4	229 2.5	2277 24.5
ALL CALLS AVER. PER HR AVER. PER DAY	732.0 7.9	488.0 5.2	783.0 8.4	1393.0 15.0	1481.0 15.9	1659.0 17.8	1292.0 13.9	1059.0 11.4	8887.0 11.9 286.7
SOURCE:		THIS MONTH	MONTH LAST YR	% CHANGE IN M.T.D.		YEAR TO DATE	LAST YR TO DATE	% CHANGE IN Y.T.D.	
911 & VoIP TRUNKS		1547	1693	-9%		10289	10593	-3%	
CELLULAR CALLS		1943	1635	19%		10887	10313	6%	
GENERAL CALLS		3120	3410	-9%		21962	21874	0%	
TOTAL		6610	6738	-2%		43138	42780	1%	
% 911 & VoIP TRUNKS		23.4%	25.1%			23.9%	24.8%		
% CELLULAR CALLS		29.4%	24.3%			25.2%	24.1%		
% GENERAL CALLS		47.2%	50.6%			50.9%	51.1%		
Y.T.D. EMERGENCY CALLS:					CELLULAR	51%	49%		
Cellular calls can take up to three (3) times longer for a telecommunicator to process than traditional 911 landline calls.									

Calls For Service by Day of Week
Date: 07/01/2011 - 07/31/2011



Calls For Service by Hour of Day
Date: 07/01/2011 - 07/31/2011

