

MONTHLY SERVICES REPORT
May 2011

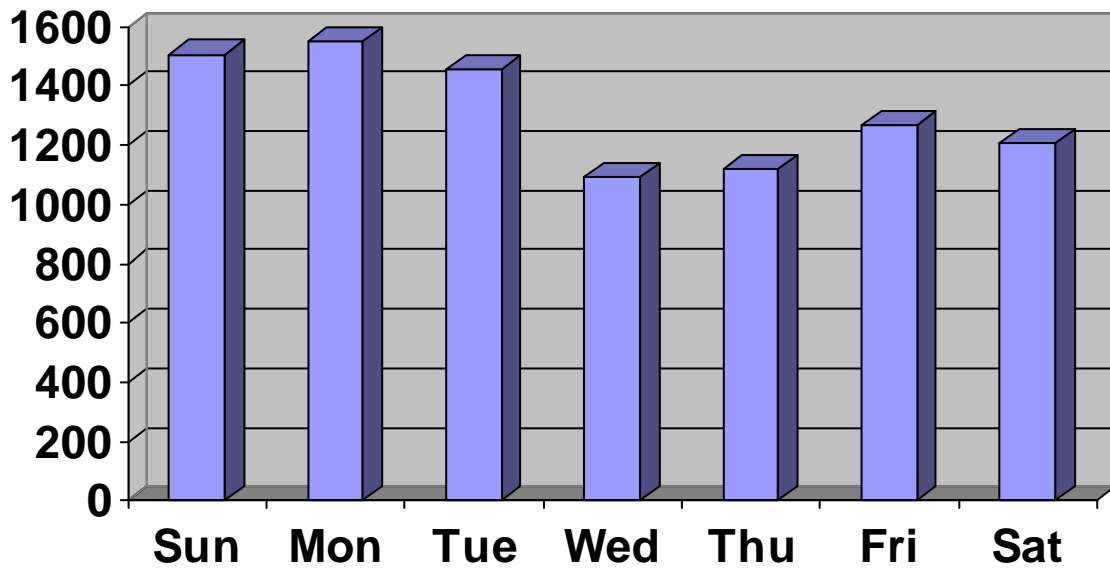
	THIS MONTH	MONTH LAST YEAR	% CHANGE IN M.T.D.	YEAR TO DATE	LAST YEAR TO DATE	% CHANGE IN Y.T.D.
A. REQUESTS FOR SERVICE						
1. Total Requests for Service	8948	8955	-0.08%	41941	40701	3.05%
2. Average per Day	289	289	-0.08%	278	270	3.05%
3. Average per Hour	12	12	-0.08%	12	11	3.05%
B. PATROL GENERATED DISPATCHES	4395	4432	-0.83%	20162	21531	-6.36%
C. SUMMARY CALLS FOR SERVICE						
1. Police Dispatches	2255	2495	-9.62%	10985	10821	1.52%
2. Fire Dispatches	69	71	-2.82%	410	345	18.84%
3. Medical First Responder Dispatches	254	220	15.45%	1071	969	10.53%
4. Ambulance Dispatches	532	449	18.49%	2343	2072	13.08%
5. Dispatch Completed	1215	1148	5.84%	5778	5350	0.00%
6. Activity Not Dispatches	1366	1372	-0.44%	4803	5216	-7.92%
D. TOTAL CALLS FOR SERVICE	5691	5755	-1.11%	23012	22578	1.92%
E. PERCENTAGE OF DISPATCHES						
1. Police Dispatches	39.62%	43.35%	-8.60%	47.74%	47.93%	-0.40%
2. Fire Dispatches	1.21%	1.23%	-1.72%	1.78%	1.53%	16.60%
3. Medical First Responder Dispatches	4.46%	3.82%	16.75%	4.65%	4.29%	8.44%
4. Ambulance Dispatches	9.35%	7.80%	19.82%	10.18%	9.18%	10.95%
5. Dispatch Completed	21.35%	19.95%	0.00%	25.11%	23.70%	0.00%
6. Activity Not Dispatched	24.00%	23.84%	0.68%	20.87%	23.10%	-9.65%
F. TOTAL DISPATCHES						
1. Grand Total All Dispatches	10086	10187	-0.99%	17472	18262	-4.33%
2. Ratio Requests to Dispatches	0.89	0.78	14.03%	0.89	0.92	-3.85%
G. MOBILE DATA SYSTEM						
1. Total Transactions	44979	45465	-1.07%	197248	220024	-10.35%

**MAY 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.)	413 4.4	306 3.3	670 7.2	969 10.4	1043 11.2	1240 13.3	994 10.7	874 9.4	6509 70.0
OUTGOING (aver. per hr.)	153 1.6	116 1.2	255 2.7	446 4.8	450 4.8	350 3.8	344 3.7	325 3.5	2439 26.2
ALL CALLS AVER. PER HR AVER. PER DAY	566.0 6.1	422.0 4.5	925.0 9.9	1415.0 15.2	1493.0 16.1	1590.0 17.1	1338.0 14.4	1199.0 12.9	8948.0 12.0 288.6
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		1472	1690	-13%		7222	7123	1%	
CELLULAR CALLS		1692	1567	8%		7183	6933	4%	
GENERAL CALLS		3345	3216	4%		15754	15193	4%	
TOTAL		6509	6473	1%		30159	29249	3%	
% 911 & VoIP TRUNKS		22.6%	26.1%			23.9%	24.4%		
% CELLULAR CALLS		26.0%	24.2%			23.8%	23.7%		
% GENERAL CALLS		51.4%	49.7%			52.2%	51.9%		
Y.T.D. EMERGENCY CALLS:					CELLULAR	50%	48%		
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: 05/01/2011 - 05/31/2011



Calls For Service by Hour of Day

Date: 05/01/2011 - 05/31/2011

