

MONTHLY SERVICES REPORT  
December 2011

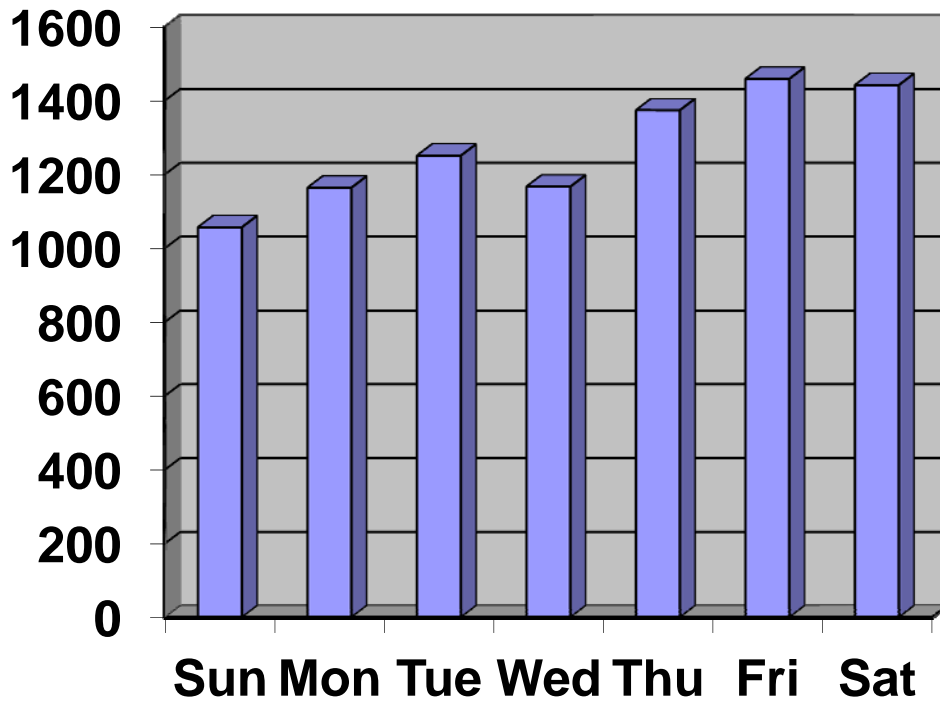
	THIS MONTH	MONTH LAST YEAR	% CHANGE IN M.T.D.	YEAR TO DATE	LAST YEAR TO DATE	% CHANGE IN Y.T.D.
A. REQUESTS FOR SERVICE						
1. Total Requests for Service	7772	8532	-8.91%	102783	126996	-19.07%
2. Average per Day	251	275	-8.91%	282	348	-19.07%
3. Average per Hour	10	11	-8.91%	12	14	-19.07%
B. PATROL GENERATED DISPATCHES	4580	3613	26.76%	51214	36532	40.19%
C. SUMMARY CALLS FOR SERVICE						
1. Police Dispatches	2135	2364	-9.69%	27474	33331	-17.57%
2. Fire Dispatches	57	71	-19.72%	1013	881	14.98%
3. Medical First Responder Dispatches	194	207	-6.28%	2576	2124	21.28%
4. Ambulance Dispatches	417	422	-1.18%	5525	4721	17.03%
5. Dispatch Completed	1130	1273	-11.23%	14431	1273	0.00%
6. Activity Not Dispatched	1157	1326	-12.75%	10802	8421	28.27%
D. TOTAL CALLS FOR SERVICE	3960	4390	-9.79%	57110	51198	11.55%
E. PERCENTAGE OF DISPATCHES						
1. Police Dispatches	53.91%	53.85%	0.12%	48.11%	65.10%	-26.11%
2. Fire Dispatches	1.44%	1.62%	-11.00%	1.77%	1.72%	3.08%
3. Medical First Responder Dispatches	4.90%	4.72%	3.90%	4.51%	4.15%	8.73%
4. Ambulance Dispatches	10.53%	9.61%	9.55%	9.67%	9.22%	4.92%
5. Dispatch Completed	28.54%	29.00%	-1.59%	25.27%	2.49%	0.00%
6. Activity Not Dispatched	29.22%	30.21%	-3.27%	18.91%	16.45%	15.00%
F. TOTAL DISPATCHES						
1. Grand Total All Dispatches	8540	8003	6.71%	17832	16913	5.43%
2. Ratio Requests to Dispatches	0.91	0.97	-6.35%	0.91	32.48	-97.20%
G. MOBILE DATA SYSTEM						
1. Total Transactions	42672	37909	12.56%	471837	641792	-26.48%
CAD Event Report Yearly Totals	2009	95,462	2010	108,305	2011	108,465

**DECEMBER 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.)	363 3.9	232 2.5	655 7.0	916 9.8	981 10.5	1152 12.4	834 9.0	585 6.3	5718 61.5
OUTGOING (aver. per hr.)	146 1.6	82 0.9	230 2.6	412 4.6	324 3.6	384 4.3	317 3.5	159 1.8	2054 2.9
ALL CALLS AVER. PER HR AVER. PER DAY	509.0 5.5	314.0 3.4	885.0 9.5	1328.0 14.3	1305.0 14.0	1536.0 16.5	1151.0 12.4	744.0 8.0	7772.0 83.6 250.7
<b>SOURCE (INCOMING):</b>		<b>THIS MONTH</b>	<b>MONTH LAST YR</b>	<b>% CHANGE IN M.T.D.</b>		<b>YEAR TO DATE</b>	<b>LAST YR TO DATE</b>	<b>% CHANGE IN Y.T.D.</b>	
911 & VoIP TRUNKS		1321	1523	-13%		17587	18337	-4%	
CELLULAR CALLS		1574	1710	-8%		18981	19011	0%	
GENERAL CALLS		2823	2952	-4%		37239	37351	0%	
<b>TOTAL</b>		<b>5718</b>	<b>6185</b>	<b>-8%</b>		<b>73807</b>	<b>74699</b>	<b>-1%</b>	
% 911 & VoIP TRUNKS		23.1%	24.6%			23.8%	24.5%		
% CELLULAR CALLS		27.5%	27.6%			25.7%	25.5%		
% GENERAL CALLS		49.4%	47.7%			50.5%	50.0%		
<b>Y.T.D. EMERGENCY CALLS:</b>					<b>CELLULAR</b>	<b>52%</b>	<b>51%</b>		

**\*\* VoIP CALLS: Increasing number of VoIP providers are now sending their 911 calls through traditional 911 trunks**

**Calls For Service by Day of Week**  
Date: 12/01/2011 - 12/31/2011



**Calls For Service by Hour of Day**  
Date: 12/01/2011 - 12/31/2011

