

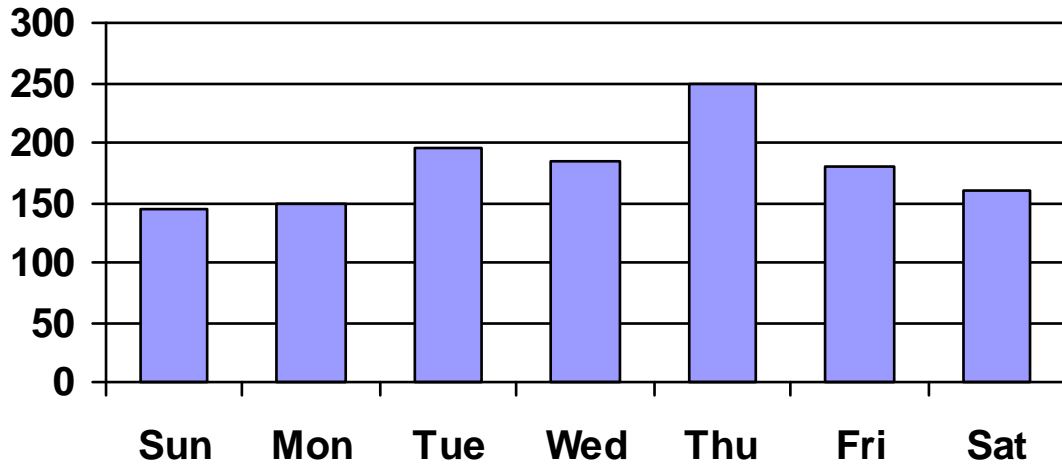
MONTHLY SERVICES REPORT
May 2012

	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	8549	8948	-4.46%	39670	41941	-5.41%
2. Average per Day	276	289	-4.46%	263	278	-5.41%
3. Average per Hour	11	12	-4.46%	11	12	-5.41%
B. PATROL GENERATED DISPATCHES	4968	4395	13.04%	24347	20162	20.76%
C. SUMMARY CALLS FOR SERVICE						
1. Police Dispatches	2377	2255	5.41%	10488	10985	-4.52%
2. Fire Dispatches	103	69	49.28%	443	410	8.05%
3. Medical First Responder Dispatches	173	254	-31.89%	966	1071	-9.80%
4. Ambulance Dispatches	469	532	-11.84%	2233	2343	-4.69%
5. Dispatch Completed	1253	1215	3.13%	5747	5778	0.00%
6. Activity Not Dispatches	1185	1366	-13.25%	4617	4803	-3.87%
D. TOTAL CALLS FOR SERVICE	5560	5691	-2.30%	22172	23012	-3.65%
E. PERCENTAGE OF DISPATCHES						
1. Police Dispatches	42.75%	39.62%	7.89%	47.30%	47.74%	-0.91%
2. Fire Dispatches	1.85%	1.21%	52.79%	2.00%	1.78%	12.14%
3. Medical First Responder Dispatches	3.11%	4.46%	-30.29%	4.36%	4.65%	-6.39%
4. Ambulance Dispatches	8.44%	9.35%	-9.77%	10.07%	10.18%	-1.08%
5. Dispatch Completed	22.54%	21.35%	0.00%	25.92%	25.11%	0.00%
6. Activity Not Dispatched	21.31%	24.00%	-11.21%	20.82%	20.87%	-0.23%
F. TOTAL DISPATCHES						
1. Grand Total All Dispatches	10528	10086	4.38%	18077	17472	3.46%
2. Ratio Requests to Dispatches	0.81	0.79	3.29%	0.81	0.97	-16.41%
G. MOBILE DATA SYSTEM						
1. Total Transactions	46234	44979	2.79%	220431	197248	11.75%
H. CAD EVENT REPORTS						
1. Total Transactions	9958	8630	15.39%	9958	8630	15.39%

**MAY 2012
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.)	458 4.9	262 2.8	602 6.5	997 10.7	992 10.7	1270 13.7	1004 10.8	803 8.6	6388 68.7
OUTGOING (aver. per hr.)	174 1.9	87 0.9	191 2.1	428 4.6	383 4.1	420 4.5	289 3.1	189 2.0	2161 23.2
ALL CALLS AVER. PER HR AVER. PER DAY	632.0 6.8	349.0 3.8	793.0 8.5	1425.0 15.3	1375.0 14.8	1690.0 18.2	1293.0 13.9	992.0 10.7	8549.0 11.5 275.8
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		1471	1472	0%		6197	7222	-14%	
CELLULAR CALLS		1794	1692	6%		7962	7183	11%	
GENERAL CALLS		3123	3345	-7%		15232	15754	-3%	
TOTAL		6388	6509	-2%		29391	30159	-3%	
% 911 & VoIP TRUNKS		23.0%	22.6%			21.1%	23.9%		
% CELLULAR CALLS		28.1%	26.0%			27.1%	23.8%		
% GENERAL CALLS		48.9%	51.4%			51.8%	52.2%		
Y.T.D. EMERGENCY CALLS:					CELLULAR	56%	51%		
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
Agency: CLCD Date: 05/01/2012 - 05/31/2012



Calls For Service by Hour of Day
Agency: CLCD Date: 05/01/2012 - 05/31/2012

