

MONTHLY SERVICES REPORT
December 2012

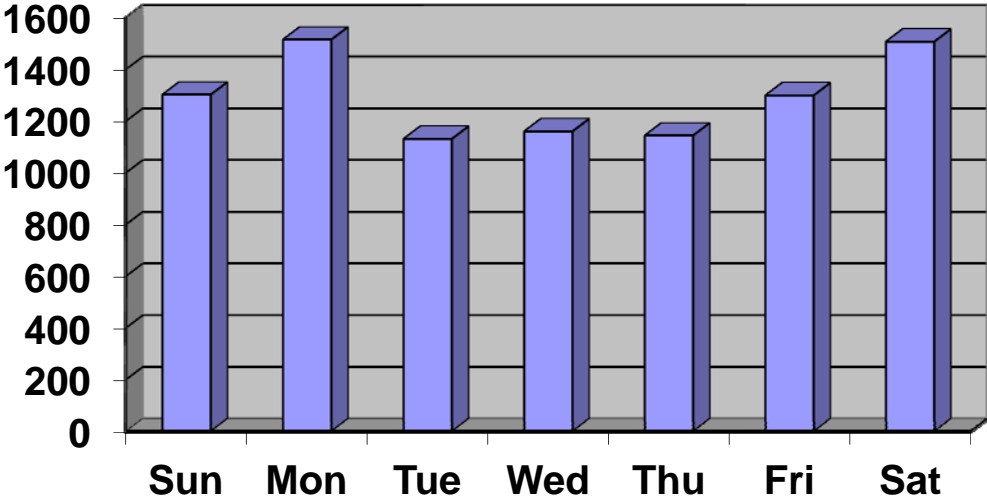
| | THIS MONTH | MONTH LAST YEAR | % CHANGE IN M.T.D. | YEAR TO DATE | LAST YEAR TO DATE | % CHANGE IN Y.T.D. |
|---------------------------------------|---------------|--------------------|-----------------------|-----------------|----------------------|-----------------------|
| A. REQUESTS FOR SERVICE | | | | | | |
| 1. Total Requests for Service | 7045 | 7772 | -9.35% | 102056 | 126236 | -19.15% |
| 2. Average per Day | 227 | 251 | -9.46% | 280 | 346 | -19.15% |
| 3. Average per Hour | 9 | 10 | -9.46% | 12 | 14 | -19.15% |
| B. PATROL GENERATED DISPATCHES | 4868 | 4580 | 6.29% | 51502 | 37499 | 37.34% |
| C. SUMMARY CALLS FOR SERVICE | | | | | | |
| 1. Police Dispatches | 1917 | 2135 | -10.21% | 27256 | 33102 | -17.66% |
| 2. Fire Dispatches | 46 | 57 | -19.30% | 1002 | 867 | 15.57% |
| 3. Medical First Responder Dispatches | 177 | 194 | -8.76% | 2559 | 2111 | 21.22% |
| 4. Ambulance Dispatches | 491 | 417 | 17.75% | 5599 | 4716 | 18.72% |
| 5. Dispatch Completed | 1034 | 1130 | -8.50% | 14335 | 1130 | 0.00% |
| 6. Activity Not Dispatched | 1199 | 1157 | 3.63% | 10844 | 8252 | 31.41% |
| D. TOTAL CALLS FOR SERVICE | 3830 | 3960 | -3.28% | 56980 | 50768 | 12.24% |
| E. PERCENTAGE OF DISPATCHES | | | | | | |
| 1. Police Dispatches | 50.05% | 53.91% | -7.16% | 47.83% | 65.20% | -26.64% |
| 2. Fire Dispatches | 1.20% | 1.44% | -16.56% | 1.76% | 1.71% | 2.97% |
| 3. Medical First Responder Dispatches | 4.62% | 4.90% | -5.67% | 4.49% | 4.16% | 8.01% |
| 4. Ambulance Dispatches | 12.82% | 10.53% | 21.74% | 9.83% | 9.29% | 5.78% |
| 5. Dispatch Completed | 27.00% | 28.54% | -5.39% | 25.16% | 2.23% | 0.00% |
| 6. Activity Not Dispatched | 31.31% | 29.22% | 7.15% | 19.03% | 16.25% | 17.08% |
| F. TOTAL DISPATCHES | | | | | | |
| 1. Grand Total All Dispatches | 8698 | 8540 | 1.85% | 17990 | 17450 | 3.09% |
| 2. Ratio Requests to Dispatches | 0.81 | 0.98 | -17.46% | 0.81 | 32.29 | -97.49% |
| G. MOBILE DATA SYSTEM | | | | | | |
| 1. Total Transactions | 36278 | 42672 | -14.98% | 465443 | 646555 | -28.01% |
| H. CAD Event Report Yearly Totals | 2012 | 111,996 | 2011 | 108,465 | 2010 | 108,305 |

**DECEMBER 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.) | 370 4.0 | 251 2.7 | 590 6.3 | 809 8.7 | 877 9.4 | 1054 11.3 | 841 9.0 | 549 5.9 | 5341 57.4 |
| OUTGOING (aver. per hr.) | 98 1.1 | 105 1.2 | 195 2.2 | 298 3.3 | 246 2.7 | 320 3.6 | 262 2.9 | 180 2.0 | 1704 2.4 |
| ALL CALLS AVER. PER HR AVER. PER DAY | 468.0 5.0 | 356.0 3.8 | 785.0 8.4 | 1107.0 11.9 | 1123.0 12.1 | 1374.0 14.8 | 1103.0 11.9 | 729.0 7.8 | 7045.0 75.8 227.3 |
| SOURCE (INCOMING): | | 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 | | 1217 | 1321 | -8% | | 17129 | 17587 | -3% | |
| CELLULAR CALLS | | 1569 | 1574 | 0% | | 20267 | 18981 | 7% | |
| GENERAL CALLS | | 2555 | 2823 | -9% | | 34547 | 37239 | -7% | |
| TOTAL | | 5341 | 5718 | -7% | | 71943 | 73807 | -3% | |
| % 911 & VoIP TRUNKS | | 22.8% | 23.1% | | | 23.8% | 23.8% | | |
| % CELLULAR CALLS | | 29.4% | 27.5% | | | 28.2% | 25.7% | | |
| % GENERAL CALLS | | 47.8% | 49.4% | | | 48.0% | 50.5% | | |
| Y.T.D. EMERGENCY CALLS: | | | | | CELLULAR | 54% | 52% | | |

**** 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: 12/01/2012 - 12/31/2012



Calls For Service by Hour of Day
Date: 12/01/2012 - 12/31/2012

