

MONTHLY SERVICES REPORT
December 2008

	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	10548	9813	7.49%	120249	128277	-6.26%
2. Average per Day	340	317	7.49%	329	351	-6.26%
3. Average per Hour	14	13	7.49%	14	15	-6.26%
B. PATROL GENERATED DISPATCHES	2591	3342	-22.47%	43917	36261	21.11%
C. SUMMARY CALLS FOR SERVICE						
1. Police Dispatches	2974	2951	0.78%	35116	33918	3.53%
2. Fire Dispatches	93	94	-1.06%	1036	904	14.60%
3. Medical First Responder Dispatches	201	199	1.01%	2423	2116	14.51%
4. Ambulance Dispatches	457	427	7.03%	5154	4726	9.06%
5. Dispatch Completed	1316	1279	2.89%	14973	1279	0.00%
6. Activity Not Dispatched	682	631	8.08%	8181	7726	5.89%
D. TOTAL CALLS FOR SERVICE	4407	4302	2.44%	62274	51110	21.84%
E. PERCENTAGE OF DISPATCHES						
1. Police Dispatches	67.48%	68.60%	-1.62%	56.39%	66.36%	-15.03%
2. Fire Dispatches	2.11%	2.19%	-3.42%	1.66%	1.77%	-5.94%
3. Medical First Responder Dispatches	4.56%	4.63%	-1.40%	3.89%	4.14%	-6.02%
4. Ambulance Dispatches	10.37%	9.93%	4.48%	8.28%	9.25%	-10.49%
5. Dispatch Completed	29.86%	29.73%	0.44%	24.04%	2.50%	0.00%
6. Activity Not Dispatched	15.48%	14.67%	5.51%	13.14%	15.12%	-13.09%
F. TOTAL DISPATCHES						
1. Grand Total All Dispatches	6998	7644	-8.45%	15871	16795	-5.50%
2. Ratio Requests to Dispatches	1.51	1.14	32.16%	1.51	32.81	-95.41%
G. MOBILE DATA SYSTEM						
1. Total Transactions	38243	46714	-18.13%	392788	650597	-39.63%
H. RADIO SYSTEM						
1. Total Number of Push-To-Talks	135200	142168	-4.90%	1873684	1098996	70.49%

**DECEMBER 2008
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.)	446 5.0	397 4.4	915 10.2	1201 13.3	1167 13.0	1237 13.7	1128 12.5	775 8.6	7266 10.1
OUTGOING (aver. per hr.)	210 2.3	178 2.0	435 4.8	561 6.2	525 5.8	554 6.2	484 5.4	335 3.7	3282 4.6
ALL CALLS AVER. PER HR AVER. PER DAY	656.0 7.3	575.0 6.4	1350.0 15.0	1762.0 19.6	1692.0 18.8	1791.0 19.9	1612.0 17.9	1110.0 12.3	10548.0 14.7 351.6
		THIS MONTH	MONTH LAST YR	% CHANGE IN M.T.D.		YEAR TO DATE	LAST YR TO DATE	% CHANGE IN Y.T.D.	
911 TRUNKS **		1914	1884	2%		22636	22710	0%	
CELLULAR CALLS		1640	1528	7%		18181	17405	4%	
VoIP **		21	15	40%		221	334	-34%	
GENERAL CALLS		3691	3506	5%		44766	44004	2%	
TOTAL		7266	6933	5%		85804	84453	2%	
% 911 TRUNKS		26.3%	27.2%			26.4%	26.9%		
% CELLULAR CALLS		22.6%	22.0%			21.2%	20.6%		
% VoIP		0.3%	0.2%			0.3%	0.4%		
% GENERAL CALLS		50.8%	50.6%			52.2%	52.1%		
Y.T.D. EMERGENCY CALLS:					CELLULAR	80%	77%		
** VoIP CALLS: Increasing number of VoIP providers are now sending their 911 calls through traditional 911 trunks									