

CLINTON COUNTY CENTRAL DISPATCH
MONTHLY SERVICES REPORT
April 2009

| | 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 | 8997 | 9301 | -3.27% | 35376 | 37205 | -4.92% |
| 2. Average per Day | 300 | 310 | -3.27% | 295 | 310 | -4.92% |
| 3. Average per Hour | 12 | 13 | -3.27% | 12 | 13 | -4.92% |
| B. PATROL GENERATED DISPATCHES | 3516 | 3835 | -8.32% | 13975 | 15022 | -6.97% |
| C. SUMMARY CALLS FOR SERVICE | | | | | | |
| 1. Police Dispatches | 2697 | 2655 | 1.58% | 10321 | 10759 | -4.07% |
| 2. Fire Dispatches | 84 | 86 | -2.33% | 340 | 287 | 18.47% |
| 3. Medical First Responder Dispatches | 193 | 185 | 4.32% | 827 | 809 | 2.22% |
| 4. Ambulance Dispatches | 434 | 417 | 4.08% | 1850 | 1750 | 5.71% |
| 5. Dispatch Completed | 1246 | 1154 | 7.97% | 4764 | 4606 | 0.00% |
| 6. Activity Not Dispatched | 836 | 726 | 15.15% | 2773 | 2312 | 19.94% |
| D. TOTAL CALLS FOR SERVICE | 4244 | 4069 | 4.30% | 18460 | 18345 | 0.63% |
| E. PERCENTAGE OF DISPATCHES | | | | | | |
| 1. Police Dispatches | 63.55% | 65.25% | -2.61% | 55.91% | 58.65% | -4.67% |
| 2. Fire Dispatches | 1.98% | 2.11% | -6.35% | 1.84% | 1.56% | 17.73% |
| 3. Medical First Responder Dispatches | 4.55% | 4.55% | 0.02% | 4.48% | 4.41% | 1.59% |
| 4. Ambulance Dispatches | 10.23% | 10.25% | -0.21% | 10.02% | 9.54% | 5.06% |
| 5. Dispatch Completed | 29.36% | 28.36% | 0.00% | 25.81% | 25.11% | 0.00% |
| 5. Activity Not Dispatched | 19.70% | 17.84% | 10.40% | 15.02% | 12.60% | 19.19% |
| F. TOTAL DISPATCHES | | | | | | |
| 1. Grand Total All Dispatches | 7760 | 7904 | -1.82% | 15773 | 15702 | 0.45% |
| 2. Ratio Requests to Dispatches | 1.16 | 1.14 | 1.44% | 1.16 | 1.12 | 3.98% |
| G. MOBILE DATA SYSTEM | | | | | | |
| 1. Total Transactions | 43783 | 51071 | -14.27% | 178299 | 196629 | -9.32% |
| H. RADIO SYSTEM | | | | | | |
| 1. Total Number of Push-To-Talks | 169008 | 138175 | 22.31% | 375762 | 364068 | 3.21% |

APRIL 2009
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.) | 406 4.5 | 319 3.5 | 811 9.0 | 1096 12.2 | 1111 12.3 | 1173 13.0 | 929 10.3 | 670 7.4 | 6515 72.4 |
| OUTGOING (aver. per hr.) | 128 1.4 | 119 1.3 | 295 3.3 | 534 5.9 | 466 5.2 | 452 5.0 | 296 3.3 | 192 2.1 | 2482 27.6 |
| ALL CALLS AVER. PER HR AVER. PER DAY | 534.0 5.9 | 438.0 4.9 | 1106.0 12.3 | 1630.0 18.1 | 1577.0 17.5 | 1625.0 18.1 | 1225.0 13.6 | 862.0 9.6 | 8997.0 100.0 290.2 |
| SOURCE: | | THIS MONTH | MONTH LAST YR | % CHANGE IN M.T.D. | | YEAR TO DATE | LAST YR TO DATE | % CHANGE IN Y.T.D. | |
| 911 TRUNKS ** | | 1574 | 1664 | -5% | | 6297 | 6900 | -9% | |
| CELLULAR CALLS | | 1345 | 1281 | 5% | | 5533 | 5397 | 3% | |
| VoIP ** | | 17 | 12 | 42% | | 54 | 49 | 10% | |
| GENERAL CALLS | | 3579 | 3642 | -2% | | 13571 | 13815 | -2% | |
| TOTAL | | 6515 | 6599 | -1% | | 25455 | 26161 | -3% | |
| % 911 TRUNKS | | 24.2% | 25.2% | | | 24.7% | 26.4% | | |
| % CELLULAR CALLS | | 20.6% | 19.4% | | | 21.7% | 20.6% | | |
| % of VoIP | | 0.3% | 0.2% | | | 0.2% | 0.2% | | |
| % GENERAL CALLS | | 54.9% | 55.2% | | | 53.3% | 52.8% | | |
| Y.T.D. EMERGENCY CALLS: | | | | | CELLULAR | 88% | 78% | | |
| ** VoIP CALLS: Increasing number of VoIP providers are now sending their 911 calls through traditional 911 trunks | | | | | | | | | |