

MONTHLY SERVICES REPORT

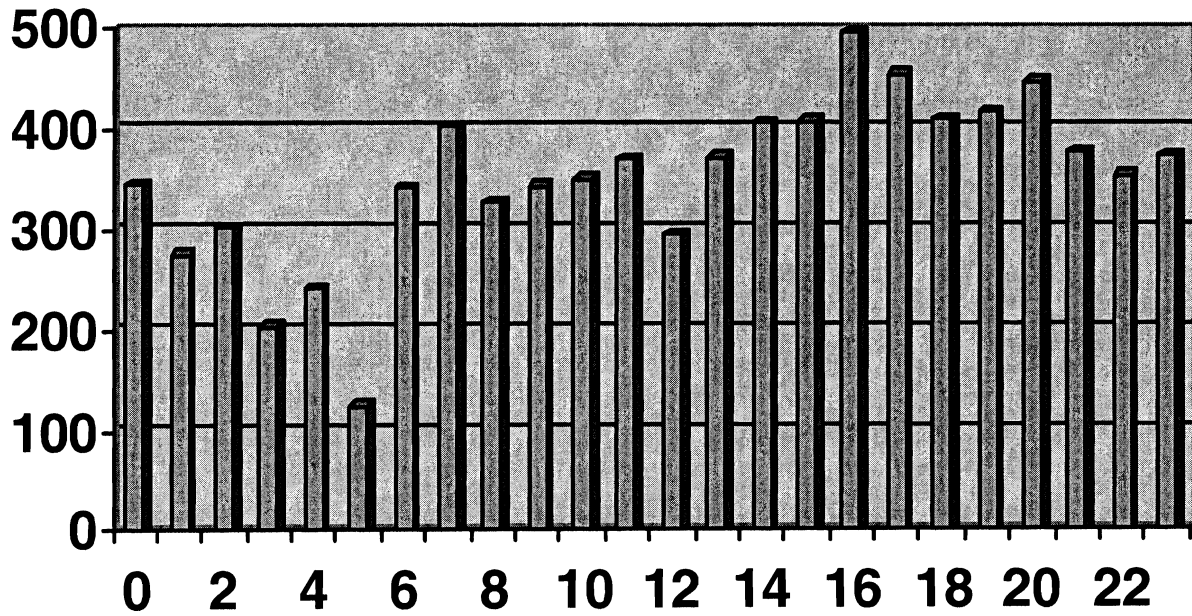
December 2010

	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	8532	8748	-2.47%	102688	127212	-19.28%
2. Average per Day	275	282	-2.47%	281	349	-19.28%
3. Average per Hour	11	12	-2.47%	12	15	-19.28%
B. PATROL GENERATED DISPATCHES						
	3613	3471	4.09%	50107	36390	37.69%
C. SUMMARY CALLS FOR SERVICE						
1. Police Dispatches	2364	2639	-10.42%	28246	33606	-15.95%
2. Fire Dispatches	71	64	10.94%	942	874	7.78%
3. Medical First Responder Dispatches	207	231	-10.39%	2562	2148	19.27%
4. Ambulance Dispatches	422	428	-1.40%	5291	4727	11.93%
5. Dispatch Completed	1273	1125	13.16%	14501	1125	0.00%
6. Activity Not Dispatched	1326	904	46.68%	11960	7999	49.52%
D. TOTAL CALLS FOR SERVICE						
	4390	4266	2.91%	58688	51074	14.91%
E. PERCENTAGE OF DISPATCHES						
1. Police Dispatches	53.85%	61.86%	-12.95%	48.13%	65.80%	-26.85%
2. Fire Dispatches	1.62%	1.50%	7.80%	1.61%	1.71%	-6.20%
3. Medical First Responder Dispatches	4.72%	5.41%	-12.92%	4.37%	4.21%	3.80%
4. Ambulance Dispatches	9.61%	10.03%	-4.19%	9.02%	9.26%	-2.59%
5. Dispatch Completed	29.00%	26.37%	9.96%	24.71%	2.20%	0.00%
6. Activity Not Dispatched	30.21%	21.19%	42.54%	20.38%	15.66%	30.12%
F. TOTAL DISPATCHES						
1. Grand Total All Dispatches	8003	7737	3.44%	16913	16721	1.15%
2. Ratio Requests to Dispatches	1.07	1.03	3.98%	1.07	32.54	-96.72%
G. MOBILE DATA SYSTEM						
1. Total Transactions	37909	39610	-4.29%	472874	643493	-26.51%

**DECEMBER 2010
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.)	384 4.1	340 3.7	740 8.0	1064 11.4	1080 11.6	1197 12.9	886 9.5	494 5.3	6185 66.5
OUTGOING (aver. per hr.)	157 1.7	153 1.7	278 3.1	460 5.1	422 4.7	368 4.1	318 3.5	191 2.1	2347 3.3
ALL CALLS AVER. PER HR AVER. PER DAY	541.0 5.8	493.0 5.3	1018.0 10.9	1524.0 16.4	1502.0 16.2	1565.0 16.8	1204.0 12.9	685.0 7.4	8532.0 91.7 275.2
		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		1523	1460	4%		18337	20356	-10%	
CELLULAR CALLS		1710	1645	4%		19011	18646	2%	
GENERAL CALLS		2952	3148	-6%		37351	39329	-5%	
TOTAL		6185	6253	-1%		74699	78331	-5%	
% 911 & VoIP TRUNKS		24.6%	23.3%			24.5%	26.0%		
% CELLULAR CALLS		27.6%	26.3%			25.5%	23.8%		
% GENERAL CALLS		47.7%	50.3%			50.0%	50.2%		
Y.T.D. EMERGENCY CALLS:					CELLULAR	51%	48%		
** VoIP CALLS: Increasing number of VoIP providers are now sending their 911 calls through traditional 911 trunks									

Calls For Service by Hour of Day Date: 12/01/2010 - 12/31/2010



Calls For Service by Day of Week
Date: 12/01/2010 - 12/31/2010

