

Year	2023											
Quarters	Q1			Q2			Q3			Q4		
Month	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
<b>General Incident Response</b>	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
In Service Days	31	28	31	30	30	29	29	30	28	22	29	24
Dispatched Response	111	182	232	191	305	254	219	244	170	180	152	109
Total Incident Response	1285	1351	1389	914	814	670	456	459	367	343	412	302
<b>AVERAGE</b>												
Avg Dispatched Calls per In Service Days	3.6	6.5	7.5	6.4	10.2	8.8	7.6	8.1	6.1	8.2	5.2	4.5
Avg Number of Teams per In Service Day	3.0	3.1	3.4	2.8	2.3	2.4	1.8	2.0	1.9	1.5	2.3	1.6
<b>PERCENTAGE</b>												
Percentage of Dispatched Incidents	9%	13%	17%	21%	37%	38%	48%	53%	46%	52%	37%	36%
<b>Source of Incident / Call</b>	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
On-View (Self-Dispatch)	1017	981	1037	680	522	419	214	198	193	162	259	192
911 Dispatch (OPD)	31	56	104	80	143	136	147	118	79	82	79	31
Fire Communications (OFD)		1	8	2	19	2	3	9	8	3	3	2
Community Referral (Email)	62	57	65	59	108	80	73	93	75	79	86	70
MACRO Direct Line												
Total	1110	1095	1214	821	792	637	437	418	355	326	427	295
<b>PERCENTAGE</b>												
On-View (Self-Dispatch)	92%	90%	85%	83%	66%	66%	49%	47%	54%	50%	61%	65%
911 Dispatch (OPD)	3%	5%	9%	10%	18%	21%	34%	28%	22%	25%	19%	11%
Fire Communications (OFD)	0%	0%	1%	0%	2%	0%	1%	2%	2%	1%	1%	1%
Community Referral (Email)	6%	5%	5%	7%	14%	13%	17%	22%	21%	24%	20%	24%
MACRO Direct Line												
<b>Incident Types</b>	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Wellness Check	735	676	680	505	462	276	192	140	133	131	176	106
Sleeper	303	349	396	215	180	223	119	152	142	110	171	136
Behavioral Concern	48	53	101	79	116	107	93	90	61	72	53	38
Public Indecency	1	1	13	3	8	6	10	9	4	2	7	1
Other	25	16	24	19	18	25	23	27	15	11	20	14
Blank												
Total	1112	1095	1214	821	784	637	437	418	355	326	427	295
<b>PERCENTAGE</b>												
Wellness Check	66%	62%	56%	62%	59%	43%	44%	33%	37%	40%	41%	36%
Sleeper	27%	32%	33%	26%	23%	35%	27%	36%	40%	34%	40%	46%
Behavioral Concern	4%	5%	8%	10%	15%	17%	21%	22%	17%	22%	12%	13%
Public Indecency	0%	0%	1%	0%	1%	1%	2%	2%	1%	1%	2%	0%
Other	2%	1%	2%	2%	2%	4%	5%	6%	4%	3%	5%	5%
Blank	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<b>Resolution Codes</b>	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
MCC - Call Complete	1054	1042	1036	715	666	528	327	323	279	252	351	251
MPD - Transferred to Law Enforcement	7	7	8	8	12	13	11	7	5	4	7	2
MPTA - Patient Transport by Ambulance	4	1	4	11	5	5	5	4	2	1	4	4
MPTM - Patient Transport MACRO				5	4	11	4	1	1	8	3	4
MUTL - Unable to Locate	42	40	57	67	100	78	86	80	62	58	57	32
Other			14	12								
Blank	5	5	4	3	5	2	4	3	6	3	5	2
Total	1112	1095	1123	821	792	637	437	418	355	326	427	295
<b>PERCENTAGE</b>												
MCC - Call Complete	95%	95%	92%	87%	84%	83%	75%	77%	79%	77%	82%	85%
MPD - Transferred to Law Enforcement	1%	1%	1%	1%	2%	2%	3%	2%	1%	1%	2%	1%
MPTA - Patient Transport by Ambulance	0%	0%	0%	1%	1%	1%	1%	1%	1%	0%	1%	1%
MPTM - Patient Transport MACRO	0%	0%	0%	1%	1%	2%	1%	0%	0%	2%	1%	1%
MUTL - Unable to Locate	4%	4%	5%	8%	13%	12%	20%	19%	17%	18%	13%	11%
Other	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%
Blank	0%	0%	0%	0%	1%	0%	1%	1%	2%	1%	1%	1%
<b>Zones Responses</b>	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Z-TWO	208	204	228	101	117	77	52	49	61	52	73	33
Z-THREE	123	109	123	82	70	55	42	51	39	42	63	51
Z-FOUR	125	141	160	158	108	90	42	51	46	49	44	31
Z-FIVE	113	138	131	82	115	110	51	80	65	67	64	57



<b>Service Recipient Characteristics</b>													
<b>Previous Contact</b>	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	
<b>No</b>	436	474	592	375	379	287	203	178	165	142	207	132	
<b>Yes</b>	637	607	626	410	372	311	174	181	156	150	184	137	
<b>Other</b>	2												
<b>Blank / Not collected</b>	37	14	36	36	41	39	60	59	34	34	36	26	
<b>Total</b>	<b>1112</b>	<b>1095</b>	<b>1254</b>	<b>821</b>	<b>792</b>	<b>637</b>	<b>437</b>	<b>418</b>	<b>355</b>	<b>326</b>	<b>427</b>	<b>295</b>	
<b>PERCENTAGE</b>													
<b>No</b>	39%	43%	47%	46%	48%	45%	46%	43%	46%	44%	48%	45%	
<b>Yes</b>	57%	55%	50%	50%	47%	49%	40%	43%	44%	46%	43%	46%	
<b>Other</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
<b>Blank / Not collected</b>	3%	1%	3%	4%	5%	6%	14%	14%	10%	10%	8%	9%	
<b>Experiencing Homelessness</b>	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	
<b>Yes</b>		845	1145	730	692	554	363	321	298	265	367	258	
<b>No</b>		45	39	52	78	59	32	20	22	19	27	15	
<b>Not Collected</b>		205	30	39	22	24	42	77	35	42	33	22	
<b>Total</b>		<b>1095</b>	<b>1214</b>	<b>821</b>	<b>792</b>	<b>637</b>	<b>437</b>	<b>418</b>	<b>355</b>	<b>326</b>	<b>427</b>	<b>295</b>	
<b>PERCENTAGE</b>													
<b>Yes</b>		77%	94%	89%	87%	87%	83%	77%	84%	81%	86%	87%	
<b>No</b>		4%	3%	6%	10%	9%	7%	5%	6%	6%	6%	5%	
<b>Not Collected</b>		19%	2%	5%	3%	4%	10%	18%	10%	13%	8%	7%	
<b>Service Referrals</b>	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	
<b>Yes</b>	158	208	254	213	226	155	93	94	87	92	105	95	
<b>No</b>	930	846	930	577	517	463	313	280	230	206	290	174	
<b>Blank</b>	24	41	30	31	49	19	31	44	38	28	32	26	
<b>Total</b>	<b>1112</b>	<b>1095</b>	<b>1214</b>	<b>821</b>	<b>792</b>	<b>637</b>	<b>437</b>	<b>418</b>	<b>355</b>	<b>326</b>	<b>427</b>	<b>295</b>	
<b>Percentage</b>													
<b>Yes</b>	14%	19%	21%	26%	29%	24%	21%	22%	25%	28%	25%	32%	
<b>No</b>	84%	77%	77%	70%	65%	73%	72%	67%	65%	63%	68%	59%	
<b>Blank</b>	2%	4%	2%	4%	6%	3%	7%	11%	11%	9%	7%	9%	
<b>Average</b>													
<b>Avg Referrals / Per In Service Days</b>	5.1	7.4	8.2	7.1	7.5	5.3	3.2	3.1	3.1	4.2	3.6	4.0	