

Year
Quarters
Month

2024

Q1			Q2			Q3			Q4		
Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24

4.8-4.30

General Incident Response	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
In Service Days	28	28	28	26	24	26	31	31	30			
Dispatched Response	153	172	245	250	129	270	366	376	396			
Total Incident Response	329	324	373	390	250	617	625	709	706			
Not Captured	33	45	17	105	47	136	66	72	97			
AVERAGE	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Avg Dispatched Calls per In Service Days	5.5	6.1	8.8	9.6	5.4	10.4	11.8	12.1	13.2			
Avg Number of Teams per In Service Day	1.80	1.9	2.1	2.3	1.9	4.5	4.7	5.3	4.6			
PERCENTAGE	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Percentage of Dispatched Incidents	47%	53%	66%	64%	52%	44%	59%	53%	56%			
Not Captured	11%	16%	5%	37%	23%	28%	12%	11%	16%			

Source of Incident / Call	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
On-View (Self-Dispatch)	175	149	143	97	92	266	252	292	259			
911 Dispatch (OPD)	44	51	64	116	68	106	135	145	135			
Fire Communications (OFD) + MACRO Direct	2	8	87	56	21	79	112	124	161			
Community Referral (Email)	75	71	62	16	22	30	60	76	54			
Total	296	279	356	285	203	481	559	637	609			
PERCENTAGE	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
On-View (Self-Dispatch)	59%	53%	40%	34%	45%	55%	45%	46%	43%			
911 Dispatch (OPD)	15%	18%	18%	41%	33%	22%	24%	23%	22%			
Fire Communications (OFD) + MACRO Direct	1%	3%	24%	20%	10%	16%	20%	19%	26%			
Community Referral (Email)	25%	25%	17%	6%	11%	6%	11%	12%	9%			

Incident Types	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Wellness Check	140	109	142	108	65	236	306	383	343			
Sleeper	26	113	136	111	79	148	130	164	156			
Behavioral Concern	110	39	54	40	42	71	65	73	103			
Public Indecency /Indecent Exposure /Nake	1	7	6	12	5	6	2		4			
Other	19	9	15	9	6	11	6	4	3			
Blank		2	3	8	6	9	50	13				
Total	296	279	356	288	203	481	559	637	609			
PERCENTAGE	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Wellness Check	47%	39%	40%	38%	32%	49%	55%	60%	56%			
Sleeper	9%	41%	38%	39%	39%	31%	23%	26%	26%			
Behavioral Concern	37%	14%	15%	14%	21%	15%	12%	11%	17%			
Public Indecency	0%	3%	2%	4%	2%	1%	0%	0%	1%			
Other	6%	3%	4%	3%	3%	2%	1%	1%	0%			
Blank	0%	1%	1%	3%	3%	2%	9%	2%	0%			

Resolution Codes	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
MCC -Call Complete	254	224	269	199	153	366	403	483	435			
MPD - Transferred to Law Enforcement	1	3	3	8	4	5	8	4	12			
MPTA - Patient Transport by Ambulance	2	5	2	5	2	6	11	4	4			
MPTM - Patient Transport MACRO		1	4	1	5	8	9	20	12			
MUTL - Unable to Locate	28	42	71	75	39	96	125	122	146			
Other							1	2				
Blank	5	4	7				2	2				
Total	290	279	356	288	203	481	559	637	609			
PERCENTAGE	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
MCC -Call Complete	88%	80%	76%	69%	75%	76%	72%	76%	71%			
MPD - Transferred to Law Enforcement	0%	1%	1%	3%	2%	1%	1%	1%	2%			
MPTA - Patient Transport by Ambulance	1%	2%	1%	2%	1%	1%	2%	1%	1%			
MPTM - Patient Transport MACRO	0%	0%	1%	0%	2%	2%	2%	3%	2%			
MUTL - Unable to Locate	10%	15%	20%	26%	19%	20%	22%	19%	24%			
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%			
Blank	2%	1%	2%	0%	0%	0%	0%	0%	0%			

Zones Responses	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Z-TWO	49	31	47	32	35	74	74	93	93			
Z-THREE	50	38	60	29	24	88	100	63	93			
Z-FOUR	24	38	51	25	16	33	43	75	58			
Z-FIVE	41	54	59	64	38	83	92	111	88			
Z-SIX	47	46	44	44	29	75	65	94	85			
Z-SEVEN	74	68	94	93	59	129	183	201	190			
Z-EIGHT (ALL OTHER)				1	2		2		2			
Blank	5	4	1									
Total	290	279	356	288	203	482	559	637	609			
PERCENTAGE	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Z-TWO	17%	11%	13%	11%	17%	15%	13%	15%	15%			
Z-THREE	17%	14%	17%	10%	12%	18%	18%	10%	15%			

Z-FOUR	8%	14%	14%	9%	8%	7%	8%	12%	10%			
Z-FIVE	14%	19%	17%	22%	19%	17%	16%	17%	14%			
Z-SIX	16%	16%	12%	15%	14%	16%	12%	15%	14%			
Z-SEVEN	26%	24%	26%	32%	29%	27%	33%	32%	31%			
Z-EIGHT (ALL OTHER)				0%	1%	0%	0%	0%	0%			
Blank	2%	1%	0%	0%	0%	0%	0%	0%	0%			

Service Recipients Demographics

Race	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Black	156	148	187	149	117	273	317	348	330			
White	51	58	67	73	34	90	106	116	118			
Latinx / Hispanic	33	36	41	27	24	50	49	70	54			
Asian / AAPI	9	6	12	7	5	22	10	7	8			
Native American			1	0		1						
Other	5	3	3	0	1	3	2	2	1			
Blank / Not collected	34	27	40	32	22	44	75	94	98			
Total	288	278	351	288	203	483	559	637	609			
PERCENTAGE	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Black	54%	53%	53%	52%	58%	57%	57%	55%	54%			
White	18%	21%	19%	25%	17%	19%	19%	18%	19%			
Latinx / Hispanic	11%	13%	12%	9%	12%	10%	9%	11%	9%			
Asian	3%	2%	3%	2%	2%	5%	2%	1%	1%			
Native American	0%	0%	0%	0%	0%	0%	0%	0%	0%			
Other	2%	1%	1%	0%	0%	1%	0%	0%	0%			
Blank / Not collected	12%	10%	11%	11%	11%	9%	13%	15%	16%			

Gender	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Male	214	197	250	208	142	316	368	381	335			
Female	55	67	85	60	48	136	141	192	194			
Non Binary	2	2	2	1	3	1	1	4	2			
Blank / Not collected	19	13	19	19	10	29	47	60	78			
Total	290	279	356	288	203	482	557	637	609			
PERCENTAGE	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Male	74%	71%	70%	72%	70%	66%	66%	60%	55%			
Female	19%	24%	24%	21%	24%	28%	25%	30%	32%			
Non Binary	1%	1%	1%	0%	1%	0%	0%	1%	0%			
Blank / Not collected	7%	5%	5%	7%	5%	6%	8%	9%	13%			

Age	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
x<25	2	3	1			2	6	4	14			
25-35	45	34	4	54	32	110	106	112	110			
36-45	66	34	6	61	32	93	135	154	137			
46-55	67	24	7	48	55	100	91	103	88			
56-65	44	21	5	60	40	58	80	91	83			
66-76	13	5	2	8	4	37	32	45	27			
77+	4		1		1	1		2	5			
Blank	59	158	28	57	39	81	109	126	145			
Total	300	279	54	288	203	482	559	637	609			
PERCENTAGE	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
x<25	1%	1%	2%	0%	0%	0%	1%	1%	2%			
25-35	15%	12%	7%	19%	16%	23%	19%	18%	18%			
36-45	22%	12%	11%	21%	16%	19%	24%	24%	22%			
46-55	22%	9%	13%	17%	27%	21%	16%	16%	14%			
56-65	15%	8%	9%	21%	20%	12%	14%	14%	14%			
66-76	4%	2%	4%	3%	2%	8%	6%	7%	4%			
77+	1%	0%	2%	0%	0%	0%	0%	0%	1%			
Blank	20%	57%	52%	20%	19%	17%	19%	20%	24%			

Service Recipient Characteristics

Previous Contact	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
No	122	104	156	109	75	242	261	252	257			
Yes	137	139	153	97	88	153	181	248	203			
Other												
Blank / Not collected	31	36	47	82	40	87	117	137	149			
Total	290	279	356	288	203	482	559	637	609			
PERCENTAGE	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
No	42%	37%	44%	38%	37%	50%	47%	40%	42%			
Yes	47%	50%	43%	34%	43%	32%	32%	39%	33%			
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%			
Blank / Not collected	11%	13%	13%	28%	20%	18%	21%	22%	24%			

Experiencing Homelessness	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Yes	239	220	287	203	158	354	394	451	423			

No	18	20	26	14	8	20	26	36	27			
Not Collected	33	39	43	71	37	108	139	150	159			
Total	290	279	356	288	203	482	559	637	609			
PERCENTAGE	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Yes	82%	79%	81%	70%	78%	73%	70%	71%	69%			
No	6%	7%	7%	5%	4%	4%	5%	6%	4%			
Not Collected	11%	14%	12%	25%	18%	22%	25%	24%	26%			

Service Referrals	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Yes	36	43	81	76	70	143	171	187	159			
No	213	204	221	150	86	282	328	381	375			
Blank	41	32	54	62	47	57	60	69	75			
Total	290	279	356	288	203	482	559	637	609			
Percentage	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Yes	12%	15%	23%	26%	34%	30%	31%	29%	26%			
No	73%	73%	62%	52%	42%	59%	59%	60%	62%			
Blank	14%	11%	15%	22%	23%	12%	11%	11%	12%			
Average												
Avg Referrals / Per In Service Days	1.3	1.5	2.9	2.9	2.9	5.5	5.5	6.0	5.3			

Supplies Given	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Yes				141	100	276	300	319	312			
No				90	63	163	215	255	224			
Blank				57	40	43	44	63	73			
Total				288	203	482	559	637	609			
Percentage	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Yes				49%	49%	57%	54%	50%	51%			
No				31%	31%	34%	38%	40%	37%			
Blank				20%	20%	9%	8%	10%	12%			
Average	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Avg Supplies Given / Per In Service Days				5.4	4.2	10.6	9.7	10.3	10.4			

Response Location	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Undefined /Street				175	125	362	412	449	440			
Business				37	22	42	66	62	79			
Library				18	7	13	6	18	18			
School				7	6	5	10	19	10			
Park				12	8	22	19	37	27			
Private Residence				8	14	14	16	24	14			
Apartment Complex / Building				5	5	17	12	14	6			
Church				12	10	2	9	6	7			
Not Captured				1	1	2	1		2			
All Other Locations				13	5	3	8	8	6			
Total				288	203	482	559	637	609			
Percentage	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Undefined /Street				61%	62%	75%	74%	70%	72%			
Business				13%	11%	9%	12%	10%	13%			
Library				6%	3%	3%	1%	3%	3%			
School				2%	3%	1%	2%	3%	2%			
Park				4%	4%	5%	3%	6%	4%			
Private Residence				3%	7%	3%	3%	4%	2%			
Apartment Complex / Building				2%	2%	4%	2%	2%	1%			
Church				4%	5%	0%	2%	1%	1%			
Not Captured				0%	0%	0%	0%	0%	0%			
All Other Locations				5%	2%	1%	1%	1%	1%			