

Year

2024

Quarters

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

Month

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	29	30	31
Dispatched Response	153	172	245	250	129	270	366	376	396	425	319	336
Total Incident Response	329	324	373	390	250	617	625	709	706	703	638	645
Not Captured	33	45	17	105	47	136	66	72	97	97	97	103
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	14.7	10.6	10.8
Avg Number of Teams per In Service Day	1.8	1.9	2.1	2.3	1.9	4.5	4.7	5.3	4.6	5.5	4.4	4.4
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%	60%	50%	52%
Not Captured	11%	16%	5%	37%	23%	28%	12%	11%	16%	16%	18%	19%

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	277	265	259
911 Dispatch (OPD)	44	51	64	116	68	106	135	145	135	116	107	113
Fire Communications (OFD) + MACRO Direct	2	8	87	56	21	79	112	124	161	138	129	124
Community Referral (Email)	75	71	62	16	22	30	60	76	54	75	40	46
Total	296	279	356	285	203	481	559	637	609	606	541	542
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%	46%	49%	48%
911 Dispatch (OPD)	15%	18%	18%	41%	33%	22%	24%	23%	22%	19%	20%	21%
Fire Communications (OFD) + MACRO Direct	1%	3%	24%	20%	10%	16%	20%	19%	26%	23%	24%	23%
Community Referral (Email)	25%	25%	17%	6%	11%	6%	11%	12%	9%	12%	7%	8%

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	343	343	341
Sleeper	26	113	136	111	79	148	130	164	156	161	131	125
Behavioral Concern	110	39	54	40	42	71	65	73	103	86	60	64
Public Indecency /Indecent Exposure /Nake	1	7	6	12	5	6	2		4	6	2	2
Other	19	9	15	9	6	11	6	4	3	10	5	10
Blank			2	3	8	6	9	50	13			
Total	296	279	356	288	203	481	559	637	609	606	541	542
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%	57%	63%	63%
Sleeper	9%	41%	38%	39%	39%	31%	23%	26%	26%	27%	24%	23%
Behavioral Concern	37%	14%	15%	14%	21%	15%	12%	11%	17%	14%	11%	12%
Public Indecency	0%	3%	2%	4%	2%	1%	0%	0%	1%	1%	0%	0%
Other	6%	3%	4%	3%	3%	2%	1%	1%	0%	2%	1%	2%
Blank	0%	1%	1%	3%	3%	2%	9%	2%	0%	0%	0%	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	434	392	411
MPD - Transferred to Law Enforcement	1	3	3	8	4	5	8	4	12	10	13	9
MPTA - Patient Transport by Ambulance	2	5	2	5	2	6	11	4	4	11	8	14
MPTM - Patient Transport MACRO		1	4	1	5	8	9	20	12	14	15	14
MNL - Unable to Locate	28	42	71	75	39	96	125	122	146	137	113	94
Other							1	2				
Blank	5	4	7				2	2				
Total	290	279	356	288	203	481	559	637	609	606	541	542
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%	72%	72%	76%
MPD - Transferred to Law Enforcement	0%	1%	1%	3%	2%	1%	1%	1%	2%	2%	2%	2%
MPTA - Patient Transport by Ambulance	1%	2%	1%	2%	1%	1%	2%	1%	1%	2%	1%	3%
MPTM - Patient Transport MACRO	0%	0%	1%	0%	2%	2%	2%	3%	2%	2%	3%	3%
MUTL - Unable to Locate	10%	15%	20%	26%	19%	20%	22%	19%	24%	23%	21%	17%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Blank	2%	1%	2%	0%	0%	0%	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	72	61	67
Z-THREE	50	38	60	29	24	88	100	63	93	88	93	87
Z-FOUR	24	38	51	25	16	33	43	75	58	59	49	46
Z-FIVE	41	54	59	64	38	83	92	111	88	118	97	101
Z-SIX	47	46	44	44	29	75	65	94	85	79	62	41
Z-SEVEN	74	68	94	93	59	129	183	201	190	190	178	198
Z-EIGHT (ALL OTHER)				1	2		2		2		1	2
Blank	5	4	1									
Total	290	279	356	288	203	482	559	637	609	606	541	542
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%	12%	11%	12%
Z-THREE	17%	14%	17%	10%	12%	18%	18%	10%	15%	15%	17%	16%

Z-FOUR	8%	14%	14%	9%	8%	7%	8%	12%	10%	10%	9%	8%
Z-FIVE	14%	19%	17%	22%	19%	17%	16%	17%	14%	19%	18%	19%
Z-SIX	16%	16%	12%	15%	14%	16%	12%	15%	14%	13%	11%	8%
Z-SEVEN	26%	24%	26%	32%	29%	27%	33%	32%	31%	31%	33%	37%
Z-EIGHT (ALL OTHER)				0%	1%	0%	0%	0%	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	317	278	303
White	51	58	67	73	34	90	106	116	118	107	113	106
Latinx / Hispanic	33	36	41	27	24	50	49	70	54	50	42	46
Asian / AAPI	9	6	12	7	5	22	10	7	8	14	11	11
Native American			1	0		1				2		1
Other	5	3	3	0	1	3	2	2	1	3	3	3
Blank / Not collected	34	27	40	32	22	44	75	94	98	113	94	72
Total	288	278	351	288	203	483	559	637	609	606	541	542
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%	52%	51%	56%
White	18%	21%	19%	25%	17%	19%	19%	18%	19%	18%	21%	20%
Latinx / Hispanic	11%	13%	12%	9%	12%	10%	9%	11%	9%	8%	8%	8%
Asian	3%	2%	3%	2%	2%	5%	2%	1%	1%	2%	2%	2%
Native American	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Other	2%	1%	1%	0%	0%	1%	0%	0%	0%	0%	1%	1%
Blank / Not collected	12%	10%	11%	11%	11%	9%	13%	15%	16%	19%	17%	13%

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	329	306	336
Female	55	67	85	60	48	136	141	192	194	187	156	145
Non Binary	2	2	2	1	3	1	1	4	2	1		3
Blank / Not collected	19	13	19	19	10	29	47	60	78	89	79	58
Total	290	279	356	288	203	482	557	637	609	606	541	542
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%	54%	57%	62%
Female	19%	24%	24%	21%	24%	28%	25%	30%	32%	31%	29%	27%
Non Binary	1%	1%	1%	0%	1%	0%	0%	1%	0%	0%	0%	1%
Blank / Not collected	7%	5%	5%	7%	5%	6%	8%	9%	13%	15%	15%	11%

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	12	6	5
25-35	45	34	4	54	32	110	106	112	110	92	85	84
36-45	66	34	6	61	32	93	135	154	137	162	122	125
46-55	67	24	7	48	55	100	91	103	88	85	98	115
56-65	44	21	5	60	40	58	80	91	83	77	80	88
66-76	13	5	2	8	4	37	32	45	27	25	30	28
77+	4		1		1	1		2	5	3	2	4
Blank	59	158	28	57	39	81	109	126	145	150	118	93
Total	300	279	54	288	203	482	559	637	609	606	541	542
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%	2%	1%	1%
25-35	15%	12%	7%	19%	16%	23%	19%	18%	18%	15%	16%	15%
36-45	22%	12%	11%	21%	16%	19%	24%	24%	22%	27%	23%	23%
46-55	22%	9%	13%	17%	27%	21%	16%	14%	14%	14%	18%	21%
56-65	15%	8%	9%	21%	20%	12%	14%	14%	14%	13%	15%	16%
66-76	4%	2%	4%	3%	2%	8%	6%	7%	4%	4%	6%	5%
77+	1%	0%	2%	0%	0%	0%	0%	0%	1%	0%	0%	1%
Blank	20%	57%	52%	20%	19%	17%	19%	20%	24%	25%	22%	17%

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	263	210	232
Yes	137	139	153	97	88	153	181	248	203	189	186	217
Other												
Blank / Not collected	31	36	47	82	40	87	117	137	149	154	145	93
Total	290	279	356	288	203	482	559	637	609	606	541	542
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%	43%	39%	43%
Yes	47%	50%	43%	34%	43%	32%	32%	39%	33%	31%	34%	40%
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Blank / Not collected	11%	13%	13%	28%	20%	18%	21%	22%	24%	25%	27%	17%

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	408	376	399

No	18	20	26	14	8	20	26	36	27	32	32	37
Not Collected	33	39	43	71	37	108	139	150	159	166	133	106
Total	290	279	356	288	203	482	559	637	609	606	541	542
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%	67%	70%	74%
No	6%	7%	7%	5%	4%	4%	5%	6%	4%	5%	6%	7%
Not Collected	11%	14%	12%	25%	18%	22%	25%	24%	26%	27%	25%	20%

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	145	99	96
No	213	204	221	150	86	282	328	381	375	433	442	446
Blank	41	32	54	62	47	57	60	69	75	28		
Total	290	279	356	288	203	482	559	637	609	606	541	542
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%	24%	18%	18%
No	73%	73%	62%	52%	42%	59%	59%	60%	62%	71%	82%	82%
Blank	14%	11%	15%	22%	23%	12%	11%	11%	12%	5%	0%	0%
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	5.0	3.3	3.1

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	297	286	303
No				90	63	163	215	255	224	227	179	185
Blank				57	40	43	44	63	73	82	76	54
Total				288	203	482	559	637	609	606	541	542
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%	49%	53%	56%
No				31%	31%	34%	38%	40%	37%	37%	33%	34%
Blank				20%	20%	9%	8%	10%	12%	14%	14%	10%
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	10.2	9.5	9.8

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	452	416	403
Business				37	22	42	66	62	79	55	47	51
Library				18	7	13	6	18	18	14	11	16
School				7	6	5	10	19	10	13	9	8
Park				12	8	22	19	37	27	26	21	16
Private Residence				8	14	14	16	24	14	13	12	16
Apartment Complex / Building				5	5	17	12	14	6	12	15	12
Church				12	10	2	9	6	7	8	4	4
Not Captured				1	1	2	1		2	2	3	1
All Other Locations				13	5	3	8	8	6	11	3	15
Total				288	203	482	559	637	609	606	541	542
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%	75%	77%	74%
Business				13%	11%	9%	12%	10%	13%	9%	9%	9%
Library				6%	3%	3%	1%	3%	3%	2%	2%	3%
School				2%	3%	1%	2%	3%	2%	2%	2%	1%
Park				4%	4%	5%	3%	6%	4%	4%	4%	3%
Private Residence				3%	7%	3%	3%	4%	2%	2%	2%	3%
Apartment Complex / Building				2%	2%	4%	2%	2%	1%	2%	3%	2%
Church				4%	5%	0%	2%	1%	1%	1%	1%	1%
Not Captured				0%	0%	0%	0%	0%	0%	0%	1%	0%
All Other Locations				5%	2%	1%	1%	1%	1%	2%	1%	3%

Medical Aid Rendered	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										11	13	15
No										408	528	527