

**LAPEER COUNTY CENTRAL DISPATCH**

**YEAR TO DATE ACTIVITY REPORT**

| <b>2023</b>                 | <b>JAN</b>   | <b>FEB</b>   | <b>MAR</b> | <b>APR</b> | <b>MAY</b> | <b>JUN</b> | <b>JUL</b> | <b>AUG</b> | <b>SEP</b> | <b>OCT</b> | <b>NOV</b> | <b>DEC</b> | <b>Total</b>  | <b>% Hardwire v Wireless</b> |        |
|-----------------------------|--------------|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 354          | 320          |            |            |            |            |            |            |            |            |            |            | <b>674</b>    | Hardwire                     | 14.21% |
| 911 Calls/ Wireless         | 2,138        | 1,967        |            |            |            |            |            |            |            |            |            |            | <b>4,105</b>  | Wireless                     | 85.79% |
| Non-Emergency Calls         | 2,763        | 2,790        |            |            |            |            |            |            |            |            |            |            | <b>5,553</b>  |                              |        |
| Text to 911                 | 16           | 16           |            |            |            |            |            |            |            |            |            |            | <b>32</b>     |                              |        |
| <b>Total Incoming Calls</b> | <b>5,271</b> | <b>5,093</b> | <b>0</b>   | <b>0</b>   | <b>0</b>   | <b>0</b>   | <b>0</b>   | <b>0</b>   | <b>0</b>   | <b>0</b>   | <b>0</b>   | <b>0</b>   | <b>10,364</b> |                              |        |
| CAD Reports                 | 10,293       | 9,877        |            |            |            |            |            |            |            |            |            |            | <b>20,170</b> |                              |        |

| <b>2022</b>                 | <b>JAN</b>   | <b>FEB</b>   | <b>MAR</b>   | <b>APR</b>   | <b>MAY</b>   | <b>JUN</b>   | <b>JUL</b>   | <b>AUG</b>   | <b>SEP</b>   | <b>OCT</b>   | <b>NOV</b>   | <b>DEC</b>   | <b>Total</b>   | <b>% Hardwire v Wireless</b> |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 337          | 319          | 371          | 310          | 519          | 382          | 371          | 391          | 388          | 386          | 339          | 385          | <b>4,498</b>   | Hardwire                     | 14.59% |
| 911 Calls/ Wireless         | 1,973        | 1,728        | 1817         | 1,894        | 2,132        | 2,172        | 2,438        | 2,404        | 2,065        | 2,176        | 2,176        | 2,124        | <b>25,099</b>  | Wireless                     | 85.41% |
| Non-Emergency Calls         | 2,760        | 2,422        | 2,831        | 2,757        | 3,288        | 3,117        | 3,278        | 3,357        | 2,944        | 3,120        | 2,976        | 2,912        | <b>35,762</b>  |                              |        |
| Text to 911                 | 13           | 2            | 7            | 2            | 4            | 8            | 18           | 8            | 5            | 8            | 9            | 8            | <b>92</b>      |                              |        |
| <b>Total Incoming Calls</b> | <b>5,083</b> | <b>4,471</b> | <b>5,026</b> | <b>4,963</b> | <b>5,943</b> | <b>5,679</b> | <b>6,105</b> | <b>6,160</b> | <b>5,402</b> | <b>5,690</b> | <b>5,500</b> | <b>5,429</b> | <b>65,451</b>  |                              |        |
| CAD Reports                 | 9,631        | 9,152        | 10,066       | 10,133       | 10,718       | 10,040       | 11,066       | 10,681       | 10,356       | 10,491       | 10,025       | 10,102       | <b>122,461</b> |                              |        |

| <b>2021</b>                 | <b>JAN</b>   | <b>FEB</b>   | <b>MAR</b>   | <b>APR</b>   | <b>MAY</b>   | <b>JUN</b>   | <b>JUL</b>   | <b>AUG</b>   | <b>SEP</b>   | <b>OCT</b>   | <b>NOV</b>   | <b>DEC</b>   | <b>Total</b>   | <b>% Hardwire v Wireless</b> |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 425          | 306          | 420          | 370          | 387          | 434          | 411          | 454          | 757          | 408          | 407          | 386          | <b>5,165</b>   | Hardwire                     | 18.89% |
| 911 Calls/ Wireless         | 1,825        | 1,622        | 2118         | 2,114        | 2,478        | 2,605        | 2,849        | 2,639        | 2,517        | 2,370        | 2,266        | 2,358        | <b>27,761</b>  | Wireless                     | 81.11% |
| Non-Emergency Calls         | 2,738        | 2,378        | 3,047        | 2,915        | 3,413        | 3,673        | 3,997        | 3,637        | 3,363        | 3,130        | 3,013        | 3,123        | <b>38,427</b>  |                              |        |
| Text to 911                 | 7            | 1            | 3            | 0            | 3            | 22           | 23           | 8            | 8            | 5            | 10           | 5            | <b>95</b>      |                              |        |
| <b>Total Incoming Calls</b> | <b>4,995</b> | <b>4,307</b> | <b>5,588</b> | <b>5,399</b> | <b>6,281</b> | <b>6,734</b> | <b>7,280</b> | <b>6,738</b> | <b>6,645</b> | <b>5,913</b> | <b>5,696</b> | <b>5,872</b> | <b>71,448</b>  |                              |        |
| CAD Reports                 | 5,385        | 4,737        | 6,157        | 6,109        | 10,290       | 10,140       | 11,634       | 11,067       | 10,295       | 9,970        | 9,906        | 9,896        | <b>105,586</b> |                              |        |

| <b>2020</b>                 | <b>JAN</b>   | <b>FEB</b>   | <b>MAR</b>   | <b>APR</b>   | <b>MAY</b>   | <b>JUN</b>   | <b>JUL</b>   | <b>AUG</b>   | <b>SEP</b>   | <b>OCT</b>   | <b>NOV</b>   | <b>DEC</b>   | <b>Total</b>  | <b>% Hardwire v Wireless</b> |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 499          | 468          | 457          | 412          | 432          | 509          | 520          | 482          | 516          | 443          | 455          | 421          | <b>5,614</b>  | Hardwire                     | 20.90% |
| 911 Calls/ Wireless         | 1,889        | 1,730        | 1690         | 1,446        | 2,061        | 2,497        | 2,646        | 2,497        | 2,172        | 2,154        | 2,096        | 1,835        | <b>24,713</b> | Wireless                     | 79.10% |
| Non-Emergency Calls         | 2,966        | 3,664        | 2,871        | 2,624        | 2,939        | 3,450        | 3,652        | 3,505        | 3,052        | 3,085        | 2,934        | 2,694        | <b>37,436</b> |                              |        |
| Text to 911                 | 6            | 3            | 6            | 3            | 3            | 5            | 3            | 4            | 9            | 6            | 3            | 3            | <b>54</b>     |                              |        |
| <b>Total Incoming Calls</b> | <b>5,360</b> | <b>5,865</b> | <b>5,024</b> | <b>4,485</b> | <b>5,435</b> | <b>6,461</b> | <b>6,821</b> | <b>6,488</b> | <b>5,749</b> | <b>5,688</b> | <b>5,488</b> | <b>4,953</b> | <b>67,817</b> |                              |        |
| CAD Reports                 | 6,497        | 6,347        | 5,686        | 3,981        | 4,839        | 6,198        | 6,560        | 6,759        | 6,005        | 5,968        | 5,644        | 5,040        | <b>69,524</b> |                              |        |

| <b>2019</b>                 | <b>JAN</b>   | <b>FEB</b>   | <b>MAR</b>   | <b>APR</b>   | <b>MAY</b>   | <b>JUN</b>   | <b>JUL</b>   | <b>AUG</b>   | <b>SEP</b>   | <b>OCT</b>   | <b>NOV</b>   | <b>DEC</b>   | <b>Total</b>  | <b>% Hardwire v Wireless</b> |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 412          | 368          | 524          | 451          | 385          | 431          | 482          | 614          | 568          | 558          | 666          | 523          | <b>5,982</b>  | Hardwire                     | 19.69% |
| 911 Calls/ Wireless         | 1,680        | 1,528        | 1605         | 1,563        | 1,940        | 2,242        | 2,688        | 2,158        | 2,097        | 2,039        | 1,973        | 1,939        | <b>23,452</b> | Wireless                     | 80.31% |
| Non-Emergency Calls         | 3,230        | 3,048        | 3,311        | 3,098        | 3,834        | 3,628        | 4,296        | 3,707        | 3,536        | 3,465        | 3,648        | 3,213        | <b>42,014</b> |                              |        |
| Text to 911                 | 7            | 1            | 2            | 3            | 3            | 3            | 9            | 6            | 5            | 2            | 5            | 3            | <b>49</b>     |                              |        |
| <b>Total Incoming Calls</b> | <b>5,329</b> | <b>4,945</b> | <b>5,442</b> | <b>5,115</b> | <b>6,162</b> | <b>6,304</b> | <b>7,475</b> | <b>6,485</b> | <b>6,206</b> | <b>6,064</b> | <b>6,292</b> | <b>5,678</b> | <b>71,497</b> |                              |        |
| CAD Reports                 | 6,372        | 6,023        | 6,646        | 6,703        | 7,221        | 6,669        | 7,407        | 6,494        | 6,239        | 6,080        | 6,417        | 6,337        | <b>78,608</b> |                              |        |

| <b>2018</b> | <b>JAN</b> | <b>FEB</b> | <b>MAR</b> | <b>APR</b> | <b>MAY</b> | <b>JUN</b> | <b>JUL</b> | <b>AUG</b> | <b>SEP</b> | <b>OCT</b> | <b>NOV</b> | <b>DEC</b> | <b>Total</b> | <b>% Hardwire v Wireless v VoIP</b> |  |
|-------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|-------------------------------------|--|
|-------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|-------------------------------------|--|

|                             |              |              |              |              |              |              |              |              |              |              |              |              |               |          |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|----------|--------|
| 911 Calls/ Hardwire         | 478          | 356          | 430          | 387          | 445          | 570          | 570          | 456          | 433          | 452          | 486          | 397          | 5,460         | Hardwire | 17.86% |
| 911 Calls/ Wireless         | 1,898        | 1,707        | 2020         | 1,767        | 2,562        | 2,396        | 2,247        | 2,148        | 2,493        | 1,977        | 1,967        | 1,707        | 24,889        | Wireless | 81.43% |
| Non-Emergency Calls         | 3,345        | 3,460        | 3,198        | 3,120        | 3,632        | 3,601        | 3,804        | 3,715        | 3,559        | 3,432        | 3,312        | 3,304        | 41,482        |          |        |
| Voice Over IP (VOIP)        | 46           | 41           | 25           | 31           | 34           | 39           |              |              |              |              |              |              | 216           | VoIP     | 0.71%  |
| Text to 911                 | 15           | 3            | 5            | 3            | 2            | 5            | 5            | 4            | 3            | 4            | 3            | 3            | 55            |          |        |
| <b>Total Incoming Calls</b> | <b>5,782</b> | <b>5,567</b> | <b>5,678</b> | <b>5,308</b> | <b>6,675</b> | <b>6,611</b> | <b>6,626</b> | <b>6,323</b> | <b>6,488</b> | <b>5,865</b> | <b>5,768</b> | <b>5,411</b> | <b>72,102</b> |          |        |
| CAD Reports                 | 6,201        | 6,029        | 6,979        | 6,745        | 7,508        | 6,896        | 7,097        | 7,281        | 6,554        | 6,381        | 6,557        | 6,505        | 80,733        |          |        |

| 2017                        | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | Total         | % Hardwire v Wireless v VoIP |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 478          | 455          | 506          | 491          | 494          | 505          | 524          | 486          | 468          | 507          | 463          | 489          | 5,866         | Hardwire                     | 18.86% |
| 911 Calls/ Wireless         | 1,880        | 1,652        | 2,111        | 1,989        | 2,154        | 2,240        | 2,415        | 2,205        | 2,187        | 2,095        | 1,858        | 2,076        | 24,862        | Wireless                     | 79.94% |
| Non-Emergency Calls         | 3,392        | 3,071        | 3,400        | 3,795        | 3,847        | 3,877        | 3,820        | 4,023        | 3,656        | 3,701        | 3,436        | 3,383        | 43,401        |                              |        |
| Voice Over IP (VOIP)        | 33           | 23           | 29           | 24           | 41           | 27           | 38           | 31           | 31           | 38           | 31           | 27           | 373           | VoIP                         | 1.20%  |
| Text to 911                 | 4            | 11           | 10           | 5            | 10           | 13           | 8            | 8            | 4            | 30           | 4            | 6            | 113           |                              |        |
| <b>Total Incoming Calls</b> | <b>5,787</b> | <b>5,212</b> | <b>6,056</b> | <b>6,304</b> | <b>6,546</b> | <b>6,662</b> | <b>6,805</b> | <b>6,753</b> | <b>6,346</b> | <b>6,371</b> | <b>5,792</b> | <b>5,981</b> | <b>74,615</b> |                              |        |
| CAD Reports                 | 5,867        | 5,602        | 6,337        | 6,451        | 6,920        | 6,598        | 7,067        | 6,848        | 6,758        | 6,664        | 6,359        | 6,163        | 77,634        |                              |        |

| 2016                        | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | Total         | % Hardwire v Wireless v VoIP |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 269          | 266          | 309          | 319          | 408          | 439          | 503          | 483          | 462          | 509          | 407          | 469          | 4,843         | Hardwire                     | 16.31% |
| 911 Calls/ Wireless         | 1,679        | 1,696        | 1,764        | 1,714        | 2,098        | 2,358        | 2,542        | 2,323        | 2,159        | 2,210        | 2,016        | 1,951        | 24,510        | Wireless                     | 82.55% |
| Non-Emergency Calls         | 3,735        | 3,683        | 3,820        | 3,559        | 4,095        | 4,246        | 4,467        | 4,198        | 3,475        | 3,755        | 3,452        | 3,319        | 45,804        |                              |        |
| Voice Over IP (VOIP)        | 18           | 21           | 6            | 21           | 40           | 40           | 24           | 42           | 33           | 34           | 30           | 28           | 337           | VoIP                         | 1.14%  |
| Text to 911                 | 8            | 7            | 10           | 9            | 6            | 10           | 7            | 8            | 9            | 5            | 15           | 12           | 106           |                              |        |
| <b>Total Incoming Calls</b> | <b>5,709</b> | <b>5,673</b> | <b>5,909</b> | <b>5,622</b> | <b>6,647</b> | <b>7,093</b> | <b>7,543</b> | <b>7,054</b> | <b>6,138</b> | <b>6,513</b> | <b>5,920</b> | <b>5,779</b> | <b>75,600</b> |                              |        |
| CAD Reports                 | 5,696        | 5,603        | 6,299        | 6,076        | 6,553        | 6,774        | 6,951        | 6,629        | 6,480        | 6,397        | 6,232        | 5,897        | 75,587        |                              |        |

| 2015                        | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | Total         | % Hardwire v Wireless v VoIP |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 399          | 319          | 391          | 361          | 443          | 464          | 420          | 422          | 374          | 393          | 326          | 309          | 4,621         | Hardwire                     | 16.56% |
| 911 Calls/ Wireless         | 1,673        | 1,502        | 1,572        | 1,618        | 2,043        | 2,099        | 2,173        | 2,406        | 2,128        | 1,981        | 1,989        | 1,818        | 23,002        | Wireless                     | 82.45% |
| Non-Emergency Calls         | 3,934        | 3,630        | 4,168        | 4,373        | 4,518        | 4,535        | 4,736        | 4,428        | 3,966        | 3,935        | 3,716        | 3,637        | 49,576        |                              |        |
| Voice Over IP (VOIP)        | 18           | 22           | 23           | 22           | 24           | 30           | 28           | 26           | 25           | 24           | 23           | 11           | 276           | VoIP                         | 0.99%  |
| Text to 911                 | 7            | 5            | 1            | 6            | 3            | 11           | 7            | 7            | 6            | 3            | 6            | 7            | 69            |                              |        |
| <b>Total Incoming Calls</b> | <b>6,031</b> | <b>5,478</b> | <b>6,155</b> | <b>6,380</b> | <b>7,031</b> | <b>7,139</b> | <b>7,364</b> | <b>7,289</b> | <b>6,499</b> | <b>6,336</b> | <b>6,060</b> | <b>5,782</b> | <b>77,544</b> |                              |        |
| CAD Reports                 | 5,796        | 5,012        | 6,048        | 6,057        | 6,256        | 6,302        | 6,137        | 6,297        | 5,952        | 6,001        | 6,306        | 5,669        | 71,833        |                              |        |

| 2014                        | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | Total         | % Hardwire v Wireless v VoIP |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 476          | 375          | 499          | 472          | 476          | 465          | 546          | 516          | 515          | 436          | 449          | 410          | 5,635         | Hardwire                     | 20.47% |
| 911 Calls/ Wireless         | 1,822        | 1,486        | 1,602        | 1,614        | 1,749        | 2,012        | 2,154        | 2,129        | 1,830        | 1,878        | 1,726        | 1,574        | 21,576        | Wireless                     | 78.38% |
| Non-Emergency Calls         | 4,983        | 4,295        | 4,371        | 4,161        | 4,017        | 4,208        | 4,676        | 4,495        | 4,113        | 4,175        | 3,911        | 3,793        | 51,198        |                              |        |
| Voice Over IP (VOIP)        | 33           | 19           | 21           | 21           | 32           | 20           | 25           | 30           | 24           | 32           | 35           | 23           | 315           | VoIP                         | 1.14%  |
| Text to 911                 | N/A          | N/A          | N/A          | N/A          | N/A          | N/A          | 33           | 4            | 4            | 5            | 1            | 27           | 74            |                              |        |
| <b>Total Incoming Calls</b> | <b>7,314</b> | <b>6,175</b> | <b>6,493</b> | <b>6,268</b> | <b>6,274</b> | <b>6,705</b> | <b>7,434</b> | <b>7,174</b> | <b>6,486</b> | <b>6,526</b> | <b>6,122</b> | <b>5,827</b> | <b>78,798</b> |                              |        |
| CAD Reports                 | 5,458        | 5,208        | 6,167        | 6,155        | 6,527        | 6,348        | 6,688        | 6,296        | 6,232        | 5,983        | 5,782        | 5,618        | 72,462        |                              |        |

| 2013 | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | Total | % Hardwire v Wireless v VoIP |  |
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|------------------------------|--|
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|------------------------------|--|

|                             |              |              |              |              |              |              |              |              |              |              |              |              |               |          |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|----------|--------|
| 911 Calls/ Hardwire         | 406          | 314          | 289          | 362          | 432          | 585          | 534          | 575          | 461          | 465          | 456          | 546          | <b>5,425</b>  | Hardwire | 19.42% |
| 911 Calls/ Wireless         | 1,649        | 1,515        | 1,519        | 1,529        | 1,787        | 2,074        | 2,040        | 2,071        | 1,805        | 1,755        | 2,014        | 2,402        | <b>22,160</b> | Wireless | 79.33% |
| Non-Emergency Calls         | 4,506        | 4,119        | 4,491        | 4,342        | 4,787        | 4,929        | 4,668        | 4,776        | 4,285        | 4,191        | 4,319        | 4,918        | <b>54,331</b> |          |        |
| Voice Over IP (VOIP)        | 22           | 21           | 18           | 23           | 22           | 40           | 32           | 31           | 40           | 37           | 33           | 29           | <b>348</b>    | VoIP     | 1.25%  |
| <b>Total Incoming Calls</b> | <b>6,583</b> | <b>5,969</b> | <b>6,317</b> | <b>6,256</b> | <b>7,028</b> | <b>7,628</b> | <b>7,274</b> | <b>7,453</b> | <b>6,591</b> | <b>6,448</b> | <b>6,822</b> | <b>7,895</b> | <b>82,264</b> |          |        |
| CAD Reports                 | 5,886        | 5,113        | 5,725        | 5,616        | 6,002        | 6,051        | 6,455        | 6,708        | 6,301        | 6,419        | 6,594        | 6,099        | <b>72,969</b> |          |        |

| 2012                        | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | Total         | % Hardwire v Wireless v VoIP |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 543          | 352          | 483          | 389          | 455          | 357          | 478          | 527          | 493          | 445          | 337          | 393          | <b>5,252</b>  | Hardwire                     | 19.48% |
| 911 Calls/ Wireless         | 1,690        | 1,548        | 1,636        | 1,566        | 1,836        | 1,897        | 2,170        | 1,986        | 1,843        | 1,879        | 1,720        | 1,726        | <b>21,497</b> | Wireless                     | 79.73% |
| Non-Emergency Calls         | 4,861        | 4,703        | 5,209        | 4,786        | 5,165        | 5,148        | 5,412        | 4,960        | 4,763        | 4,742        | 4,450        | 4,683        | <b>58,882</b> |                              |        |
| Voice Over IP (VOIP)        | 13           | 11           | 16           | 22           | 18           | 16           | 22           | 16           | 18           | 20           | 22           | 19           | <b>213</b>    | VoIP                         | 0.79%  |
| <b>Total Incoming Calls</b> | <b>7,107</b> | <b>6,614</b> | <b>7,344</b> | <b>6,763</b> | <b>7,474</b> | <b>7,418</b> | <b>8,082</b> | <b>7,489</b> | <b>7,117</b> | <b>7,086</b> | <b>6,529</b> | <b>6,821</b> | <b>85,844</b> |                              |        |
| CAD Reports                 | 5,724        | 5,389        | 6,248        | 5,891        | 6,181        | 5,996        | 6,384        | 5,938        | 5,627        | 5,765        | 5,771        | 5,240        | <b>70,154</b> |                              |        |

| 2011                        | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | Total         | % Hardwire v Wireless v VoIP |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 569          | 513          | 569          | 530          | 637          | 654          | 630          | 612          | 503          | 538          | 551          | 581          | <b>6,887</b>  | Hardwire                     | 24.00% |
| 911 Calls/ Wireless         | 1,617        | 1,533        | 1,569        | 1,544        | 1,739        | 1,911        | 2,101        | 2,003        | 1,844        | 1,914        | 1,812        | 1,907        | <b>21,494</b> | Wireless                     | 74.91% |
| Non-Emergency Calls         | 3,411        | 4,751        | 5,410        | 4,841        | 5,738        | 5,674        | 5,758        | 5,840        | 5,333        | 5,521        | 4,994        | 5,205        | <b>62,476</b> |                              |        |
| Voice Over IP (VOIP)        | 20           | 10           | 38           | 24           | 22           | 18           | 16           | 33           | 64           | 36           | 14           | 16           | <b>311</b>    | VoIP                         | 1.08%  |
| <b>Total Incoming Calls</b> | <b>5,617</b> | <b>6,807</b> | <b>7,586</b> | <b>6,939</b> | <b>8,136</b> | <b>8,257</b> | <b>8,505</b> | <b>8,488</b> | <b>7,744</b> | <b>8,009</b> | <b>7,371</b> | <b>7,709</b> | <b>91,168</b> |                              |        |
| CAD Reports                 | 5,303        | 4,823        | 5,854        | 5,378        | 5,982        | 6,054        | 6,189        | 6,035        | 5,586        | 5,798        | 5,776        | 5,444        | <b>68,222</b> |                              |        |

| 2010                        | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | Total         | % Hardwire v Wireless v VoIP |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 823          | 554          | 682          | 598          | 689          | 618          | 761          | 648          | 663          | 610          | 559          | 571          | <b>7,776</b>  | Hardwire                     | 27.23% |
| 911 Calls/ Wireless         | 1,354        | 1,364        | 1,375        | 1,435        | 1,868        | 1,761        | 1,969        | 2,059        | 1,868        | 1,834        | 1,648        | 1,931        | <b>20,466</b> | Wireless                     | 71.66% |
| Non-Emergency Calls         | 5,571        | 5,035        | 5,506        | 5,525        | 6,048        | 5,782        | 6,635        | 6,431        | 5,925        | 5,747        | 5,213        | 5,438        | <b>68,856</b> |                              |        |
| Voice Over IP (VOIP)        | 30           | 26           | 28           | 16           | 38           | 22           | 14           | 32           | 28           | 28           | 30           | 26           | <b>318</b>    | VoIP                         | 1.11%  |
| <b>Total Incoming Calls</b> | <b>7,778</b> | <b>6,979</b> | <b>7,591</b> | <b>7,574</b> | <b>8,643</b> | <b>8,183</b> | <b>9,379</b> | <b>9,170</b> | <b>8,484</b> | <b>8,219</b> | <b>7,450</b> | <b>7,966</b> | <b>97,416</b> |                              |        |
| CAD Reports                 | 5,652        | 5,037        | 6,151        | 5,852        | 6,242        | 6,010        | 6,344        | 6,380        | 6,046        | 6,010        | 5,390        | 5,230        | <b>70,344</b> |                              |        |

| 2009                        | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | Total          | % Hardwire v Wireless v VoIP |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 732          | 678          | 782          | 697          | 798          | 734          | 747          | 776          | 672          | 626          | 645          | 709          | <b>8,596</b>   | Hardwire                     | 31.15% |
| 911 Calls/ Wireless         | 1,444        | 1,263        | 1,396        | 1,469        | 1,651        | 1,608        | 1,569        | 1,786        | 1,542        | 1,640        | 1,588        | 1,672        | <b>18,628</b>  | Wireless                     | 67.50% |
| Non-Emergency Calls         | 6,809        | 6,078        | 6,593        | 6,411        | 6,841        | 6,381        | 6,609        | 7,271        | 6,253        | 6,187        | 5,576        | 5,628        | <b>76,637</b>  |                              |        |
| Voice Over IP (VOIP)        | 31           | 32           | 42           | 20           | 12           | 20           | 30           | 44           | 50           | 30           | 30           | 32           | <b>373</b>     | VoIP                         | 1.35%  |
| <b>Total Incoming Calls</b> | <b>9,016</b> | <b>8,051</b> | <b>8,813</b> | <b>8,597</b> | <b>9,302</b> | <b>8,743</b> | <b>8,955</b> | <b>9,877</b> | <b>8,517</b> | <b>8,483</b> | <b>7,839</b> | <b>8,041</b> | <b>104,234</b> |                              |        |
| CAD Reports                 | 5,769        | 5,530        | 6,399        | 5,922        | 6,417        | 6,131        | 6,380        | 6,522        | 5,921        | 6,132        | 5,650        | 5,534        | <b>72,307</b>  |                              |        |

| 2008                        | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | Total          | % Hardwire v Wireless v VoIP |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 863          | 778          | 806          | 1,785        | 1,010        | 966          | 932          | 916          | 820          | 719          | 840          | 766          | <b>11,201</b>  | Hardwire                     | 36.99% |
| 911 Calls/ Wireless         | 1,548        | 1,592        | 1,292        | 1,268        | 1,463        | 1,643        | 1,728        | 1,573        | 1,465        | 1,503        | 1,798        | 1,824        | <b>18,697</b>  | Wireless                     | 61.74% |
| Non-Emergency Calls         | 7,272        | 6,475        | 6,545        | 6,661        | 6,736        | 7,270        | 7,026        | 7,020        | 6,858        | 7,025        | 6,177        | 7,010        | <b>82,075</b>  |                              |        |
| Voice Over IP (VOIP)        | 54           | 19           | 26           | 22           | 44           | 28           | 32           | 32           | 26           | 28           | 42           | 34           | <b>387</b>     | VoIP                         | 1.28%  |
| <b>Total Incoming Calls</b> | <b>9,737</b> | <b>8,864</b> | <b>8,669</b> | <b>9,736</b> | <b>9,253</b> | <b>9,907</b> | <b>9,718</b> | <b>9,541</b> | <b>9,169</b> | <b>9,275</b> | <b>8,857</b> | <b>9,634</b> | <b>112,360</b> |                              |        |
| CAD Reports                 | 6,476        | 5,827        | 6,195        | 6,302        | 6,535        | 6,535        | 6,548        | 6,539        | 5,889        | 6,230        | 5,990        | 5,885        | <b>74,951</b>  |                              |        |

| 2007                        | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | Total          | % Hardwire v Wireless v VoIP |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 879          | 850          | 989          | 848          | 938          | 837          | 1,010        | 865          | 845          | 859          | 791          | 775          | 10,486         | Hardwire                     | 35.80% |
| 911 Calls/ Wireless         | 1,574        | 1,559        | 1,318        | 1,428        | 1,483        | 1,565        | 1,584        | 1,688        | 1,418        | 1,646        | 1,597        | 1,551        | 18,411         | Wireless                     | 62.86% |
| Non-Emergency Calls         | 6,997        | 5,867        | 6,818        | 6,725        | 7,017        | 6,962        | 7,201        | 4,616        | 7,351        | 7,219        | 6,822        | 6,552        | 80,147         |                              |        |
| Voice Over IP (VOIP)        | 16           | 14           | 40           | 36           | 30           | 27           | 45           | 31           | 52           | 34           | 30           | 39           | 394            | VoIP                         | 1.35%  |
| <b>Total Incoming Calls</b> | <b>9,466</b> | <b>8,290</b> | <b>9,165</b> | <b>9,037</b> | <b>9,468</b> | <b>9,391</b> | <b>9,840</b> | <b>7,200</b> | <b>9,666</b> | <b>9,758</b> | <b>9,240</b> | <b>8,917</b> | <b>109,438</b> |                              |        |
| CAD Reports                 | 5,662        | 5,514        | 6,514        | 5,939        | 6,414        | 6,030        | 6,426        | 6,647        | 6,038        | 6,232        | 5,747        | 5,752        | 72,915         |                              |        |

| 2006                        | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL           | AUG           | SEP          | OCT           | NOV          | DEC          | Total          | % Hardwire v Wireless v VoIP |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|---------------|--------------|---------------|--------------|--------------|----------------|------------------------------|--------|
| 911 Calls/ Hardwire         | 1,077        | 928          | 1,076        | 1,011        | 1,106        | 1,224        | 1,571         | 1,406         | 1,316        | 1,466         | 1,274        | 980          | 14,435         | Hardwire                     | 48.85% |
| 911 Calls/ Wireless         | 1,206        | 1,314        | 1,187        | 1,133        | 1,226        | 1,412        | 1,253         | 1,177         | 1,125        | 1,179         | 1,189        | 1,415        | 14,816         | Wireless                     | 50.14% |
| Non-Emergency Calls         | 6,711        | 6,324        | 7,226        | 7,007        | 7,078        | 7,153        | 7,769         | 7,659         | 6,934        | 7,536         | 6,734        | 6,377        | 84,508         |                              |        |
| Voice Over IP (VOIP)        | 3            | 5            | 13           | 22           | 26           | 26           | 44            | 62            | 41           | 18            | 32           | 6            | 298            | VoIP                         | 1.01%  |
| <b>Total Incoming Calls</b> | <b>8,997</b> | <b>8,571</b> | <b>9,502</b> | <b>9,173</b> | <b>9,436</b> | <b>9,815</b> | <b>10,637</b> | <b>10,304</b> | <b>9,416</b> | <b>10,199</b> | <b>9,229</b> | <b>8,778</b> | <b>114,057</b> |                              |        |
| CAD Reports                 | 5,845        | 5,404        | 5,999        | 5,904        | 6,231        | 6,200        | 6,344         | 6,426         | 5,799        | 5,801         | 5,830        | 5,568        | 71,351         |                              |        |

| 2005                        | JAN          | FEB          | MAR          | APR           | MAY          | JUN           | JUL           | AUG           | SEP          | OCT          | NOV          | DEC          | Total          | % Hardwire v Wireless |        |
|-----------------------------|--------------|--------------|--------------|---------------|--------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|----------------|-----------------------|--------|
| 911 Calls/ Hardwire         | 1,057        | 904          | 1,074        | 1,120         | 1,163        | 1,289         | 1,157         | 1,149         | 1,023        | 985          | 1,145        | 1,102        | 13,168         | Hardwire              | 43.18% |
| 911 Calls/ Wireless         | 1,251        | 1,218        | 1,377        | 1,382         | 1,357        | 1,475         | 1,659         | 1,604         | 1,424        | 1,330        | 1,619        | 1,635        | 17,331         | Wireless              | 56.82% |
| Non-Emergency Calls         | 6,549        | 6,179        | 7,376        | 7,712         | 7,446        | 7,928         | 8,108         | 7,552         | 7,305        | 6,970        | 7,142        | 6,908        | 87,175         |                       |        |
| <b>Total Incoming Calls</b> | <b>8,857</b> | <b>8,301</b> | <b>9,827</b> | <b>10,214</b> | <b>9,966</b> | <b>10,692</b> | <b>10,924</b> | <b>10,305</b> | <b>9,752</b> | <b>9,285</b> | <b>9,906</b> | <b>9,645</b> | <b>117,674</b> |                       |        |
| CAD Reports                 | 5,253        | 4,984        | 6,187        | 6,141         | 6,192        | 6,357         | 6,510         | 6,286         | 5,858        | 5,921        | 5,697        | 5,564        | 70,950         |                       |        |

| 2004                        | JAN          | FEB          | MAR          | APR          | MAY          | JUN          | JUL          | AUG          | SEP          | OCT          | NOV          | DEC          | Total          | % Hardwire v Wireless |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|-----------------------|--------|
| 911 Calls/ Hardwire         | 1,070        | 845          | 1,070        | 1,053        | 1,105        | 1,211        | 1,291        | 1,261        | 1,269        | 1,249        | 1,282        | 1,215        | 13,921         | Hardwire              | 44.92% |
| 911 Calls/ Wireless         | 1,487        | 1,350        | 1,553        | 1,210        | 1,341        | 1,470        | 1,318        | 1,378        | 1,424        | 1,511        | 1,462        | 1,568        | 17,072         | Wireless              | 55.08% |
| Non-Emergency Calls         | 6,492        | 5,641        | 5,962        | 6,355        | 6,174        | 6,892        | 7,241        | 6,781        | 6,405        | 6,718        | 6,191        | 6,479        | 77,331         |                       |        |
| <b>Total Incoming Calls</b> | <b>9,049</b> | <b>7,836</b> | <b>8,585</b> | <b>8,618</b> | <b>8,620</b> | <b>9,573</b> | <b>9,850</b> | <b>9,420</b> | <b>9,098</b> | <b>9,478</b> | <b>8,935</b> | <b>9,262</b> | <b>108,324</b> |                       |        |
| CAD Reports                 | 5,060        | 4,764        | 5,350        | 5,093        | 5,525        | 5,500        | 5,690        | 5,991        | 5,636        | 5,761        | 5,427        | 5,348        | 65,145         |                       |        |

| 2003                        | JAN          | FEB          | MAR          | APR           | MAY          | JUN           | JUL          | AUG           | SEP          | OCT          | NOV          | DEC          | Total          | % Hardwire v Wireless |        |
|-----------------------------|--------------|--------------|--------------|---------------|--------------|---------------|--------------|---------------|--------------|--------------|--------------|--------------|----------------|-----------------------|--------|
| 911 Calls/ Hardwire         | 1,117        | 945          | 1,239        | 1,615         | 1,174        | 1,340         | 1,365        | 1,325         | 1,227        | 1,145        | 1,170        | 1,159        | 14,821         | Hardwire              | 45.82% |
| 911 Calls/ Wireless         | 1,204        | 1,260        | 1,466        | 1,708         | 1,317        | 1,497         | 1,587        | 1,700         | 1,361        | 1,537        | 1,476        | 1,410        | 17,523         | Wireless              | 54.18% |
| Non-Emergency Calls         | 6,545        | 6,079        | 6,778        | 7,687         | 6,450        | 7,229         | 6,768        | 7,213         | 6,595        | 6,453        | 5,980        | 6,059        | 79,836         |                       |        |
| <b>Total Incoming Calls</b> | <b>8,866</b> | <b>8,284</b> | <b>9,483</b> | <b>11,010</b> | <b>8,941</b> | <b>10,066</b> | <b>9,720</b> | <b>10,238</b> | <b>9,183</b> | <b>9,135</b> | <b>8,626</b> | <b>8,628</b> | <b>112,180</b> |                       |        |
| CAD Reports                 | 5,001        | 4,552        | 5,506        | 6,102         | 5,579        | 5,594         | 5,623        | 5,608         | 5,729        | 5,749        | 5,398        | 5,244        | 65,685         |                       |        |

| 2002                        | JAN          | FEB          | MAR          | APR          | MAY          | JUN           | JUL           | AUG           | SEP          | OCT           | NOV          | DEC          | Total          | % Hardwire v Wireless |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|---------------|---------------|---------------|--------------|---------------|--------------|--------------|----------------|-----------------------|--------|
| 911 Calls/ Hardwire         | 1,452        | 1,173        | 1,510        | 1,516        | 1,825        | 2,661         | 1,843         | 1,946         | 1,640        | 1,252         | 1,136        | 1,114        | 19,068         | Hardwire              | 58.91% |
| 911 Calls/ Wireless         | 956          | 1,037        | 1,062        | 1,075        | 845          | 338           | 1,072         | 1,054         | 1,104        | 1,819         | 1,604        | 1,335        | 13,301         | Wireless              | 41.09% |
| Non-Emergency Calls         | 7,057        | 6,093        | 7,331        | 7,001        | 7,990        | 7,161         | 7,643         | 7,509         | 7,119        | 7,424         | 6,865        | 6,594        | 85,787         |                       |        |
| <b>Total Incoming Calls</b> | <b>9,465</b> | <b>8,303</b> | <b>9,903</b> | <b>9,592</b> | <b>9,860</b> | <b>10,160</b> | <b>10,558</b> | <b>10,509</b> | <b>9,863</b> | <b>10,495</b> | <b>9,605</b> | <b>9,043</b> | <b>117,356</b> |                       |        |
| CAD Reports                 | 4,932        | 4,545        | 5,380        | 5,485        | 5,838        | 5,814         | 5,910         | 5,707         | 5,388        | 5,590         | 5,450        | 5,092        | 65,131         |                       |        |

| 2001 | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | Total | % Hardwire v Wireless |  |
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----------------------|--|
|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----------------------|--|

|                             |              |              |              |              |              |               |               |               |              |              |              |              |                |          |        |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|---------------|---------------|---------------|--------------|--------------|--------------|--------------|----------------|----------|--------|
| 911 Calls/ Hardwire         | 1,190        | 1,107        | 1,137        | 1,256        | 1,567        | 1,514         | 1,549         | 1,652         | 3,257        | 3,257        | 3,257        | 3,257        | 24,000         | Hardwire | 52.23% |
| 911 Calls/ Wireless         | 1,386        | 1,112        | 1,179        | 1,034        | 971          | 1,058         | 1,099         | 1,082         | 3,257        | 3,257        | 3,257        | 3,257        | 21,949         | Wireless | 47.77% |
| Non-Emergency Calls         | 7,231        | 6,609        | 7,247        | 7,245        | 7,291        | 8,335         | 7,744         | 8,030         | 3,257        | 3,257        | 3,257        | 3,257        | 72,760         |          |        |
| <b>Total Incoming Calls</b> | <b>9,807</b> | <b>8,828</b> | <b>9,563</b> | <b>9,535</b> | <b>9,829</b> | <b>10,907</b> | <b>10,392</b> | <b>10,764</b> | <b>9,771</b> | <b>9,771</b> | <b>9,771</b> | <b>9,771</b> | <b>118,720</b> |          |        |
| CAD Reports                 | 3,912        | 3,667        | 3,795        | 3,837        | 3,989        | 4,305         | 4,660         | 5,574         | 5,171        | 5,171        | 5,171        | 5,171        | 54,426         |          |        |

| 2000                        | JAN          | FEB          | MAR          | APR          | MAY           | JUN           | JUL           | AUG           | SEP          | OCT          | NOV          | DEC           | Total          | % Hardwire v Wireless |        |
|-----------------------------|--------------|--------------|--------------|--------------|---------------|---------------|---------------|---------------|--------------|--------------|--------------|---------------|----------------|-----------------------|--------|
| 911 Calls/ Hardwire         | 1,216        | 1,034        | 1,348        | 1,327        | 1,406         | 1,390         | 1,726         | 1,441         | 1,283        | 1,309        | 1,184        | 1,267         | 15,931         | Hardwire              | 53.04% |
| 911 Calls/ Wireless         | 865          | 952          | 1,105        | 1,035        | 1,173         | 1,231         | 1,235         | 1,449         | 1,149        | 1,151        | 1,152        | 1,614         | 14,102         | Wireless              | 46.96% |
| Non-Emergency Calls         | 6,822        | 6,333        | 7,243        | 6,624        | 7,568         | 7,411         | 7,523         | 7,716         | 6,939        | 7,350        | 6,986        | 8,010         | 86,525         |                       |        |
| <b>Total Incoming Calls</b> | <b>8,903</b> | <b>8,319</b> | <b>9,696</b> | <b>8,986</b> | <b>10,147</b> | <b>10,032</b> | <b>10,484</b> | <b>10,606</b> | <b>9,371</b> | <b>9,810</b> | <b>9,322</b> | <b>10,891</b> | <b>116,567</b> |                       |        |
| CAD Reports                 | 3,543        | 3,670        | 4,002        | 3,695        | 4,318         | 4,216         | 4,303         | 4,314         | 4,030        | 4,149        | 3,796        | 4,243         | 48,279         |                       |        |