# 2013 Statistical Abstract

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# ***Highlights***

## ***Black Forest Fire***

- The Black Forest Fire started near Shoup Road and Highway 83 in El Paso County on Tuesday, June 11, 2013. The final figures show that 486 homes were burned, 37 were damaged, and two people tragically lost their lives, surpassing the Waldo Canyon Fire as the most destructive wildfire in Colorado history. The fire was declared 100% contained on June 20, 2013. The CSFD support of this fire included $300,000 of reimbursable expenses billed to the State/Federal government – primarily related to fire suppression activities, but also includes staff support of the Emergency Operations Center.

## ***September Floods***

- The Colorado Springs Fire Department responded to the flood event(s) of September 11-September 16, 2013, providing emergency services through numerous flood rescues. The City qualified for a grant to repair much of the damaged infrastructure that occurred as a result of the floods and CSFD Finance Staff is working with the relevant City resources on the fire portion of the reimbursement. Total damage is estimated at $8,877,638 in both public and private property[1].

## ***Standards of Response Coverage***

- 8-minute first company response coverage has remained essentially constant from 2008 through 2013. Only one Planning Evaluation Zone, PEZ 9, has first company response below 80%. This is expected to improve as the department continues to realize the benefits of having opened Station 21 in August 2013.
- 12-minute structure fire response coverage in the city has remained above the 90% objective for two years, although structure fire coverage remains below the 90% objective in several Planning Evaluation Zones. Planning Evaluation Zone 3 recorded the least effective coverage which can be attributed to both its difficult terrain as well as statistical variation.

## ***Incident Trends***

- The rate of incidents per 1,000 residents increased slightly from 128.4 in 2012 to 128.6 in 2013. Over the past decade, the total fire service incident rate per unit of population has shown a relatively consistent increase. Thus, the CSFD is receiving more calls for assistance per resident today than it did ten years ago.
- The number of fires of all types experienced by the City had remained relatively constant over the past decade. However, it dropped significantly in 2013. From 2003 to 2012, the City experienced an annual average of 792 fire incidents, and in 2013 the City experienced a statistically significant decrease of 24% to 600 fire indicents.
- The number of medical incidents serviced by the CSFD has continued to rise. Actual medical incidents increased to over 36,500 calls in 2013. However, on a population-adjusted basis, the rate of medical incidents has remained consistent. Medical incidents have remained near 80 per 1,000 residents per year over the past decade.
- Other types of fire service incidents, including service calls, good intent calls, and false alarms continue to rise. On a population-adjusted basis, these categories of incidents have increased significantly over the past decade and this trend is expected to continue in the near future.

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[1]These costs were provided by the City FEMA Public Assistance Grant Adminstrator and documented in the FEMA Modeling Task Force report dated February 24, 2013. They include FEMA-verified individual assistance, estimated public assistance project dollars, and estimated National Flood Insurance Program (NFIP) claims. Though these costs are for the City of Colorado Springs, they are not necessarily included in CSFD's reported dollars-lost due to the nature of the department's involvement in emergency response operations during this incident.

## ***Fire Service Costs***

- Total expenditures for fire services in Colorado Springs during 2013 were slightly higher than those in 2012. However, on an inflation-adjusted basis, 2013 CSFD expenditures were less than every previous year since 2005, except for 2012. Over this same period, the City's population increased by approximately 55,300 residents. Thus, when adjusted for population and inflation, total fire service costs have been decreasing steadily since 2005 and are the lowest they have been in the last 11 years.
- Fire service costs are expected to rise in 2014 to fund the compensation study results and overtime, as well as the implementation of a new ambulance contract and opening of Station 22.

## ***Data regarding Stations 21 and 22***

- Since Station 21 opened in August of 2013, any data regarding Station 21 is only for a partial year.
- The response area for Station 22 was defined in June of 2013. However, this station is not yet opened.

# ***Terms and Definitions***

**Analytical**

- CAGR: Compound Annual Growth Rate. The year-over-year growth rate over a number of years. Assumes constant growth rate.

**Incident/Categorization**

- Incident: A call received by the Communications Center through 911 to which at least one CSFD apparatus was assigned.
- Emergent Response Incident: An incident to which the apparatus responded "emergent" (lights and sirens) the entire route. Only incidents where the apparatus responded emergent the entire route are included in response coverage figures.
- Computer Aided Dispatch (CAD) Category: The category assigned to the incident by dispatch. Please see next page for a list of Computer Aided Dispatch (CAD) categories.
- MPDS Category: Medical Priority Dispatch System. A five-digit code and method used to classify and prioiritize medical incidents.
- MPDS Priority: A value usually ranging from A to E, with A being the least emergent category and E being the greatest.
- Situation Found: Multiple "situations found" can be identified for an incident. Unless otherwise stated, all tables and graphs are categorized by the primary situation found. (Alternatively, calls may be classified by "CAD Category." These tables are explicitly identified.)

**Effective Force/Response Coverage**

- Coverage: The percentage of time that the fire department meets its response coverage goals.
- 8-Minute First Company Response Coverage (8-Min FCR): Measure is defined as arrival of the first apparatus. The goal is to arrive to any incident within 8 minutes, 90% of the time.
- 12-Minute Structure Fire Response (12-Min SFIR): Effective Force is defined as arrival of two engines and one truck. The goal is for the effective force to arrive at a structure fire within 12 minutes, 90% of the time.

**Geographical**

- Fire Demand Zone (FDZ): There are over 2,000 FDZ's defined by the City of Colorado Springs. FDZ's are the smallest geographical unit at which incident rates are measured by the CSFD. Many FDZ's make up a Planning Evaluation Zone, though not all established FDZ's have been incorporated into the city.
- First Due Response Area: Formally referred to as a "Still District." The area immediately surrounding a station; during an incident, the area to which a particular station is the first station assigned. If the first due station is out of service, the second due station is called, etc.
- Planning Evaluation Zone (PEZ): There are 9 Planning Evaluation Zones in the city. Coverage statistics and standards are often evaluated at both the PEZ and city levels.

**Time Definitions**

- Alarm Time: This is the time the alarm is received by the 911 call center.
- Dispatched Time: This is the time a CSFD company is assigned to the call.
- Response Time: This is the time the CSFD company is enroute and begins traveling towards an incident.
- Arrival Time: This is the time the CSFD company arrives to the incident.

**Response Time Measurements**

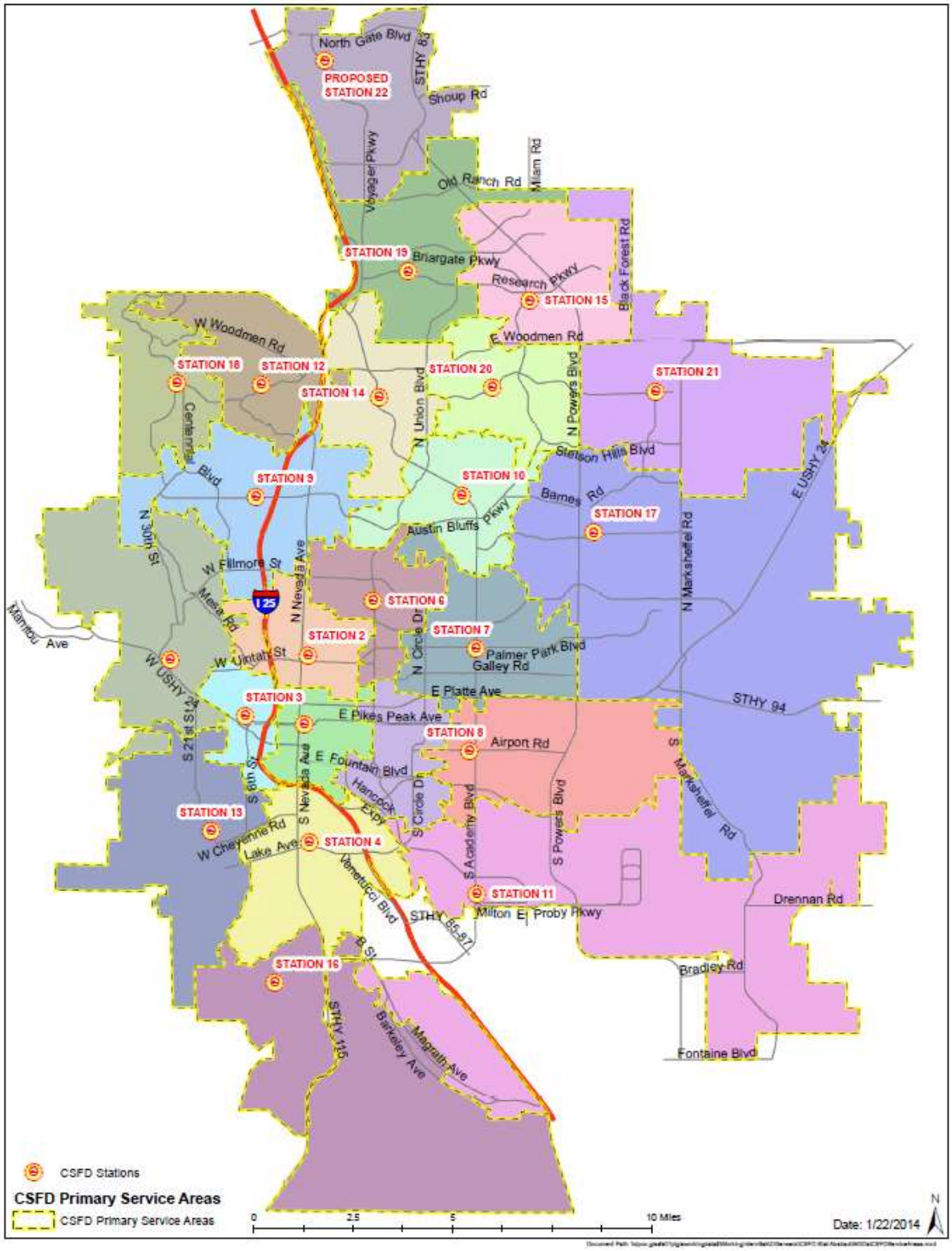
- Turn-Out Time: This is the difference between dispatched time and response time.
- Company Response Time: This is the difference between dispatched time and arrival time.
- Total Response Time: This is the difference between alarm time and and arrival time.

**Computer Aided Dispatch (CAD) Codes**

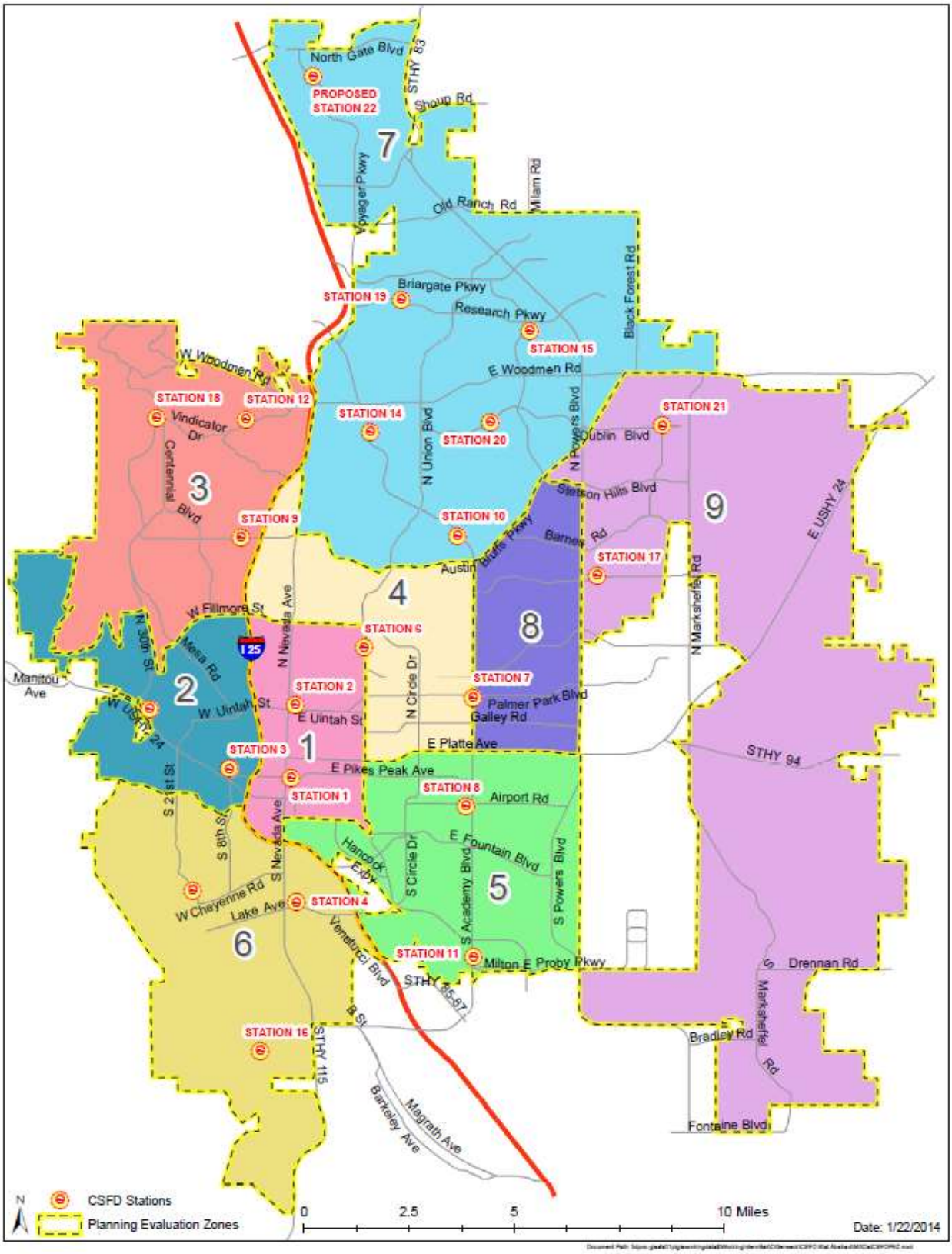
| Code | Description |
|---|---|
| ATAL | Automatic Alarm |
| ATCO | Automatic Alarm - Carbon Dioxide |
| ATMA | Automatic Alarm - Medical |
| GFIR | Grass Fire |
| HAZCND | Hazardous Condition |
| HZMT | Hazardous Material |
| INV | Investigation |
| MED | Medical |
| MUA | Mutual Aid |
| OTHER | Other |
| OthFir | Other Fire |
| Resc | Rescue |
| SFIR | Structure Fire |
| TA | Traffic Accident |
| TEMS | Tactical Emergency Medical Services |
| VFIR | Vehicle Fire |

# Service Area Maps

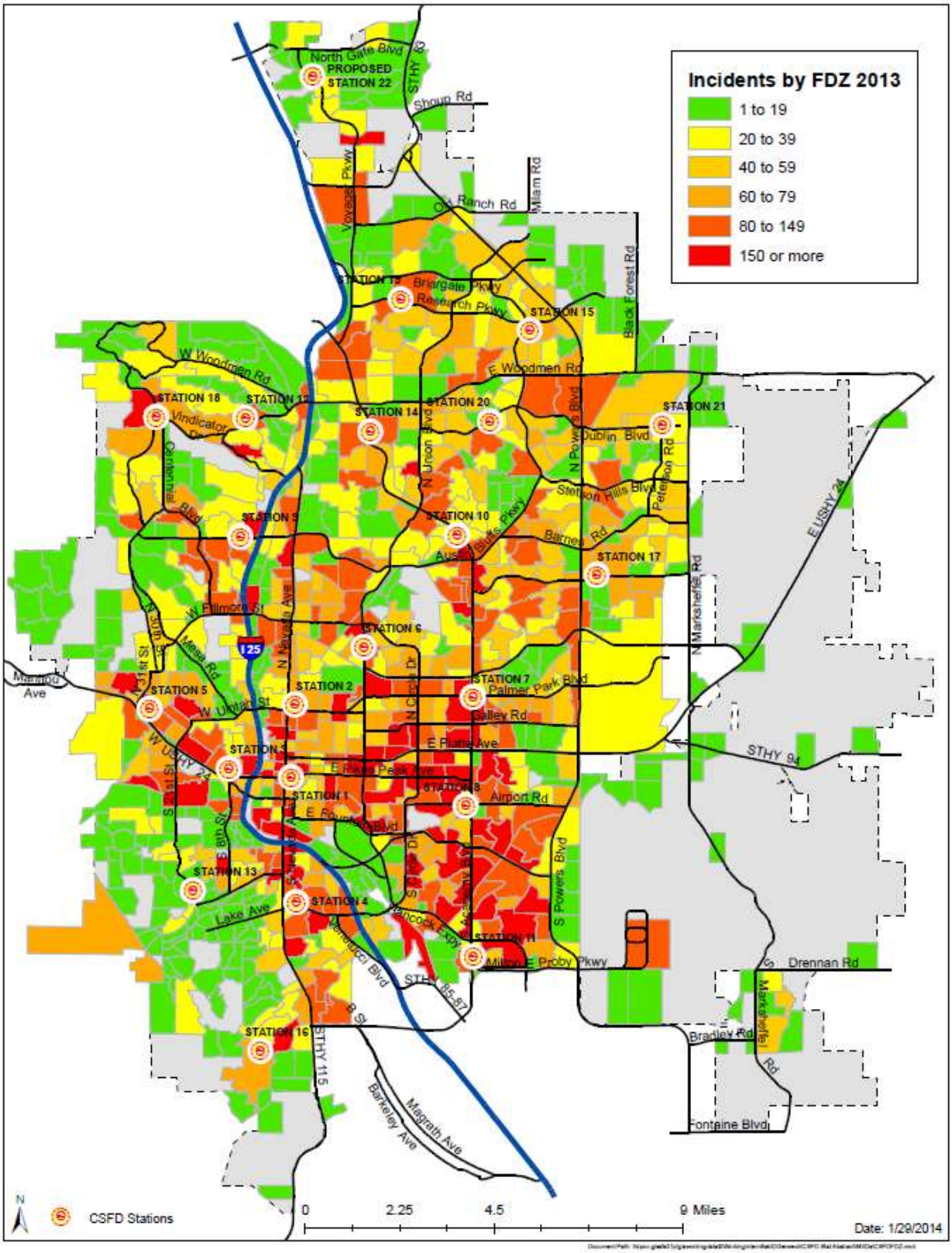
## Fire Station Locations & First Due Response Areas



## ***Planning Evaluation Zones***



## ***Geographic Distribution of Incidents by FDZ***



# Finances & Staffing

## Colorado Springs Statistics

| | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Population (000)[1] | 378.8 | 383.1 | 391.8 | 394.9 | 401.2 | 407.7 | 420.5 | *426.9* | *432.4* | *438.4* | *446.4* |
| Fire Stations | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 20 | 21 | 21 |

[1] Source: 2014 Budget (Oct 7, 2013) Colorado Springs at Glance, Community Profile, and GFOS Award

## CSFD Budget and Per Capita Cost

| | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| General Fund ($M) | 34.46 | 40.10 | 40.27 | 40.28 | 39.59 | 40.60 | 40.60 | 42.89 | 42.09 | 42.72 | 45.73 |
| PSST ($M) | 10.14 | 9.57 | 12.02 | 10.88 | 12.86 | 10.96 | 11.00 | 11.42 | 12.13 | 13.19 | 14.62 |
| Grants ($M) | | | | 0.99 | 3.58 | 2.83 | 3.08 | 2.76 | 1.80 | 2.00 | 1.00 |
| Total Funding ($M) | 44.60 | 49.67 | 52.29 | 52.15 | 56.04 | 54.39 | 54.68 | 57.07 | 56.02 | 57.91 | 61.35 |
| Per Capita Fire Cost ($) | 117.74 | 129.65 | 133.45 | 132.07 | 139.67 | 133.40 | 130.02 | *133.69* | *129.55* | *132.10* | *137.42* |
| Denver-Boulder CPI[2] | 187.00 | 190.90 | 197.70 | 202.03 | 209.90 | 208.55 | 212.45 | 220.29 | 224.57 | *230.18* | *235.94* |
| Funding (Y2010 $M) | 50.67 | 55.27 | 56.19 | 54.84 | 56.72 | 55.41 | 54.68 | 55.04 | 53.00 | *53.45* | *55.24* |
| Per Capita Cost (Y2010 $) | 133.76 | 144.29 | 143.41 | 138.88 | 141.37 | 135.89 | 130.02 | *128.93* | *122.56* | *121.92* | *123.74* |

[2] Source: Colorado Department of Local Affairs and extrapolation
Note: Items in Italics are estimates or quantities derived from estimates.

## CSFD Staffing Trend

| | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Sworn Personnel | 415.00 | 428.00 | 446.00 | 452.00 | 452.00 | 433.00 | 418.00 | 416.00 | 412.00 | 412.00 | 412.00 |
| Non-Sworn Personnel | 60.25 | 61.25 | 60.25 | 62.25 | 54.25 | 48.75 | 48.50 | 49.75 | 45.75 | 43.25 | 49.25 |
| Special Positions | 2.00 | 2.00 | 2.00 | 2.00 | 4.25 | 5.00 | 4.75 | 5.00 | 4.50 | 17.00 | 15.00 |
| Total Staffing | 477.25 | 491.25 | 508.25 | 516.25 | 510.50 | 486.75 | 471.25 | 470.75 | 462.25 | 472.25 | 476.25 |

Note: In 2012, OEM began reporting to the Chief of Staff and is not included in staffing numbers.

## CSFD Staffing per 1,000 Population

| | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Sworn Personnel | 1.10 | 1.12 | 1.14 | 1.14 | 1.13 | 1.06 | 1.00 | 0.98 | *0.96* | *0.94* | *0.93* |
| Non-Sworn Personnel | 0.16 | 0.16 | 0.15 | 0.16 | 0.14 | 0.12 | 0.12 | 0.12 | *0.11* | *0.10* | *0.11* |
| **Total Staffing** | **1.26** | **1.28** | **1.30** | **1.31** | **1.27** | **1.19** | **1.12** | **1.11** | ***1.08*** | ***1.08*** | ***1.07*** |

Note: Items in Italics are estimates or quantities derived from estimates.

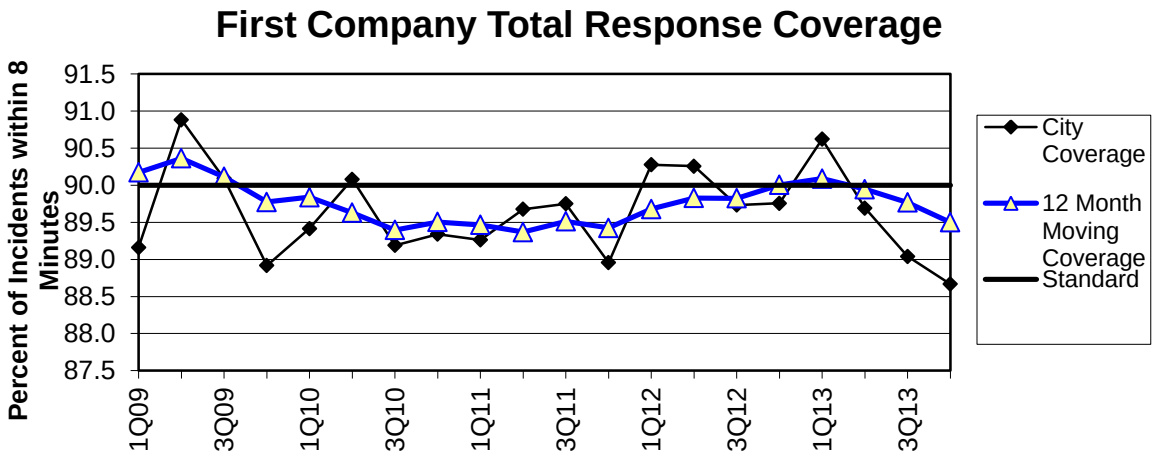
## Fire Loss & Death Trend

| | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 10-yr Avg |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Fire Loss ($M)[3] | 5.54 | 4.15 | 6.34 | 11.30 | 8.83 | 12.96 | 8.30 | 5.85 | 117.32 | 10.30 | 19.09 |
| Per Capita Loss ($) | *14.40* | *10.06* | *16.19* | *28.62* | *22.01* | *31.79* | *19.79* | *13.78* | *273.03* | *23.61* | 45.33 |
| Civilian Fire Deaths | 3.00 | 2.00 | 3.00 | 2.00 | 3.00 | 4.00 | - | 2.00 | 2.00 | 2.00 | 2.30 |
| Deaths/100,000 Pop | *0.78* | *0.52* | *0.77* | *0.51* | *0.75* | *0.98* | - | *0.47* | *0.47* | *0.46* | 0.57 |
| Civilian Fire Injuries | 48.00 | 32.00 | 38.00 | 39.00 | 21.00 | 31.00 | 51.00 | 49.00 | 34.00 | 30.00 | 37.30 |

[3]Fire loss in 2012 includes property damage associated with the Waldo Canyon Fire which was $109.7 million of the total.

# Standards of Coverage

## 8-Minute First Fire Company Coverage Trend

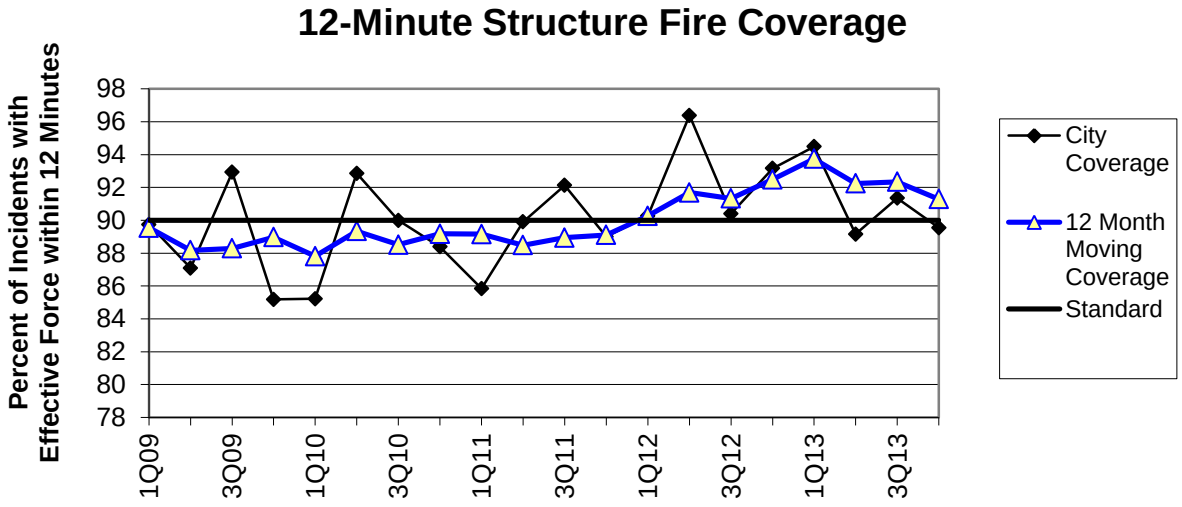



## 8-Minute First Company Response Coverage Quarterly Trend

| Quarter | PEZ 1 | PEZ 2 | PEZ 3 | PEZ 4 | PEZ 5 | PEZ 6 | PEZ 7 | PEZ 8 | PEZ 9 | City | 12 Month Moving Coverage[1] |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1Q09 | 95.7 | 89.7 | 85.3 | 93.2 | 89.7 | 88.9 | 85.3 | 91.1 | 72.6 | 89.2 | 90.2 |
| 2Q09 | 97.5 | 93.0 | 84.2 | 92.4 | 90.1 | 90.0 | 88.9 | 95.4 | 77.3 | 90.9 | 90.3 |
| 3Q09 | 96.3 | 91.7 | 83.9 | 94.9 | 90.2 | 89.2 | 85.7 | 94.9 | 72.8 | 90.1 | 90.1 |
| 4Q09 | 97.2 | 89.5 | 84.3 | 92.4 | 89.1 | 89.8 | 81.9 | 93.8 | 74.1 | 88.9 | 89.8 |
| 1Q10 | 95.9 | 90.1 | 84.9 | 93.3 | 87.5 | 90.2 | 85.6 | 93.2 | 75.7 | 89.4 | 89.8 |
| 2Q10 | 96.3 | 91.5 | 85.0 | 92.0 | 90.3 | 89.9 | 87.1 | 94.0 | 73.2 | 90.1 | 89.6 |
| 3Q10 | 96.3 | 90.2 | 83.2 | 91.3 | 88.7 | 89.9 | 84.6 | 92.8 | 76.3 | 89.2 | 89.4 |
| 4Q10 | 96.7 | 91.5 | 84.1 | 91.8 | 88.4 | 89.4 | 84.5 | 93.3 | 74.5 | 89.3 | 89.5 |
| 1Q11 | 96.5 | 91.7 | 84.4 | 91.6 | 88.9 | 89.5 | 84.9 | 93.2 | 74.9 | 89.5 | 89.5 |
| 2Q11 | 96.6 | 92.2 | 85.0 | 91.9 | 88.1 | 89.4 | 84.6 | 93.0 | 74.6 | 89.4 | 89.3 |
| 3Q11 | 96.4 | 93.0 | 85.5 | 92.4 | 87.9 | 89.9 | 84.9 | 92.8 | 74.1 | 89.5 | 89.4 |
| 4Q11 | 96.3 | 93.0 | 85.4 | 92.7 | 87.7 | 90.5 | 84.9 | 92.2 | 73.9 | 89.4 | 89.4 |
| 1Q12 | 97.3 | 92.6 | 88.6 | 92.1 | 89.7 | 91.7 | 85.1 | 92.9 | 73.5 | 90.3 | 89.6 |
| 2Q12 | 96.4 | 93.1 | 88.8 | 92.7 | 89.2 | 90.7 | 86.0 | 91.0 | 75.4 | 90.3 | 89.9 |
| 3Q12 | 97.0 | 91.3 | 85.9 | 93.3 | 87.2 | 92.1 | 85.1 | 93.1 | 73.4 | 89.7 | 89.9 |
| 4Q12 | 96.2 | 90.7 | 88.0 | 91.7 | 88.9 | 90.4 | 86.5 | 93.9 | 75.2 | 89.8 | 90.0 |
| 1Q13 | 97.8 | 92.9 | 86.4 | 93.9 | 89.5 | 91.8 | 85.6 | 95.1 | 73.7 | 90.6 | 90.1 |
| 2Q13 | 96.9 | 92.2 | 89.5 | 93.7 | 88.0 | 90.5 | 85.9 | 91.8 | 69.0 | 89.7 | 90.0 |
| 3Q13 | 96.5 | 92.9 | 85.2 | 92.6 | 87.5 | 89.3 | 84.5 | 91.4 | 73.3 | 89.0 | 89.8 |
| 4Q13 | 95.1 | 91.9 | 85.5 | 91.2 | 87.7 | 89.4 | 84.4 | 89.6 | 80.9 | 88.7 | 89.5 |

[1]In 2013, this statistic was retroactively changed from moving "average" to "coverage" in order to match year end, annual results.
Note: Coverage is the percent of emergency incidents with first company arrival times within 8 minutes (emergent responses only).

## 12-Minute Structure Fire Effective Force Coverage Trend




## 12-Minute Structure Fire Effective Force Percentage of Coverage Trend

| Quarter | PEZ 1 | PEZ 2 | PEZ 3 | PEZ 4 | PEZ 5 | PEZ 6 | PEZ 7 | PEZ 8 | PEZ 9 | City | 12 Month Moving Coverage[1] |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1Q09 | 100.0 | 83.3 | 66.7 | 89.5 | 100.0 | 92.3 | 82.4 | 88.9 | 0.0 | 89.7 | 89.5 |
| 2Q09 | 90.9 | 71.4 | 77.8 | 75.0 | 96.2 | 100.0 | 86.7 | 83.3 | 100.0 | 87.1 | 88.2 |
| 3Q09 | 100.0 | 100.0 | 75.0 | 100.0 | 94.1 | 83.3 | 100.0 | 100.0 | 75.0 | 92.9 | 88.3 |
| 4Q09 | 88.9 | 66.7 | 100.0 | 100.0 | 90.0 | 70.0 | 77.8 | 90.0 | 100.0 | 85.2 | 89.0 |
| 1Q10 | 88.9 | 80.0 | 85.7 | 90.0 | 90.9 | 80.0 | 76.5 | 100.0 | 0.0 | 85.2 | 87.8 |
| 2Q10 | 62.5 | 88.9 | 90.0 | 100.0 | 96.7 | 88.9 | 100.0 | 100.0 | 100.0 | 92.9 | 89.3 |
| 3Q10 | 86.4 | 100.0 | 85.7 | 100.0 | 82.4 | 100.0 | 83.3 | 87.5 | 100.0 | 90.0 | 88.5 |
| 4Q10 | 91.7 | 100.0 | 70.0 | 94.4 | 96.2 | 66.7 | 90.0 | 100.0 | 50.0 | 88.4 | 89.2 |
| 1Q11 | 100.0 | 100.0 | 50.0 | 92.3 | 83.3 | 85.7 | 78.9 | 90.0 | 100.0 | 85.8 | 89.2 |
| 2Q11 | 100.0 | 100.0 | 100.0 | 77.8 | 93.8 | 91.7 | 83.3 | 90.0 | 66.7 | 89.9 | 88.5 |
| 3Q11 | 90.9 | 100.0 | 50.0 | 77.8 | 95.2 | 87.5 | 100.0 | 100.0 | 75.0 | 92.1 | 88.9 |
| 4Q11 | 100.0 | 83.3 | 80.0 | 84.6 | 91.7 | 100.0 | 78.9 | 92.3 | 0.0 | 89.0 | 89.1 |
| 1Q12 | 94.4 | 80.0 | 50.0 | 83.3 | 100.0 | 100.0 | 95.0 | 100.0 | 100.0 | 90.3 | 90.3 |
| 2Q12 | 100.0 | 83.3 | 100.0 | 100.0 | 95.2 | 100.0 | 91.7 | 100.0 | 100.0 | 96.4 | 91.7 |
| 3Q12 | 90.0 | 100.0 | 66.7 | 88.9 | 100.0 | 80.0 | 77.8 | 90.0 | 100.0 | 90.4 | 91.3 |
| 4Q12 | 100.0 | 92.9 | 66.7 | 93.8 | 100.0 | 100.0 | 82.4 | 90.0 | 0.0 | 93.2 | 92.5 |
| 1Q13 | 91.7 | 100.0 | 85.7 | 100.0 | 100.0 | 84.6 | 90.5 | 94.7 | 100.0 | 94.5 | 93.8 |
| 2Q13 | 91.7 | 100.0 | 0.0 | 80.0 | 88.9 | 100.0 | 92.9 | 88.9 | 100.0 | 89.2 | 92.3 |
| 3Q13 | 86.7 | 81.8 | 83.3 | 80.0 | 100.0 | 80.0 | 100.0 | 100.0 | 66.7 | 91.3 | 92.3 |
| 4Q13 | 91.3 | 88.9 | 66.7 | 86.4 | 87.9 | 100.0 | 86.7 | 93.3 | 100.0 | 89.6 | 91.3 |

[1]In 2013, this statistic was retroactively changed from moving "average" to "coverage" in order to match year end, annual results.
Note: Only includes incidents initially dispatched as structure fires with two engines and one ladder truck/ HR all arriving emergent.

## 8-Minute First Company Response Coverage Annual Trend

| Year | PEZ 1 | PEZ 2 | PEZ 3 | PEZ 4 | PEZ 5 | PEZ 6 | PEZ 7 | PEZ 8 | PEZ 9 | City |
|---|---|---|---|---|---|---|---|---|---|---|
| 2008 | 96.8 | 90.9 | 86.5 | 93.5 | 90.8 | 90.7 | 87.2 | 93.0 | 74.1 | 90.6 |
| 2009 | 96.7 | 91.0 | 84.4 | 93.2 | 89.8 | 89.5 | 85.4 | 93.8 | 74.2 | 89.8 |
| 2010 | 96.3 | 90.8 | 84.3 | 92.1 | 88.7 | 89.8 | 85.4 | 93.3 | 74.9 | 89.5 |
| 2011 | 96.3 | 93.0 | 85.4 | 92.7 | 87.7 | 90.5 | 85.0 | 92.2 | 73.8 | 89.4 |
| 2012 | 96.7 | 92.0 | 87.8 | 92.5 | 88.7 | 91.2 | 85.7 | 92.8 | 74.4 | 90.0 |
| 2013 | 96.6 | 92.5 | 86.6 | 92.8 | 88.2 | 90.2 | 85.1 | 92.0 | 74.3 | 89.5 |

## 12-Minute Structure Fire Response Coverage Annual Trend

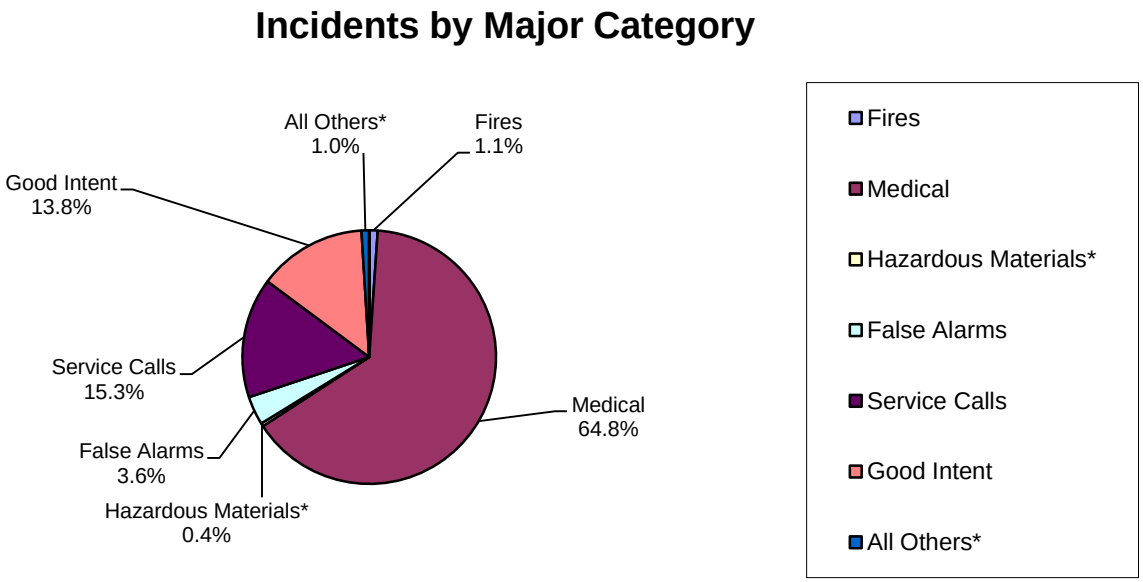
| Year | PEZ 1 | PEZ 2 | PEZ 3 | PEZ 4 | PEZ 5 | PEZ 6 | PEZ 7 | PEZ 8 | PEZ 9 | City |
|---|---|---|---|---|---|---|---|---|---|---|
| 2008 | 100.0 | 95.0 | 85.7 | 88.0 | 92.9 | 90.9 | 85.7 | 93.5 | 69.2 | 90.6 |
| 2009 | 96.1 | 83.3 | 79.2 | 88.6 | 95.1 | 85.4 | 84.5 | 90.6 | 62.5 | 89.0 |
| 2010 | 84.3 | 93.8 | 82.4 | 96.0 | 92.6 | 81.6 | 86.7 | 96.7 | 76.9 | 89.2 |
| 2011 | 97.7 | 95.5 | 73.3 | 83.0 | 90.7 | 90.9 | 85.5 | 92.9 | 75.0 | 89.1 |
| 2012 | 96.4 | 87.1 | 70.8 | 90.7 | 98.9 | 96.7 | 87.9 | 93.9 | 100.0 | 92.5 |
| 2013 | 90.3 | 90.3 | 72.2 | 87.7 | 94.2 | 92.7 | 93.0 | 94.6 | 87.5 | 91.3 |

## Incidents by PEZ

| PEZ | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 5-Yr Average | 5-Yr CAGR (%) |
|---|---|---|---|---|---|---|---|---|
| 1 | 6,013 | 6,740 | 6,801 | 7,346 | 7,257 | 7,191 | 7,067 | 3.64 |
| 2 | 4,006 | 4,607 | 4,610 | 4,957 | 4,990 | 5,326 | 4,898 | 5.86 |
| 3 | 2,771 | 2,865 | 2,808 | 3,197 | 3,287 | 3,584 | 3,148 | 5.28 |
| 4 | 5,703 | 5,977 | 5,933 | 6,205 | 6,590 | 6,869 | 6,315 | 3.79 |
| 5 | 9,647 | 10,318 | 10,117 | 10,914 | 11,460 | 11,779 | 10,918 | 4.07 |
| 6 | 5,303 | 5,972 | 6,132 | 6,491 | 6,728 | 6,757 | 6,416 | 4.97 |
| 7 | 6,791 | 7,279 | 6,908 | 7,411 | 7,553 | 7,788 | 7,388 | 2.78 |
| 8 | 3,497 | 3,780 | 3,665 | 4,157 | 4,156 | 4,296 | 4,011 | 4.20 |
| 9 | 1,985 | 2,191 | 2,150 | 2,344 | 2,463 | 2,576 | 2,345 | 5.35 |
| N/A | 143 | 154 | 153 | 116 | 153 | 202 | 156 | 7.15 |
| **Total** | **45,859** | **49,883** | **49,277** | **53,138** | **54,637** | **56,368** | **52,661** | **4.21** |

# Operations Summary

## Annual Emergency Incidents by Major Category

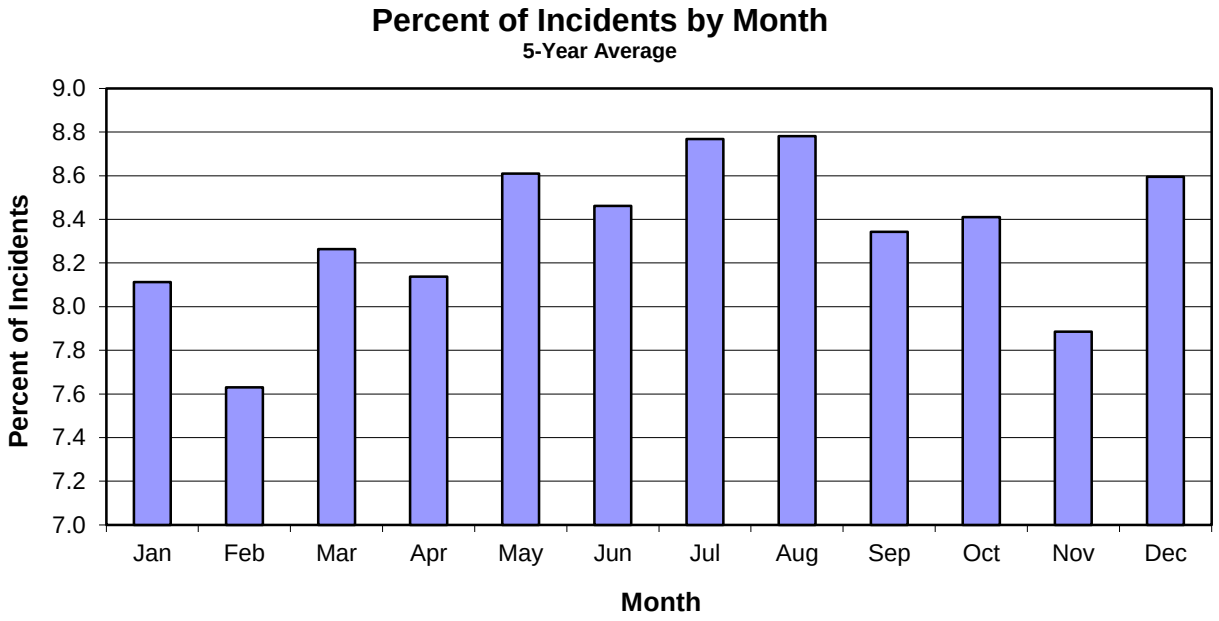



## Emergency Incident Trend by Situation Found

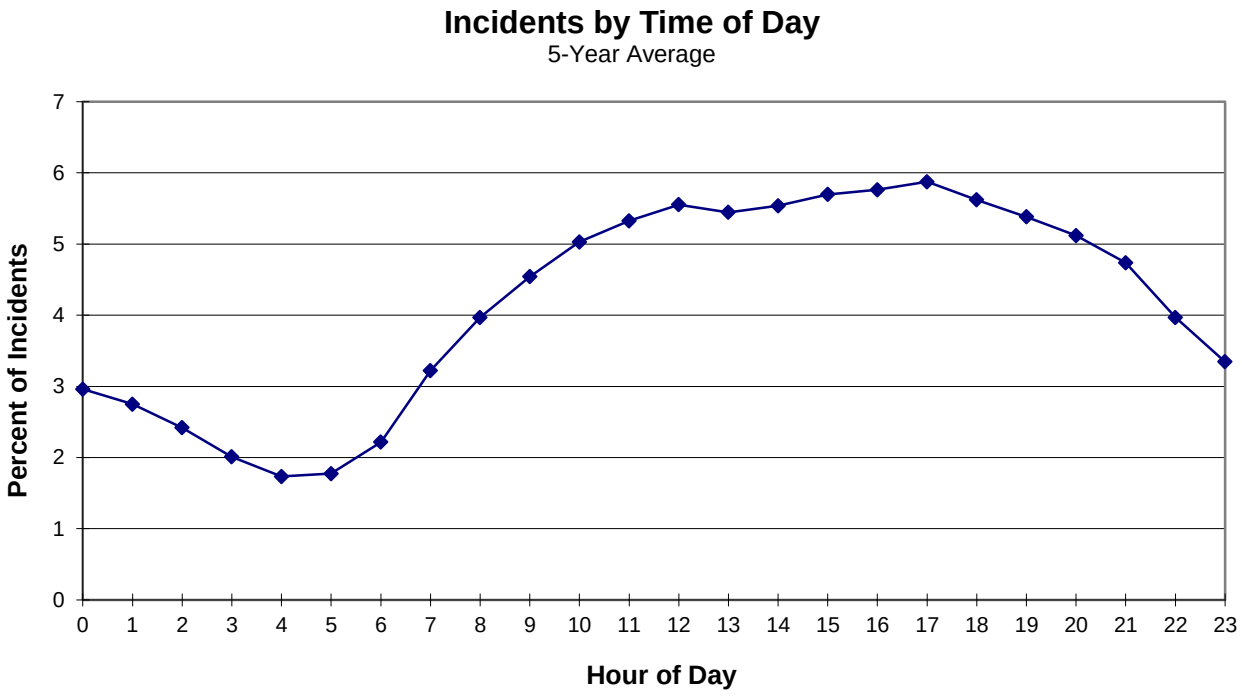
| Incident Category | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 10-Yr CAGR (%) |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Fires | 731 | 779 | 849 | 726 | 786 | 729 | 844 | 803 | 714 | 600 | -4.53 |
| Medical | 29,830 | 31,414 | 30,825 | 28,867 | 28,039 | 33,323 | 33,708 | 35,002 | 36,102 | 36,501 | 1.99 |
| Hazardous Materials[1] | 364 | 299 | 281 | 314 | 256 | 250 | 248 | 269 | 269 | 230 | -7.87 |
| False Alarms | 2,032 | 1,932 | 2,062 | 2,222 | 1,962 | 2,166 | 2,047 | 2,090 | 2,044 | 2,054 | -1.09 |
| Service Calls | 5,762 | 5,836 | 5,910 | 5,927 | 5,758 | 6,405 | 6,094 | 7,745 | 7,966 | 8,629 | 6.65 |
| Good Intent | 3,955 | 4,406 | 4,657 | 6,608 | 8,667 | 6,617 | 5,914 | 6,757 | 6,980 | 7,799 | 13.06 |
| All Others[1] | 630 | 503 | 520 | 439 | 392 | 393 | 422 | 472 | 562 | 555 | -2.14 |
| **Total** | **43,304** | **45,169** | **45,104** | **45,103** | **45,859** | **49,883** | **49,277** | **53,138** | **54,637** | **56,368** | **3.17** |

[1]Some categories were redefined over the period due to changes in the incident reporting system.

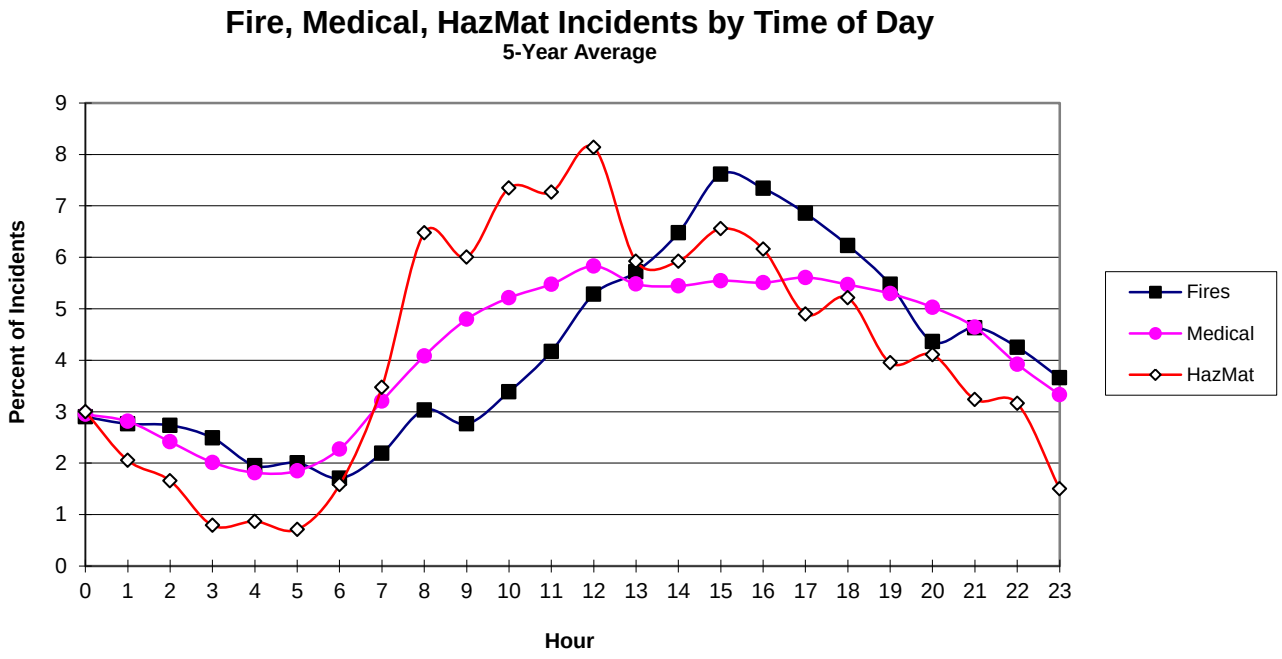
## ***Annual Emergency Incidents by Month***



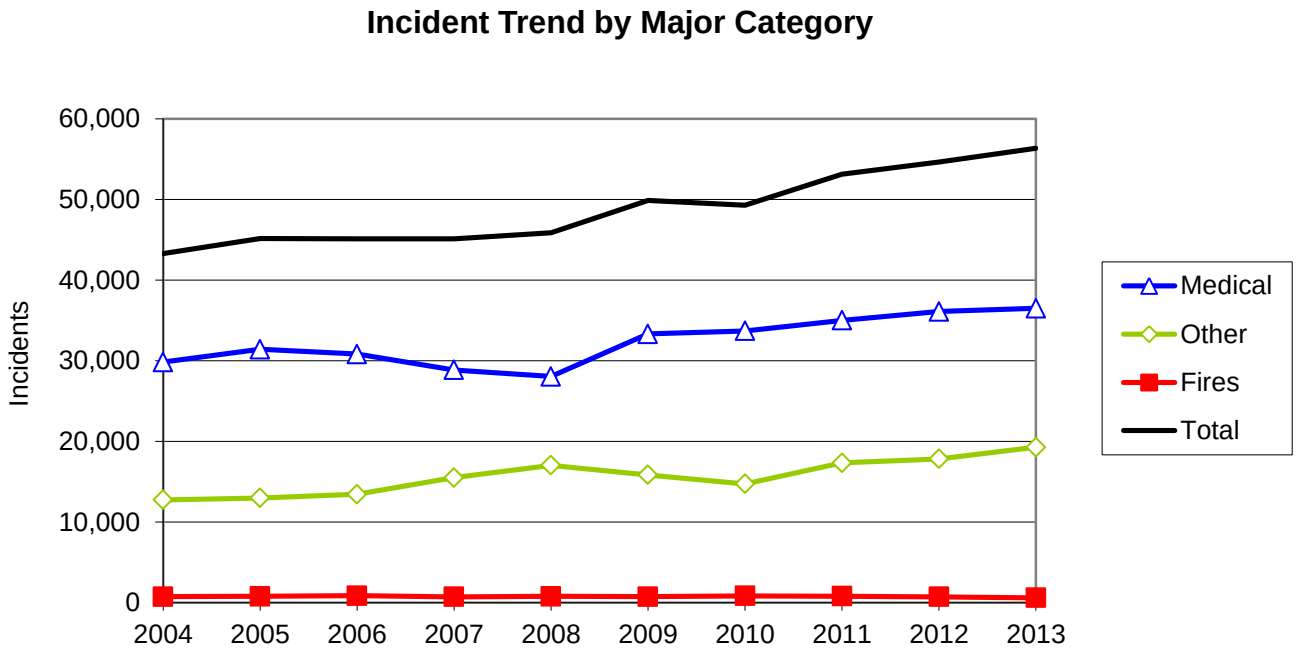

## ***Emergency Incidents by Time of Day***



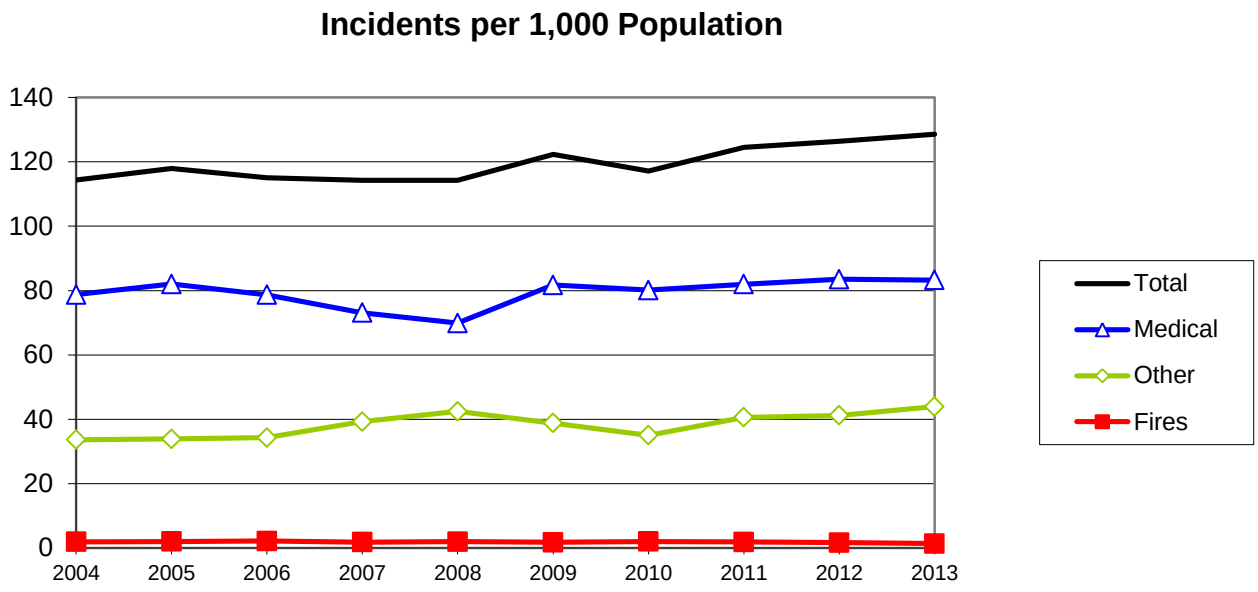
## ***Fire, Medical, and HazMat Incidents by Time of Day***



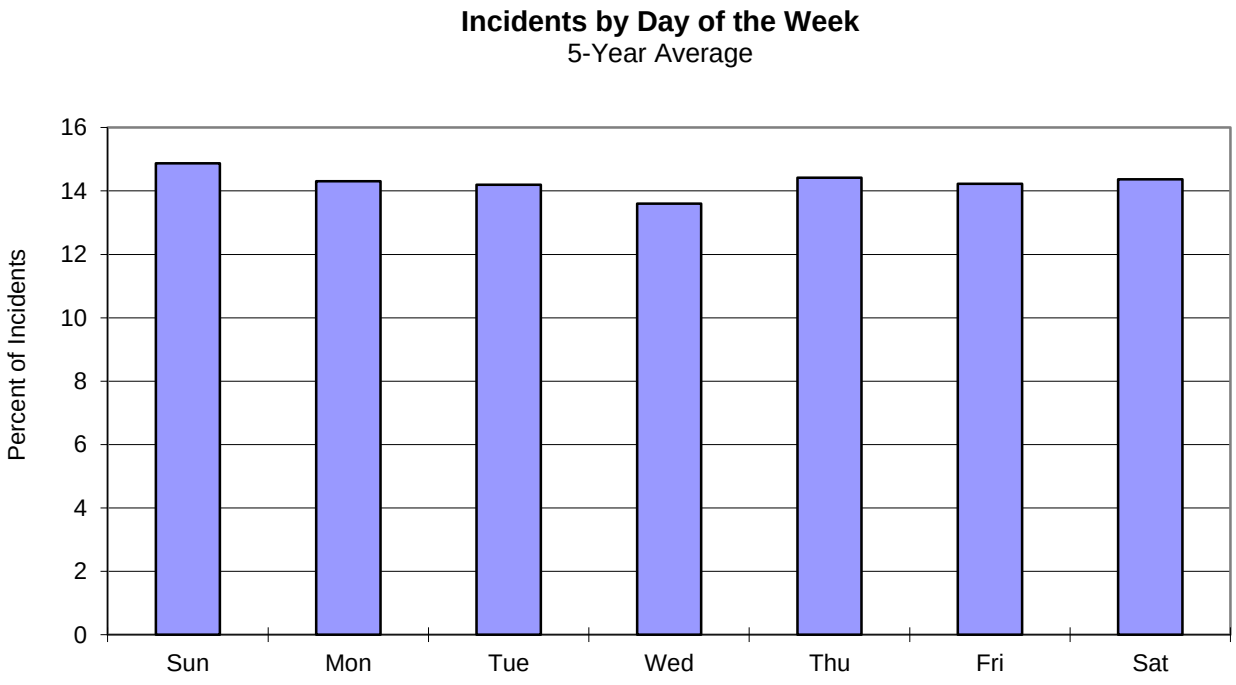

## ***Emergency Incident Trend by Situation Found Category***



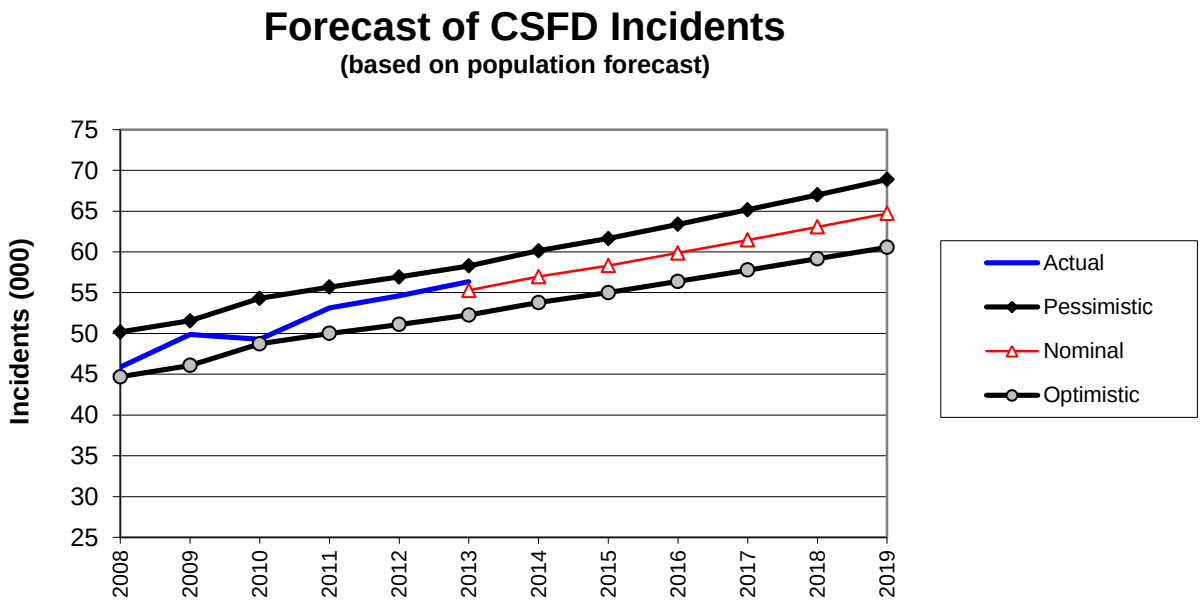
## ***Emergency Incident Trend per 1,000 Population***



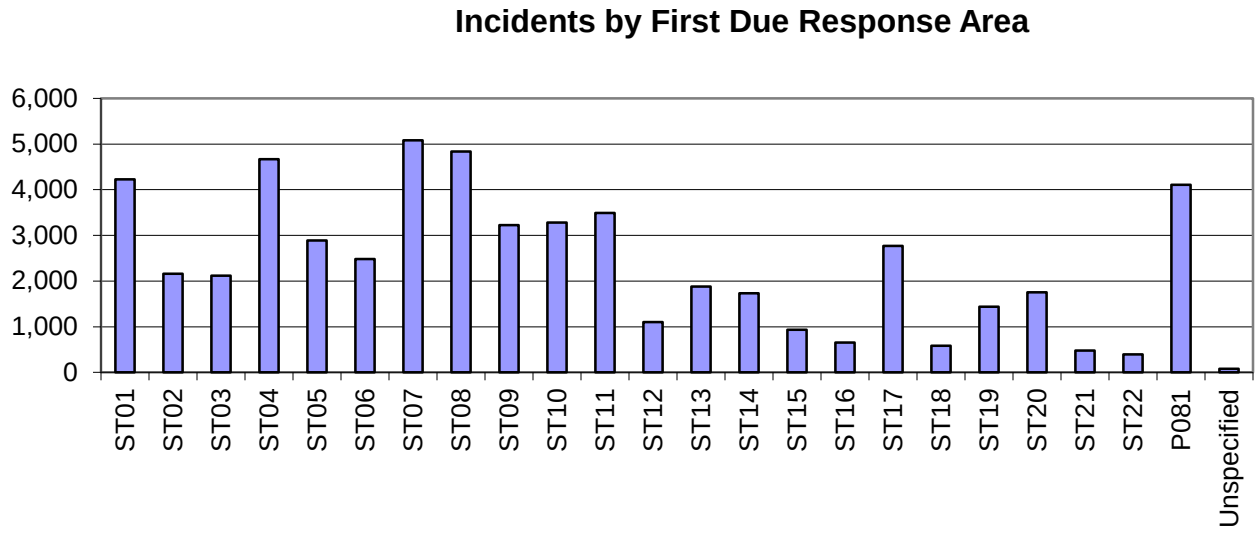

## ***Emergency Incidents by Day of the Week***



## ***Incident Forecast***



## Annual Incidents by First Due Response Area




## Incidents by First Due Response Area Trend

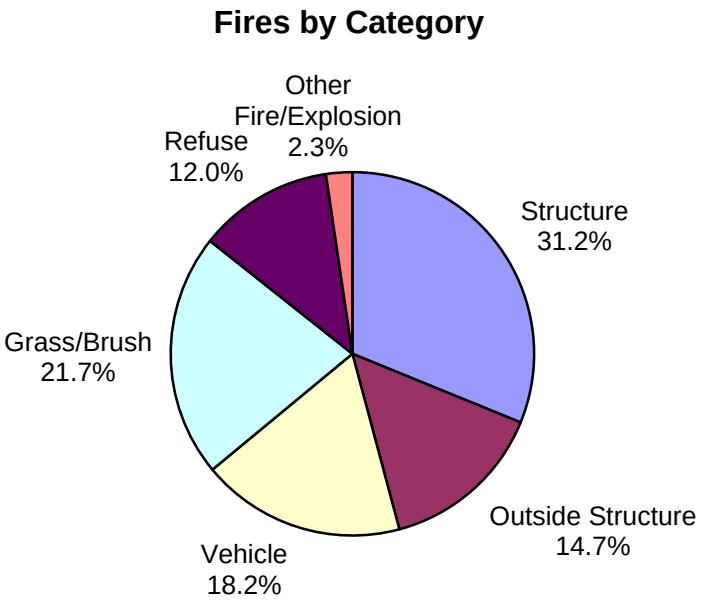
| Station | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | Annual Change (%) | 5 Year CAGR (%) |
|---|---|---|---|---|---|---|---|---|
| ST01 | 3,479 | 3,957 | 3,732 | 4,304 | 4,047 | 4,225 | 4.40 | 3.96 |
| ST02 | 1,943 | 2,126 | 2,137 | 2,196 | 2,235 | 2,161 | -3.31 | 2.15 |
| ST03 | 1,557 | 2,035 | 2,129 | 2,064 | 1,940 | 2,116 | 9.07 | 6.33 |
| ST04 | 3,761 | 4,089 | 4,102 | 4,527 | 4,514 | 4,671 | 3.48 | 4.43 |
| ST05 | 2,102 | 2,316 | 2,399 | 2,570 | 2,739 | 2,887 | 5.40 | 6.55 |
| ST06 | 2,327 | 2,386 | 2,319 | 2,416 | 2,456 | 2,479 | 0.94 | 1.27 |
| ST07 | 4,034 | 4,245 | 4,186 | 4,442 | 4,658 | 5,080 | 9.06 | 4.72 |
| ST08 | 4,351 | 4,851 | 4,670 | 5,042 | 5,040 | 4,833 | -4.11 | 2.12 |
| ST09 | 2,260 | 2,314 | 2,251 | 2,656 | 2,878 | 3,227 | 12.13 | 7.38 |
| ST10 | 2,727 | 3,041 | 3,070 | 3,351 | 3,340 | 3,279 | -1.83 | 3.76 |
| ST11 | 2,747 | 3,088 | 3,152 | 3,356 | 3,402 | 3,492 | 2.65 | 4.92 |
| ST12 | 985 | 997 | 966 | 1,156 | 1,131 | 1,102 | -2.56 | 2.27 |
| ST13 | 1,576 | 1,608 | 1,671 | 1,723 | 1,864 | 1,878 | 0.75 | 3.57 |
| ST14 | 1,246 | 1,366 | 1,202 | 1,287 | 1,565 | 1,732 | 10.67 | 6.81 |
| ST15 | 810 | 796 | 799 | 851 | 847 | 934 | 10.27 | 2.89 |
| ST16 | 386 | 507 | 488 | 578 | 666 | 657 | -1.35 | 11.22 |
| ST17 | 2,436 | 2,708 | 2,609 | 2,900 | 2,929 | 2,768 | -5.50 | 2.59 |
| ST18 | 594 | 660 | 605 | 588 | 603 | 587 | -2.65 | -0.24 |
| ST19 | 1,967 | 2,053 | 2,049 | 2,147 | 1,958 | 1,438 | -26.56 | -6.07 |
| ST20 | 1,374 | 1,531 | 1,308 | 1,548 | 1,690 | 1,756 | 3.91 | 5.03 |
| ST21 | N/A | N/A | N/A | N/A | N/A | 482 | N/A | N/A |
| ST22 | N/A | N/A | N/A | N/A | N/A | 394 | N/A | N/A |
| P081 | 3,123 | 3,163 | 3,387 | 3,374 | 4,068 | 4,110 | 1.03 | N/A |
| Unspecified | 74 | 46 | 46 | 62 | 67 | 80 | 19.40 | N/A |
| **Total** | **45,859** | **49,883** | **49,277** | **53,138** | **54,637** | **56,368** | **3.17** | **4.21** |

## ***Annual Incidents by First Due Response Area and Situation Found Category***

| Station | False Alarm | Fire | Good Intent - Cancel | Good Intent- Other | Hazardous Condition | Haz Mat | Medical | Other | Rescue | Rupture | Service Call | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ST01 | 137 | 29 | 43 | 701 | 11 | 12 | 2,515 | 14 | 13 | 1 | 749 | 4,225 |
| ST02 | 99 | 24 | 29 | 261 | 6 | 13 | 1,316 | 4 | 6 | 2 | 401 | 2,161 |
| ST03 | 42 | 32 | 11 | 316 | 2 | 3 | 1,361 | 2 | 6 | 1 | 340 | 2,116 |
| ST04 | 184 | 43 | 30 | 525 | 7 | 11 | 3,160 | 18 | 12 | 1 | 680 | 4,671 |
| ST05 | 80 | 36 | 17 | 411 | 13 | 11 | 1,900 | 11 | 13 | 2 | 393 | 2,887 |
| ST06 | 76 | 24 | 15 | 278 | 6 | 9 | 1,706 | 7 | 2 | 1 | 355 | 2,479 |
| ST07 | 105 | 46 | 64 | 586 | 9 | 14 | 3,479 | 12 | 14 | 1 | 750 | 5,080 |
| ST08 | 109 | 58 | 22 | 683 | 5 | 18 | 3,203 | 23 | 5 | 2 | 705 | 4,833 |
| ST09 | 127 | 33 | 51 | 342 | 8 | 15 | 2,109 | 12 | 6 | 4 | 520 | 3,227 |
| ST10 | 138 | 39 | 30 | 385 | 6 | 15 | 2,136 | 12 | 11 | 4 | 503 | 3,279 |
| ST11 | 140 | 46 | 43 | 475 | 6 | 13 | 2,325 | 19 | 2 | 1 | 422 | 3,492 |
| ST12 | 92 | 12 | 3 | 98 | 5 | 5 | 681 | 0 | 3 | 1 | 202 | 1,102 |
| ST13 | 69 | 14 | 19 | 268 | 5 | 2 | 1,252 | 4 | 6 | 0 | 239 | 1,878 |
| ST14 | 73 | 26 | 12 | 187 | 0 | 12 | 1,133 | 1 | 6 | 1 | 281 | 1,732 |
| ST15 | 45 | 15 | 4 | 108 | 5 | 11 | 579 | 5 | 4 | 0 | 158 | 934 |
| ST16 | 44 | 8 | 5 | 94 | 0 | 4 | 406 | 3 | 1 | 0 | 92 | 657 |
| ST17 | 144 | 37 | 12 | 371 | 8 | 14 | 1,643 | 12 | 18 | 2 | 507 | 2,768 |
| ST18 | 26 | 4 | 4 | 72 | 0 | 6 | 325 | 33 | 3 | 0 | 114 | 587 |
| ST19 | 68 | 12 | 10 | 154 | 3 | 6 | 944 | 11 | 7 | 1 | 222 | 1,438 |
| ST20 | 109 | 19 | 6 | 209 | 4 | 21 | 1,092 | 5 | 5 | 0 | 286 | 1,756 |
| ST21 | 40 | 4 | 5 | 65 | 0 | 2 | 284 | 5 | 6 | 0 | 71 | 482 |
| ST22 | 25 | 5 | 27 | 52 | 0 | 0 | 213 | 5 | 0 | 0 | 67 | 394 |
| P081 | 79 | 29 | 25 | 657 | 5 | 12 | 2,719 | 18 | 15 | 2 | 549 | 4,110 |
| Other | 3 | 5 | 2 | 12 | 1 | 1 | 20 | 12 | 1 | 0 | 23 | 80 |
| **Total** | **2,054** | **600** | **489** | **7,310** | **115** | **230** | **36,501** | **248** | **165** | **27** | **8,629** | **56,368** |

# Fire Incidents

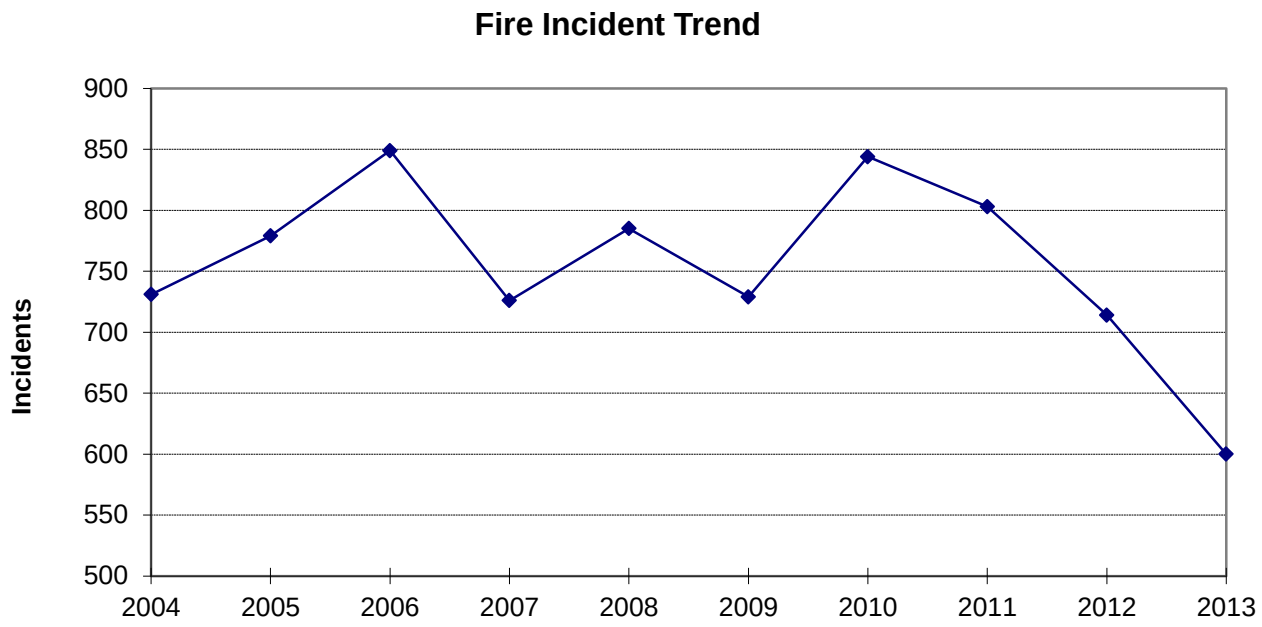
## Fire Incidents by Category



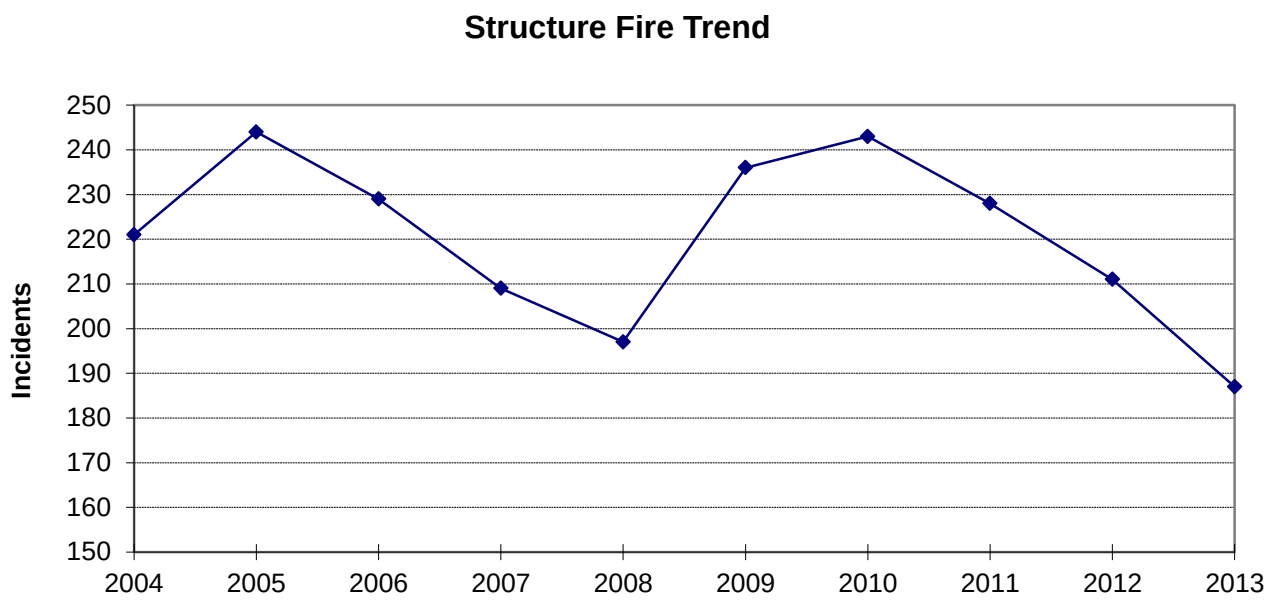

## Annual Fire Incident Trend

| Fire Classification | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 |
|---|---|---|---|---|---|---|---|---|---|---|
| Structure | 221 | 244 | 229 | 209 | 197 | 236 | 243 | 228 | 211 | 187 |
| Outside Structure | 70 | 69 | 101 | 94 | 93 | 103 | 93 | 110 | 97 | 88 |
| Vehicle | 187 | 161 | 153 | 138 | 138 | 125 | 154 | 121 | 124 | 109 |
| Grass/Brush | 114 | 156 | 196 | 149 | 220 | 123 | 209 | 205 | 157 | 130 |
| Refuse | 115 | 129 | 151 | 121 | 120 | 125 | 130 | 124 | 107 | 72 |
| Other Fire/Explosion | 24 | 20 | 19 | 15 | 17 | 17 | 15 | 15 | 18 | 14 |
| **Total** | **731** | **779** | **849** | **726** | **785** | **729** | **844** | **803** | **714** | **600** |

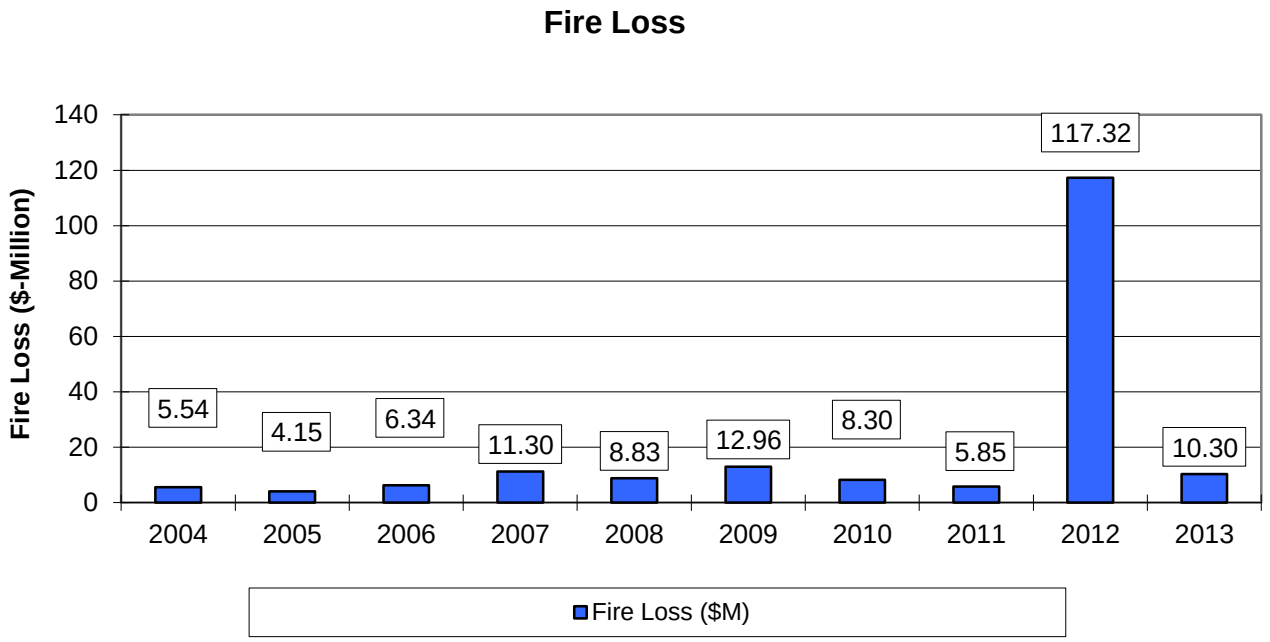
## ***Fire Incident Trend Graph***




## ***Structure Fire Incident Trend Graph***

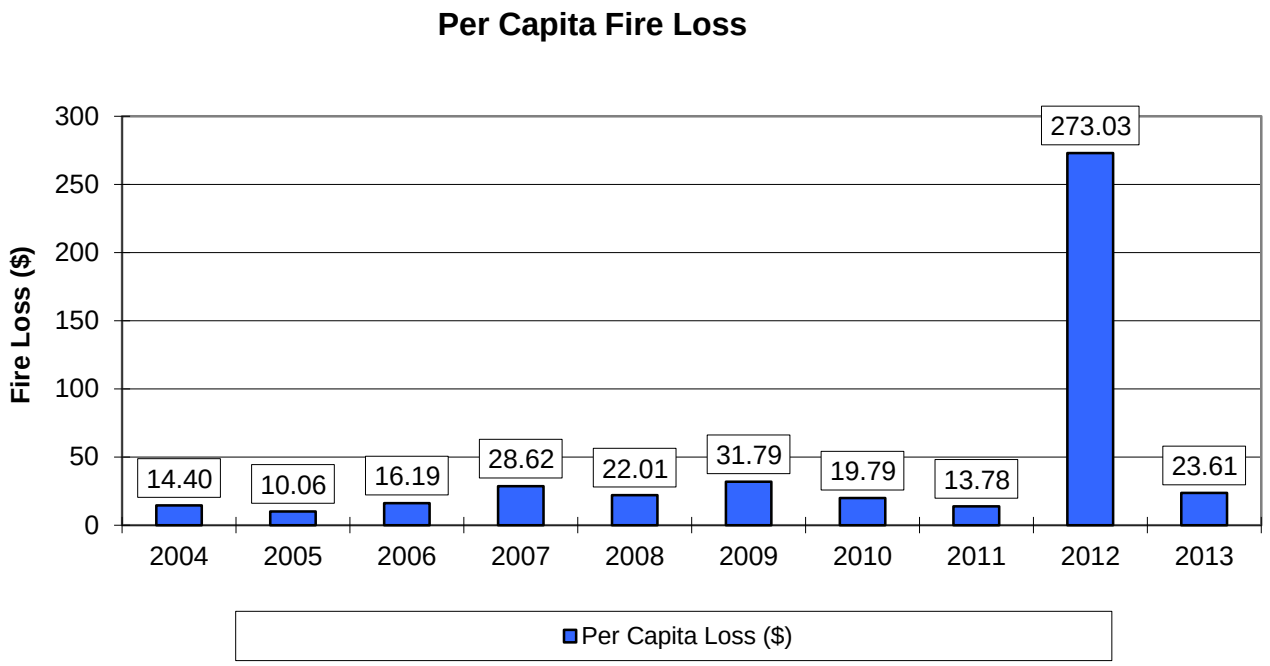


## ***Estimated Fire Loss Trend Graph***



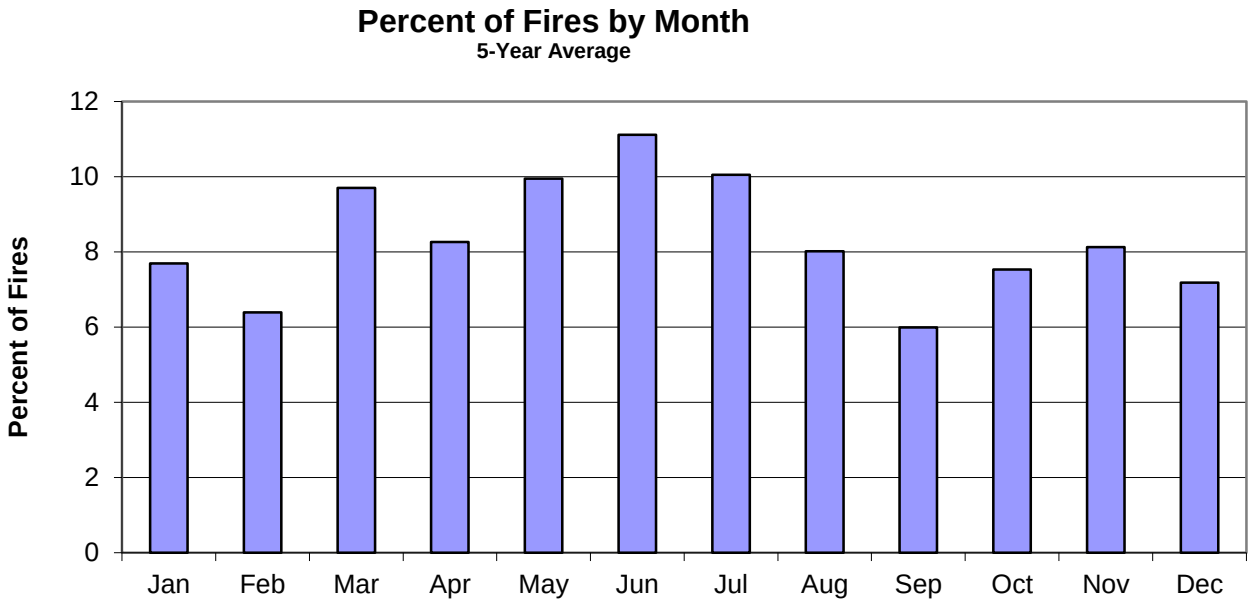

Note: Fire loss in 2012 includes property damage associated with the Waldo Canyon Fire which was $109.7 million of the total. Fire loss figures in 2013 do not include Black Forest Fire as it was located outside of the city limits.

## ***Per Capita Fire Loss Trend Graph***

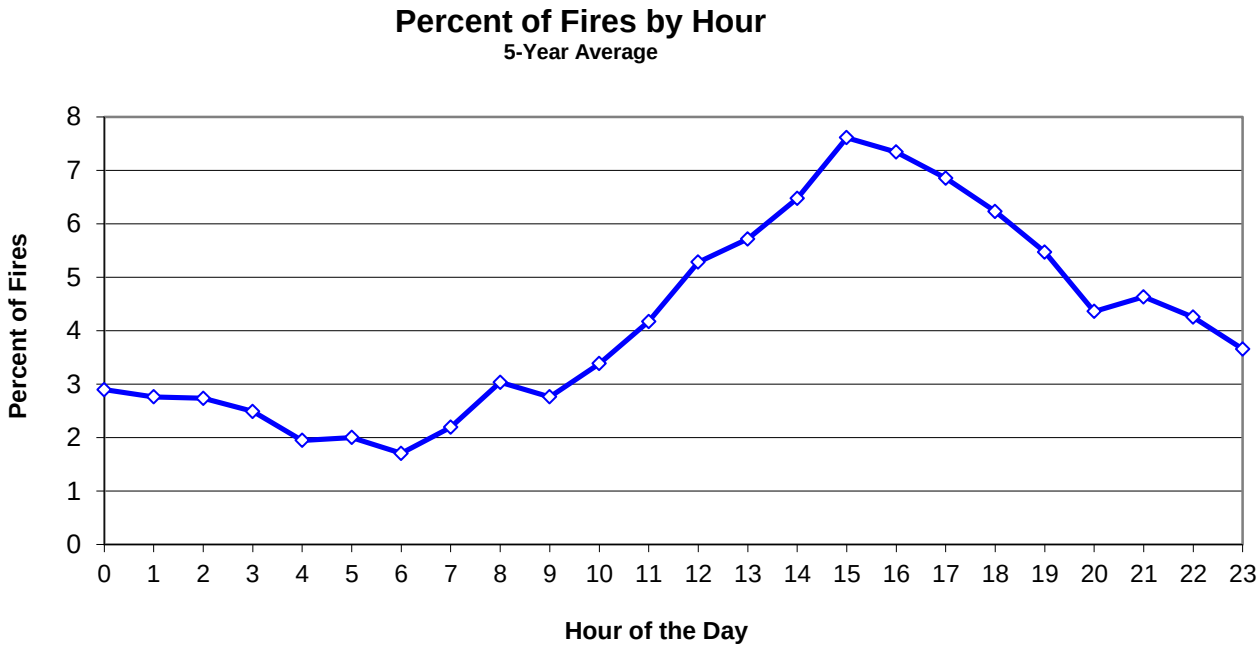



Note: Fire loss in 2012 includes property damage associated with the Waldo Canyon Fire which was $109.7 million of the total. Fire loss figures in 2013 do not include Black Forest Fire as it was located outside of the city limits.

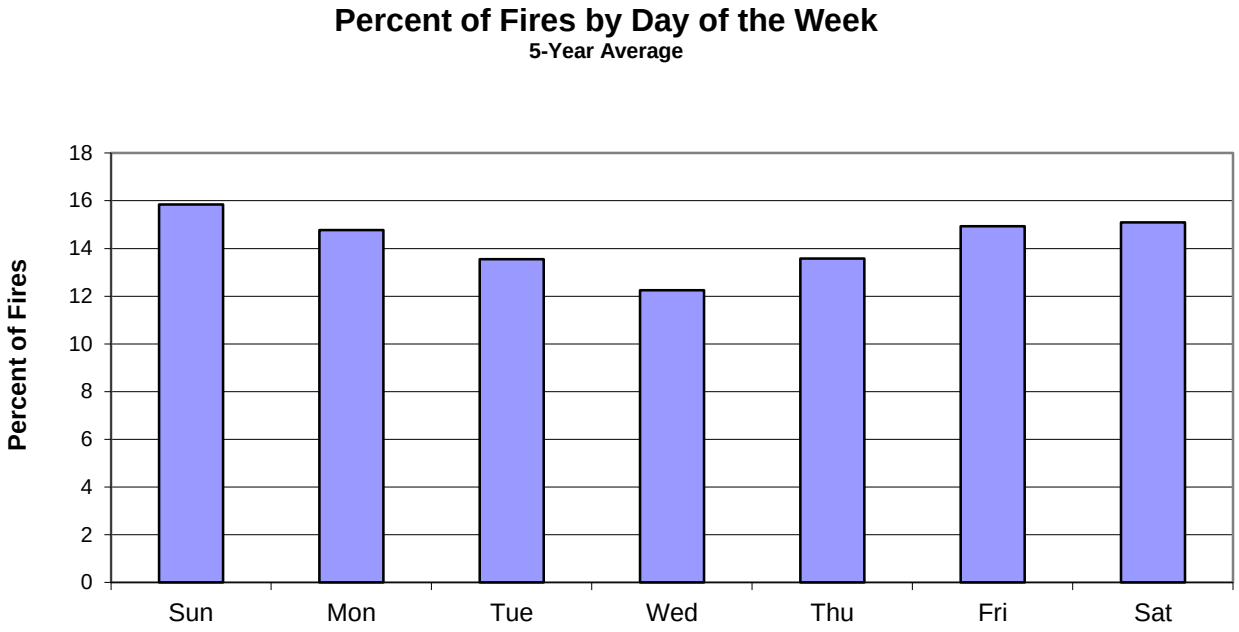
## ***Percent of Fires by Month***



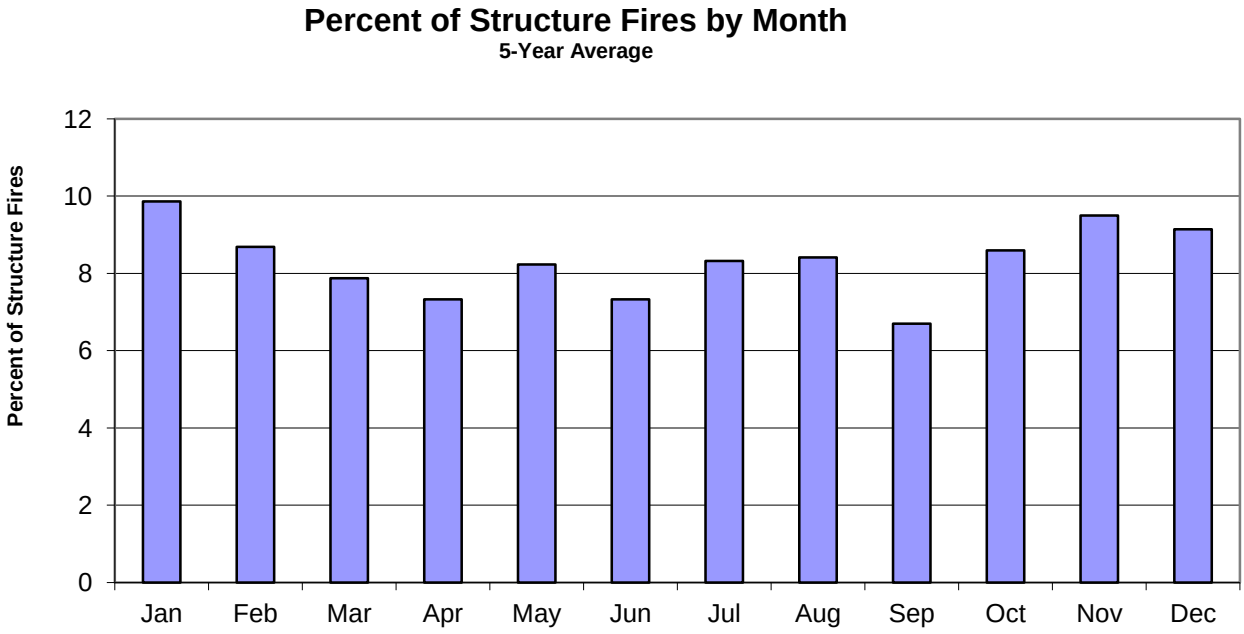

## ***Percent of Fires by Hour***



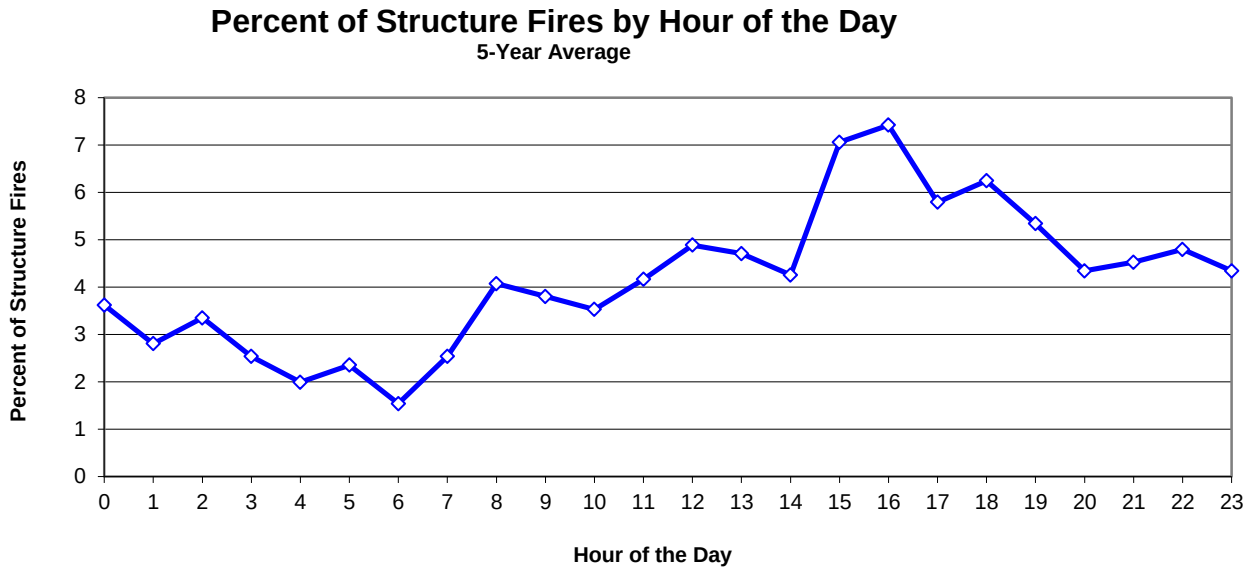
## ***Percent of Fires by Day of the Week***



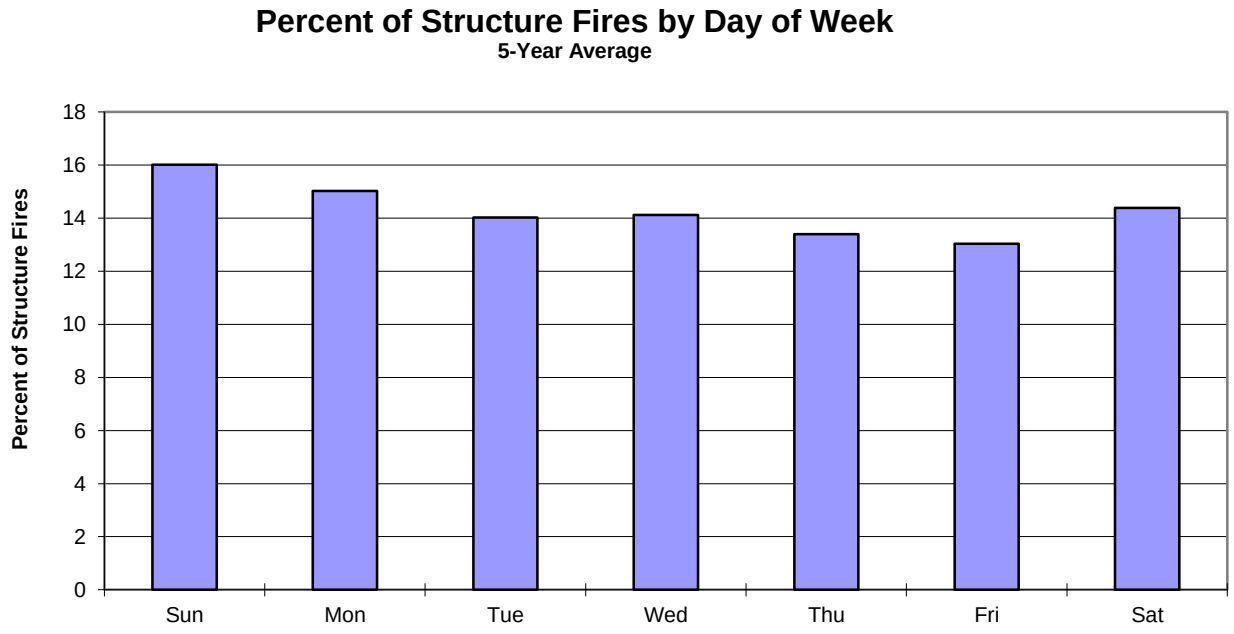

## ***Percent of Structure Fires by Month***



## ***Percent of Structure Fires by Hour of the Day***




## ***Percent of Structure Fires by Day of the Week***



## 5-Year Total Structure Fires by Ignition Factor and Property Use

| Ignition Factor | Single Family | Multi-Family | Other Residential | Commercial | Industrial | Not Specified | All Categories |
|---|---|---|---|---|---|---|---|
| Unattended cooking | 99 | 81 | 1 | 7 | 0 | 1 | 189 |
| Arson/Suspicious | 61 | 49 | 4 | 42 | 0 | 4 | 160 |
| Electrical short/malfunction | 84 | 21 | 4 | 28 | 3 | 6 | 146 |
| Undetermined | 68 | 15 | 0 | 15 | 0 | 9 | 107 |
| Combustibles too close to heat | 54 | 28 | 2 | 16 | 3 | 3 | 106 |
| Smoking | 49 | 36 | 1 | 7 | 0 | 0 | 93 |
| Falling asleep | 18 | 18 | 2 | 0 | 0 | 0 | 38 |
| Chimney fire | 30 | 4 | 0 | 3 | 0 | 0 | 37 |
| Children playing w/matches | 20 | 5 | 0 | 1 | 0 | 0 | 26 |
| Incorrect use of heating equipment | 11 | 8 | 1 | 3 | 0 | 0 | 23 |
| Lightning | 22 | 0 | 0 | 1 | 0 | 0 | 23 |
| Spill of flammable liquid | 9 | 8 | 0 | 4 | 0 | 0 | 21 |
| Improper Disposal of Ashes | 13 | 4 | 0 | 1 | 0 | 0 | 18 |
| Cutting/Welding | 7 | 3 | 0 | 5 | 1 | 1 | 17 |
| Malfunction of heating equipment | 9 | 2 | 0 | 5 | 1 | 0 | 17 |
| Lack of maintenance | 6 | 1 | 1 | 6 | 0 | 1 | 15 |
| Leak/break/part failure | 5 | 0 | 0 | 5 | 0 | 0 | 10 |
| Exposure | 8 | 0 | 0 | 1 | 0 | 0 | 9 |
| Misuse of flammable liquid | 6 | 1 | 0 | 0 | 1 | 0 | 8 |
| Spontaneous heating | 5 | 0 | 0 | 3 | 0 | 0 | 8 |
| Equipment overload | 3 | 1 | 0 | 2 | 0 | 0 | 6 |
| Open Burning | 1 | 3 | 0 | 1 | 0 | 1 | 6 |
| Animal | 1 | 1 | 0 | 0 | 0 | 0 | 2 |
| Collision/Overturn | 0 | 0 | 0 | 2 | 0 | 0 | 2 |
| High wind | 1 | 0 | 0 | 1 | 0 | 0 | 2 |
| Impairment | 1 | 1 | 0 | 0 | 0 | 0 | 2 |
| Design/construction deficiency | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Fireworks | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Malicious Mischief | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Rekindle from previous fire | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| **Total** | **592** | **293** | **16** | **159** | **9** | **26** | **1,095** |

Note: Property classes comply with ICMA property categories.

## 5-Year Percent of Structure Fires by Ignition Factor and Property Use

| Ignition Factor | Single Family | Multi-Family | Other Residential | Commercial | Industrial | Not Specified | All Categories |
|---|---|---|---|---|---|---|---|
| Unattended cooking | 9.0 | 7.4 | 0.1 | 0.6 | 0.0 | 0.1 | 17.3 |
| Arson/Suspicious | 5.6 | 4.5 | 0.4 | 3.8 | 0.0 | 0.4 | 14.6 |
| Electrical short/malfunction | 7.7 | 1.9 | 0.4 | 2.6 | 0.3 | 0.5 | 13.3 |
| Undetermined | 6.2 | 1.4 | 0.0 | 1.4 | 0.0 | 0.8 | 9.8 |
| Combustibles too close to heat | 4.9 | 2.6 | 0.2 | 1.5 | 0.3 | 0.3 | 9.7 |
| Smoking | 4.5 | 3.3 | 0.1 | 0.6 | 0.0 | 0.0 | 8.5 |
| Falling asleep | 1.6 | 1.6 | 0.2 | 0.0 | 0.0 | 0.0 | 3.5 |
| Chimney fire | 2.7 | 0.4 | 0.0 | 0.3 | 0.0 | 0.0 | 3.4 |
| Children playing w/matches | 1.8 | 0.5 | 0.0 | 0.1 | 0.0 | 0.0 | 2.4 |
| Incorrect use of heating equipment | 1.0 | 0.7 | 0.1 | 0.3 | 0.0 | 0.0 | 2.1 |
| Lightning | 2.0 | 0.0 | 0.0 | 0.1 | 0.0 | 0.0 | 2.1 |
| Spill of flammable liquid | 0.8 | 0.7 | 0.0 | 0.4 | 0.0 | 0.0 | 1.9 |
| Improper Disposal of Ashes | 1.2 | 0.4 | 0.0 | 0.1 | 0.0 | 0.0 | 1.6 |
| Cutting/Welding | 0.6 | 0.3 | 0.0 | 0.5 | 0.1 | 0.1 | 1.6 |
| Malfunction of heating equipment | 0.8 | 0.2 | 0.0 | 0.5 | 0.1 | 0.0 | 1.6 |
| Lack of maintenance | 0.5 | 0.1 | 0.1 | 0.5 | 0.0 | 0.1 | 1.4 |
| Leak/break/part failure | 0.5 | 0.0 | 0.0 | 0.5 | 0.0 | 0.0 | 0.9 |
| Exposure | 0.7 | 0.0 | 0.0 | 0.1 | 0.0 | 0.0 | 0.8 |
| Misuse of flammable liquid | 0.5 | 0.1 | 0.0 | 0.0 | 0.1 | 0.0 | 0.7 |
| Spontaneous heating | 0.5 | 0.0 | 0.0 | 0.3 | 0.0 | 0.0 | 0.7 |
| Equipment overload | 0.3 | 0.1 | 0.0 | 0.2 | 0.0 | 0.0 | 0.5 |
| Open Burning | 0.1 | 0.3 | 0.0 | 0.1 | 0.0 | 0.1 | 0.5 |
| Animal | 0.1 | 0.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.2 |
| Collision/Overturn | 0.0 | 0.0 | 0.0 | 0.2 | 0.0 | 0.0 | 0.2 |
| High wind | 0.1 | 0.0 | 0.0 | 0.1 | 0.0 | 0.0 | 0.2 |
| Impairment | 0.1 | 0.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.2 |
| Design/construction deficiency | 0.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 |
| Fireworks | 0.0 | 0.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 |
| Malicious Mischief | 0.0 | 0.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 |
| Rekindle from previous fire | 0.0 | 0.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 |
| **Total** | **54.1** | **26.8** | **1.5** | **14.5** | **0.8** | **2.4** | **100.0** |

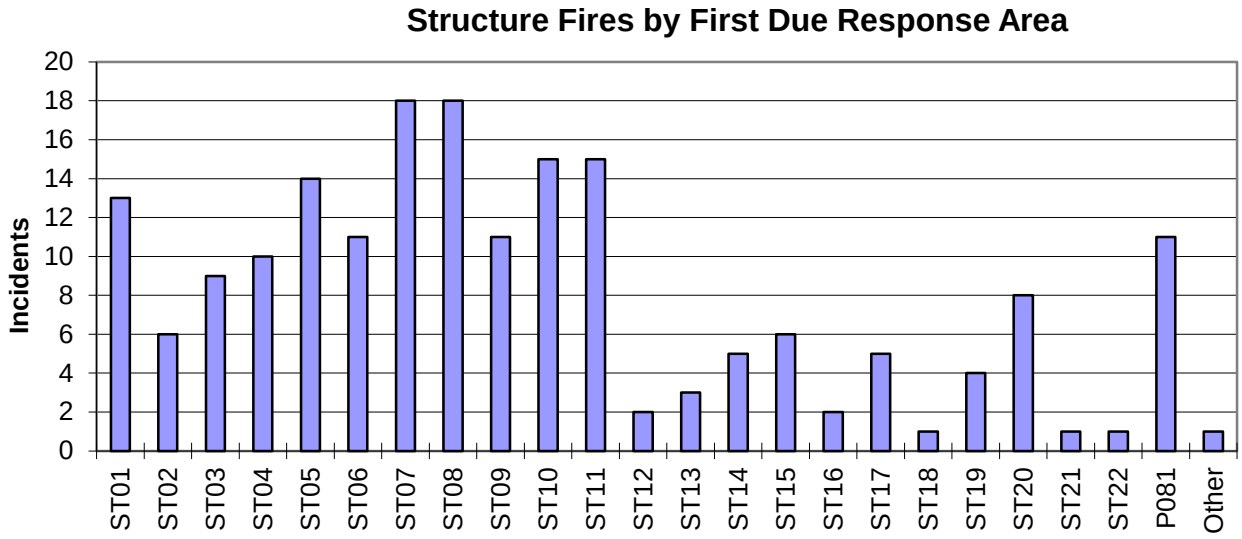
Note: Property classes comply with ICMA property categories

## ***Annual Structure Fires by Property Use***

| Ignition Factor | Single Family | Multi-Family | Other Residential | Commercial | Industrial | Not Specified | Total |
|---|---|---|---|---|---|---|---|
| Arson/Suspicious | 10 | 11 | 1 | 7 | 0 | 1 | 30 |
| Unattended cooking | 11 | 16 | 1 | 2 | 0 | 0 | 30 |
| Electrical short/malfunction | 16 | 4 | 0 | 7 | 1 | 1 | 29 |
| Undetermined | 13 | 5 | 0 | 2 | 0 | 3 | 23 |
| Combustibles too close to heat | 5 | 6 | 0 | 2 | 1 | 1 | 15 |
| Smoking | 10 | 4 | 0 | 0 | 0 | 0 | 14 |
| Cutting/Welding | 2 | 1 | 0 | 1 | 1 | 1 | 6 |
| Incorrect use of heating equipment | 2 | 3 | 0 | 1 | 0 | 0 | 6 |
| Chimney fire | 3 | 0 | 0 | 2 | 0 | 0 | 5 |
| Improper Disposal of Ashes | 2 | 1 | 0 | 1 | 0 | 0 | 4 |
| Malfunction of heating equipment | 3 | 0 | 0 | 1 | 0 | 0 | 4 |
| Spill of flammable liquid | 3 | 0 | 0 | 1 | 0 | 0 | 4 |
| Children playing w/matches | 3 | 0 | 0 | 0 | 0 | 0 | 3 |
| Lack of maintenance | 1 | 1 | 0 | 0 | 0 | 1 | 3 |
| Equipment overload | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Falling asleep | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Lightning | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Misuse of flammable liquid | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Exposure | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Leak/break/part failure | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Undetermined | 13 | 5 | 0 | 2 | 0 | 3 | 23 |
| **Total** | **94** | **52** | **2** | **28** | **3** | **8** | **187** |

Note: Property classes comply with ICMA property categories

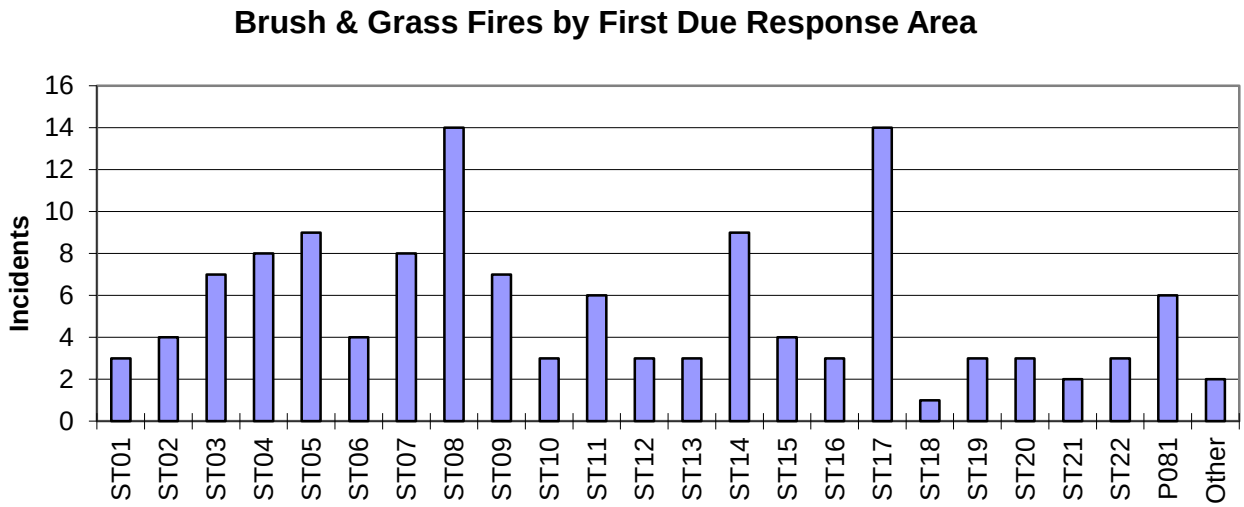
## Structure Fires by First Due Response Area




## Structure Fires by First Due Response Area Trend

| Station | 2009 | 2010 | 2011 | 2012 | 2013 | Annual Change (%) | 5-Year Average |
|---|---|---|---|---|---|---|---|
| ST01 | 15 | 13 | 12 | 13 | 13 | 0.00 | 13.2 |
| ST02 | 12 | 11 | 10 | 9 | 6 | -33.33 | 9.6 |
| ST03 | 5 | 7 | 3 | 13 | 9 | -30.77 | 7.4 |
| ST04 | 15 | 15 | 18 | 8 | 10 | 25.00 | 13.2 |
| ST05 | 8 | 9 | 7 | 9 | 13 | 44.44 | 9.2 |
| ST06 | 11 | 7 | 14 | 9 | 11 | 22.22 | 10.4 |
| ST07 | 17 | 16 | 13 | 18 | 18 | 0.00 | 16.4 |
| ST08 | 29 | 23 | 32 | 28 | 17 | -39.29 | 25.8 |
| ST09 | 9 | 13 | 19 | 11 | 11 | 0.00 | 12.6 |
| ST10 | 11 | 18 | 12 | 14 | 15 | 7.14 | 14.0 |
| ST11 | 23 | 27 | 23 | 10 | 15 | 50.00 | 19.6 |
| ST12 | 5 | 9 | 0 | 6 | 2 | -66.67 | 4.4 |
| ST13 | 9 | 8 | 4 | 2 | 3 | 50.00 | 5.2 |
| ST14 | 6 | 9 | 6 | 9 | 5 | -44.44 | 7.0 |
| ST15 | 5 | 6 | 4 | 3 | 6 | 100.00 | 4.8 |
| ST16 | 6 | 1 | 3 | 1 | 2 | 100.00 | 2.6 |
| ST17 | 16 | 17 | 12 | 13 | 5 | -61.54 | 12.6 |
| ST18 | 3 | 8 | 1 | 6 | 1 | -83.33 | 3.8 |
| ST19 | 9 | 8 | 8 | 6 | 4 | -33.33 | 7.0 |
| ST20 | 8 | 4 | 12 | 9 | 8 | -11.11 | 8.2 |
| ST21 | N/A | N/A | N/A | N/A | 1 | N/A | N/A |
| ST22 | N/A | N/A | N/A | N/A | 1 | N/A | N/A |
| P081 | 14 | 13 | 10 | 12 | 10 | -16.67 | 11.8 |
| Other | 0 | 1 | 5 | 2 | 1 | -50.00 | 1.8 |
| **Total** | **236** | **243** | **228** | **211** | **187** | **-7.46** | **221.0** |

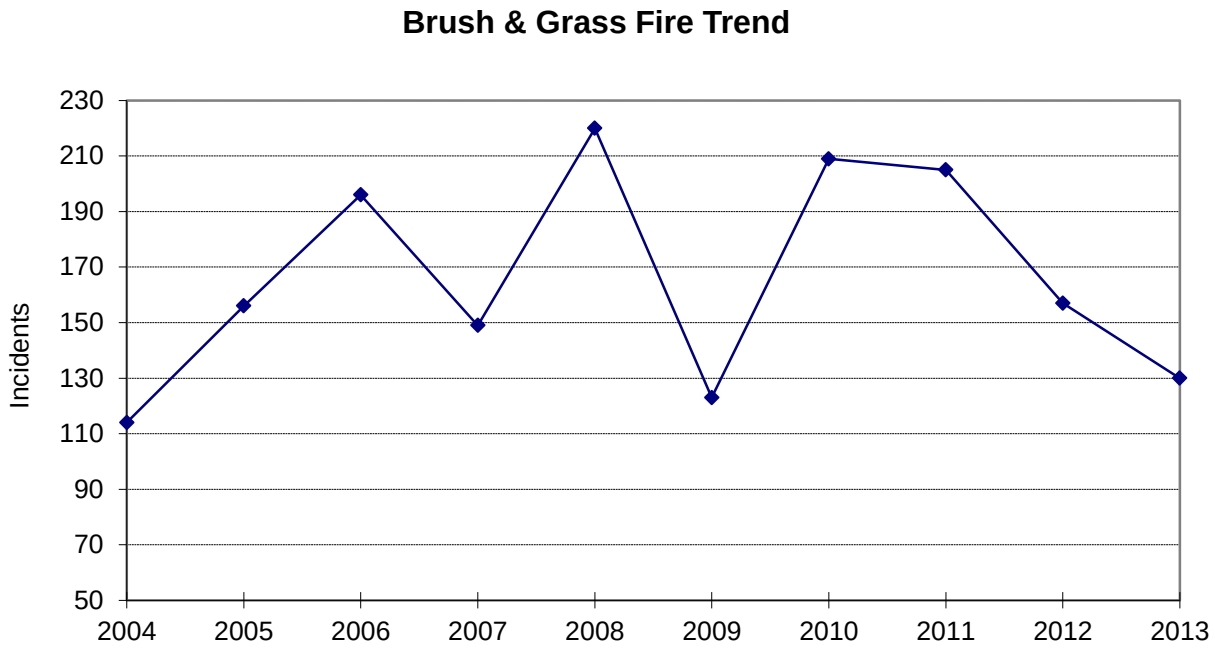
## Grass/Brush Fires by First Due Response Area




## Grass/Brush Fires by First Due Response Area Trend

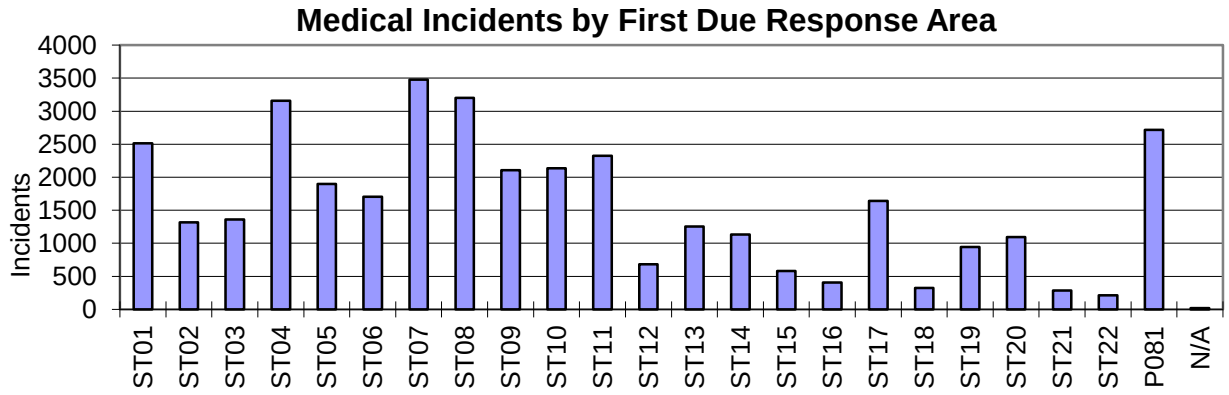
| Station | 2009 | 2010 | 2011 | 2012 | 2013 | Annual Change (%) | 5-Year Average |
|---|---|---|---|---|---|---|---|
| ST01 | 3 | 9 | 8 | 3 | 3 | 0.00 | 6.20 |
| ST02 | 5 | 4 | 7 | 8 | 4 | -50.00 | 5.80 |
| ST03 | 2 | 10 | 9 | 7 | 7 | 0.00 | 6.00 |
| ST04 | 7 | 13 | 12 | 11 | 8 | -27.27 | 12.00 |
| ST05 | 11 | 11 | 6 | 5 | 9 | 80.00 | 9.20 |
| ST06 | 2 | 6 | 3 | 8 | 4 | -50.00 | 5.40 |
| ST07 | 7 | 8 | 18 | 11 | 8 | -27.27 | 12.00 |
| ST08 | 10 | 23 | 25 | 8 | 14 | 75.00 | 17.60 |
| ST09 | 10 | 11 | 13 | 8 | 7 | -12.50 | 10.40 |
| ST10 | 7 | 14 | 4 | 6 | 3 | -50.00 | 8.60 |
| ST11 | 5 | 27 | 18 | 18 | 6 | -66.67 | 16.60 |
| ST12 | 3 | 3 | 4 | 3 | 3 | 0.00 | 3.00 |
| ST13 | 8 | 7 | 12 | 7 | 3 | -57.14 | 8.80 |
| ST14 | 8 | 3 | 3 | 8 | 9 | 12.50 | 5.20 |
| ST15 | 4 | 5 | 9 | 7 | 4 | -42.86 | 7.40 |
| ST16 | 3 | 6 | 1 | 0 | 3 | N/A | 3.40 |
| ST17 | 6 | 14 | 22 | 7 | 14 | 100.00 | 14.00 |
| ST18 | 4 | 2 | 2 | 3 | 1 | -66.67 | 3.00 |
| ST19 | 7 | 15 | 15 | 11 | 3 | -72.73 | 12.20 |
| ST20 | 3 | 5 | 9 | 4 | 3 | -25.00 | 5.80 |
| ST21 | N/A | N/A | N/A | N/A | 2 | N/A | N/A |
| ST22 | N/A | N/A | N/A | N/A | 3 | N/A | N/A |
| P081 | 3 | 8 | 2 | 8 | 6 | -25.00 | 4.20 |
| Other | 5 | 5 | 3 | 7 | 2 | -71.43 | 6.20 |
| **Total** | **123** | **209** | **205** | **158** | **129** | **-18.35** | **164.80** |

## ***Annual Grass/Brush Fire Trend Graph***



# Medical Incidents

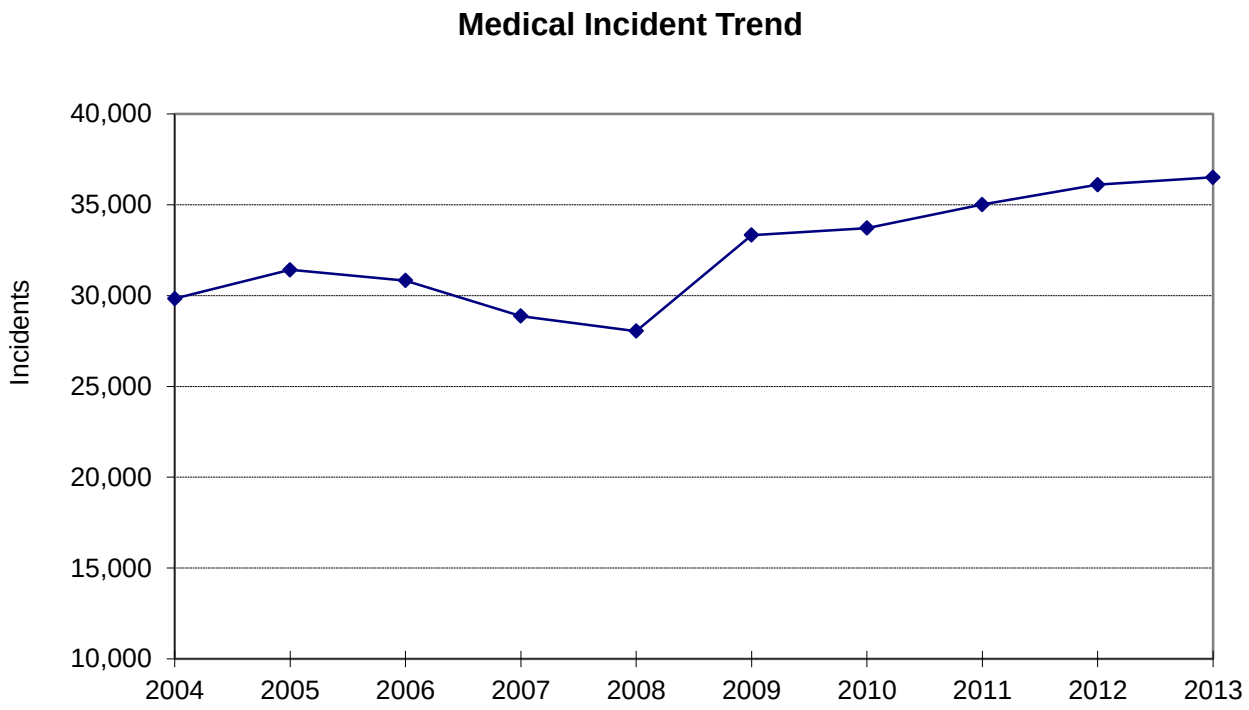
## Emergency Medical Incidents by First Due Response Area



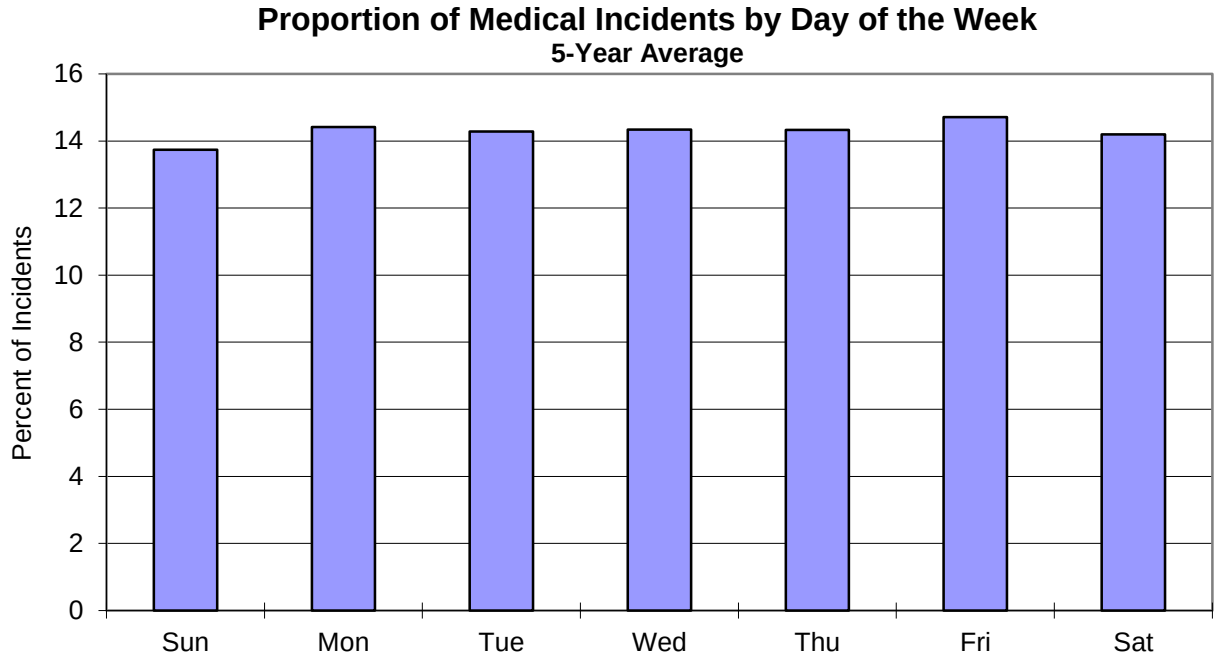

## Emergency Medical Incident Trend by First Due Response Area

| | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | Annual Change (%) | 5-Year Average |
|---|---|---|---|---|---|---|---|---|
| ST01 | 2126 | 2602 | 2491 | 2,734 | 2,432 | 2,515 | 3.41 | 2,555 |
| ST02 | 1145 | 1373 | 1394 | 1,349 | 1,363 | 1,316 | -3.45 | 1,359 |
| ST03 | 918 | 1383 | 1482 | 1,450 | 1,305 | 1,361 | 4.29 | 1,396 |
| ST04 | 2324 | 2821 | 2922 | 3,124 | 3,097 | 3,160 | 2.03 | 3,025 |
| ST05 | 1318 | 1549 | 1733 | 1,723 | 1,824 | 1,900 | 4.17 | 1,746 |
| ST06 | 1451 | 1646 | 1664 | 1,689 | 1,734 | 1,706 | -1.61 | 1,688 |
| ST07 | 2716 | 2969 | 3015 | 3,062 | 3,204 | 3,479 | 8.58 | 3,146 |
| ST08 | 2726 | 3202 | 3053 | 3,279 | 3,455 | 3,203 | -7.29 | 3,238 |
| ST09 | 1341 | 1557 | 1530 | 1,743 | 1,912 | 2,109 | 10.30 | 1,770 |
| ST10 | 1719 | 2071 | 2129 | 2,271 | 2,291 | 2,136 | -6.77 | 2,180 |
| ST11 | 1696 | 2111 | 2169 | 2,128 | 2,206 | 2,325 | 5.39 | 2,188 |
| ST12 | 575 | 617 | 637 | 737 | 712 | 681 | -4.35 | 677 |
| ST13 | 976 | 1151 | 1198 | 1,227 | 1,289 | 1,252 | -2.87 | 1,223 |
| ST14 | 781 | 1002 | 875 | 930 | 1,072 | 1,133 | 5.69 | 1,002 |
| ST15 | 455 | 476 | 504 | 493 | 525 | 579 | 10.29 | 515 |
| ST16 | 212 | 341 | 350 | 373 | 433 | 406 | -6.24 | 381 |
| ST17 | 1470 | 1753 | 1734 | 1,826 | 1,853 | 1,643 | -11.33 | 1,762 |
| ST18 | 309 | 399 | 396 | 374 | 326 | 325 | -0.31 | 364 |
| ST19 | 1106 | 1284 | 1331 | 1,311 | 1,223 | 944 | -22.81 | 1,219 |
| ST20 | 825 | 1006 | 897 | 1,001 | 1,069 | 1,092 | 2.15 | 1,013 |
| ST21 | N/A | N/A | N/A | N/A | N/A | 284 | N/A | N/A |
| ST22 | N/A | N/A | N/A | N/A | N/A | 213 | N/A | N/A |
| P081 | 1829 | 1994 | 2191 | 2,160 | 2,757 | 2,719 | -1.38 | 2,364 |
| N/A | 21 | 16 | 13 | 18 | 20 | 20 | 0.00 | 17 |
| **Total** | **28,039** | **33,323** | **33,708** | **35,002** | **36,102** | **36,501** | **1.11** | **34,927** |

## ***Annual Emergency Medical Trend Graph***



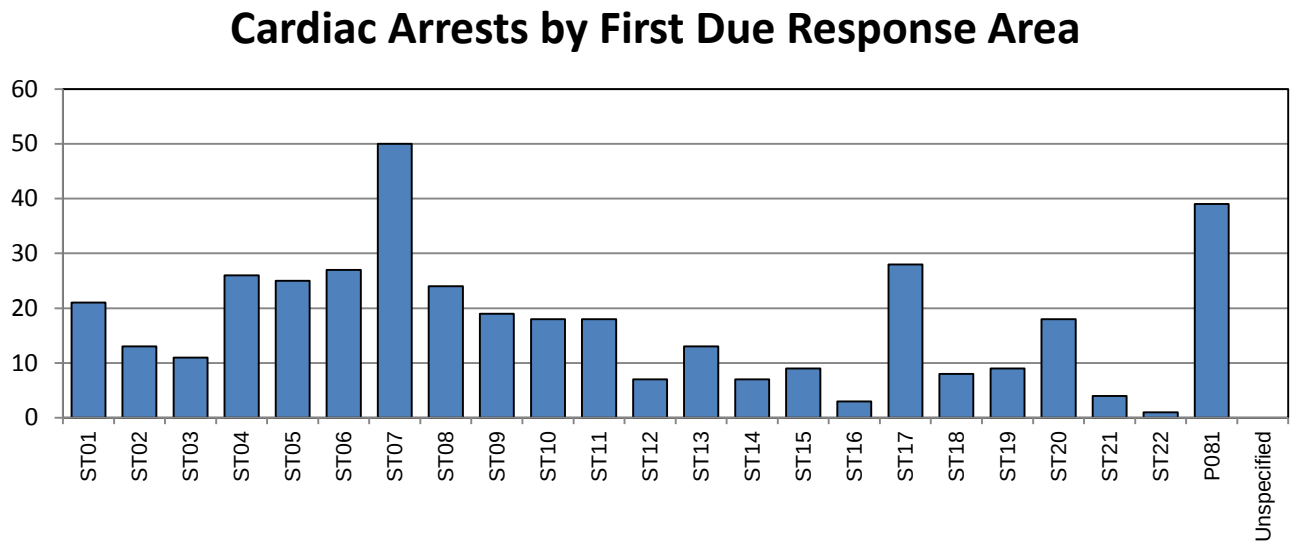

## ***Percent of Medical Incidents by Day of the Week***



## ***Patient Primary Medical Assessments***

| Primary Medical Assessment | Patients | Rank |
|---|---|---|
| Abdominal Pain | 1,368 | 9 |
| Airway Obstruction | 84 | 22 |
| Allergic Reaction | 226 | 19 |
| Altered Loc | 1,890 | 4 |
| Birth (For Neonate Only) | 21 | 30 |
| Burns | 35 | 25 |
| Cardiac Arrest (Medical) | 381 | 16 |
| Cardiac Arrest (Trauma) | 17 | 34 |
| Cardiac Dysrhythmia | 209 | 20 |
| Chest Pain / Cardiac Symptom | 1,409 | 8 |
| Diabetic Symptom | 440 | 14 |
| Do Not Resuscitate | 28 | 27 |
| Electrocution | 17 | 34 |
| Exacerbation Of Pre-Existing Medical Condition | 5,515 | 2 |
| Flu Like Symptoms | 787 | 13 |
| General Illness | 3,200 | 3 |
| Hemorrhaging / Bleeding | 370 | 17 |
| Hyperthermia / Environmental | 18 | 33 |
| Hypothermia / Environmental | 21 | 30 |
| Hypovolemia / Shock | 40 | 24 |
| Inhalation Injury (Toxic Gas) | 21 | 30 |
| Medical Evaluation Only / No Obvious Illness Or Injury | 1,712 | 5 |
| Ob Delivery (For Maternal Only) | 43 | 23 |
| Obvious Death / DOA | 295 | 18 |
| Poisoning / Drug Ingestion | 1,088 | 12 |
| Pregnancy Complications | 146 | 21 |
| Psych / Behavioral Disorder | 1,614 | 6 |
| Respiratory Arrest | 25 | 29 |
| Respiratory Distress | 1,306 | 10 |
| Seizure | 1,431 | 7 |
| Sexual Assault | 27 | 28 |
| Stings / Venomous Bites | 29 | 26 |
| Stroke / Cva / Tia | 405 | 15 |
| Syncope / Fainting | 1,185 | 11 |
| Traumatic Injury | 7,700 | 1 |
| **Total Patients** | **33,103** | |

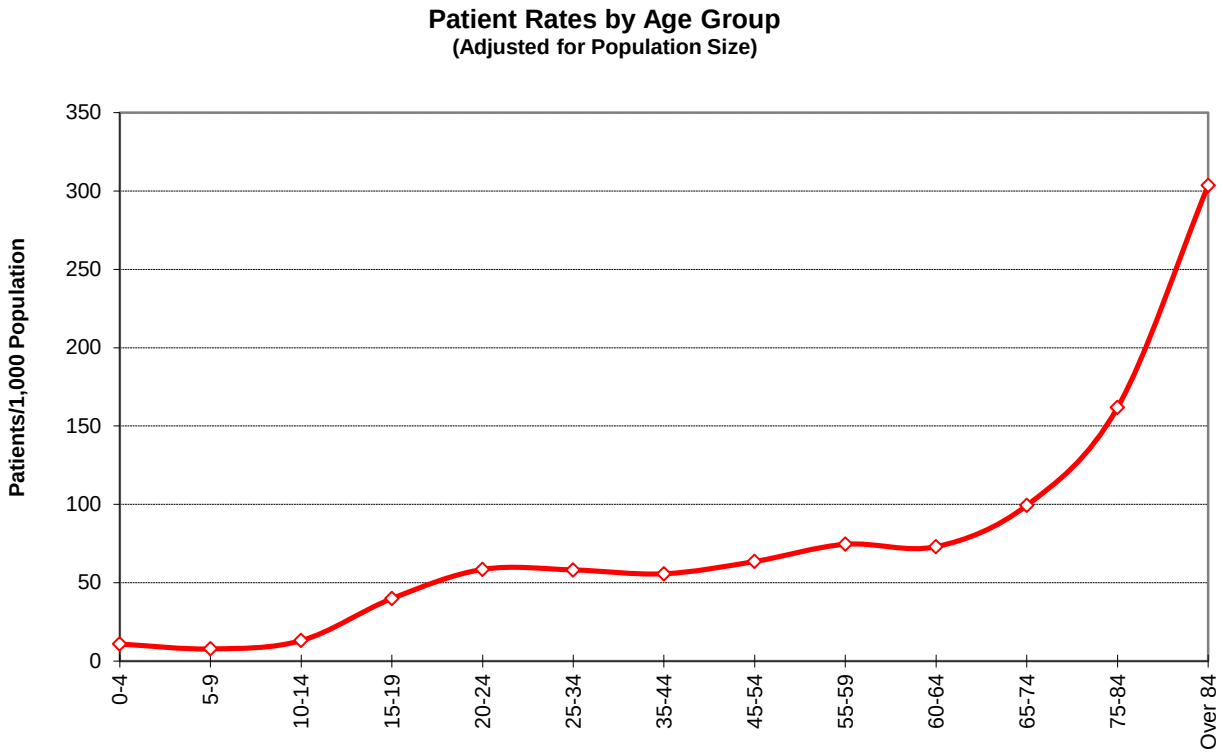
## Cardiac Arrests by First Due Response Area




## Cardiac Arrest Trend by First Due Response Area

| Station | 2009 | 2010 | 2011 | 2012 | 2013 | Annual Change (%) | 5-Year Average | 5 Year CAGR (%) |
|---|---|---|---|---|---|---|---|---|
| ST01 | 18 | 16 | 10 | 14 | 21 | 50.0 | 15.80 | 3.13 |
| ST02 | 14 | 9 | 15 | 4 | 13 | 225.0 | 11.00 | 1.61 |
| ST03 | 12 | 16 | 8 | 10 | 11 | 10.0 | 11.40 | 6.58 |
| ST04 | 28 | 24 | 23 | 26 | 26 | 0.0 | 25.40 | 7.63 |
| ST05 | 22 | 14 | 21 | 21 | 25 | 19.0 | 20.60 | 9.34 |
| ST06 | 21 | 25 | 25 | 18 | 27 | 50.0 | 23.20 | -0.72 |
| ST07 | 29 | 32 | 31 | 32 | 50 | 56.3 | 34.80 | 8.67 |
| ST08 | 34 | 23 | 24 | 21 | 24 | 14.3 | 25.20 | 5.92 |
| ST09 | 17 | 21 | 21 | 19 | 19 | 0.0 | 19.40 | 4.84 |
| ST10 | 16 | 31 | 26 | 12 | 18 | 50.0 | 20.60 | -2.09 |
| ST11 | 27 | 21 | 32 | 22 | 18 | -18.2 | 24.00 | 0.00 |
| ST12 | 4 | 5 | 10 | 6 | 7 | 16.7 | 6.40 | 18.47 |
| ST13 | 13 | 11 | 7 | 11 | 13 | 18.2 | 11.00 | 3.40 |
| ST14 | 3 | 8 | 12 | 9 | 7 | -22.2 | 7.80 | 3.13 |
| ST15 | 8 | 5 | 6 | 5 | 9 | 80.0 | 6.60 | 17.61 |
| ST16 | 7 | 5 | 2 | 7 | 3 | -57.1 | 4.80 | -9.71 |
| ST17 | 18 | 23 | 31 | 21 | 28 | 33.3 | 24.20 | 0.73 |
| ST18 | 2 | 7 | 5 | 3 | 8 | 166.7 | 5.00 | 14.87 |
| ST19 | 12 | 16 | 7 | 15 | 9 | -40.0 | 11.80 | -2.09 |
| ST20 | 12 | 7 | 9 | 9 | 18 | 100.0 | 11.00 | 12.47 |
| ST21 | N/A | N/A | N/A | N/A | 4 | N/A | N/A | N/A |
| ST22 | N/A | N/A | N/A | N/A | 1 | N/A | N/A | N/A |
| P081 | 25 | 35 | 30 | 30 | 39 | 30.0 | 31.80 | 11.14 |
| Unspecified | 0 | 1 | 0 | 0 | 0 | N/A | 0.20 | N/A |
| **Total** | **342** | **355** | **355** | **315** | **398** | **26.3** | **353.00** | **5.26** |

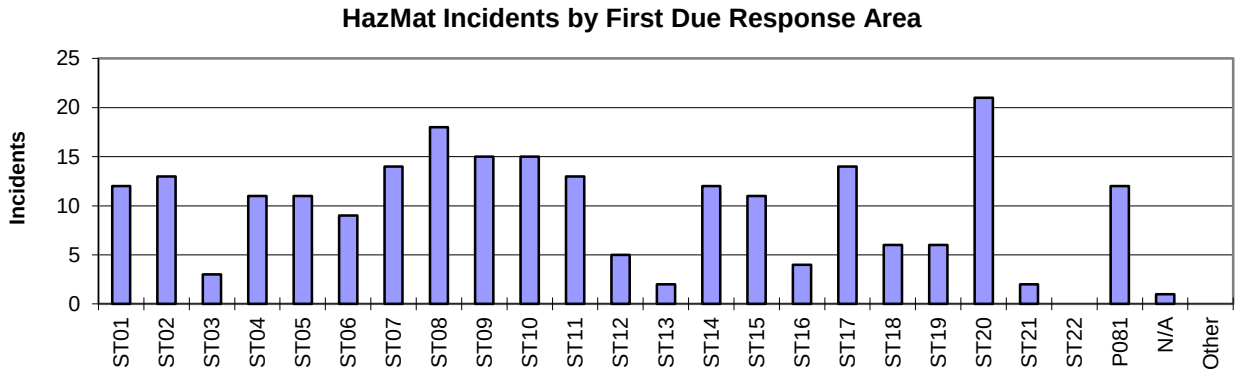
## ***Patient Rates by Age Group***




Note: Population distribution for Colorado Springs from Census 2010 Summary Files, U.S. Census Bureau 1/9/12.

# Hazardous Material Incidents

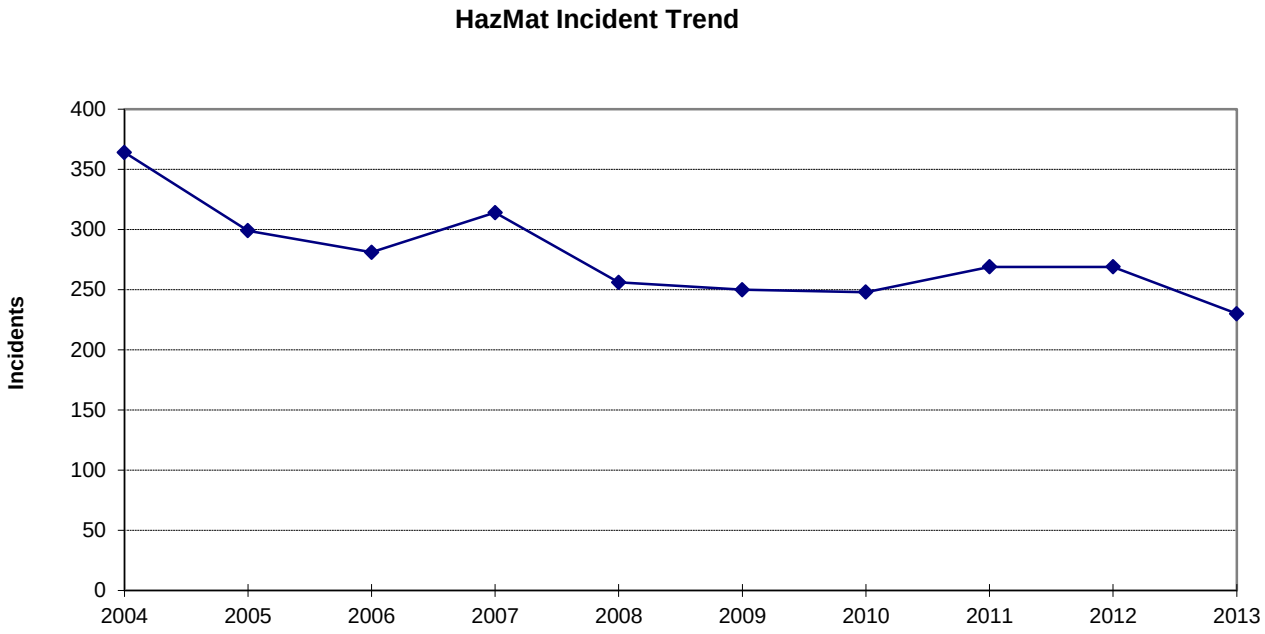
## Annual Hazardous Material Incidents by First Due Response Area



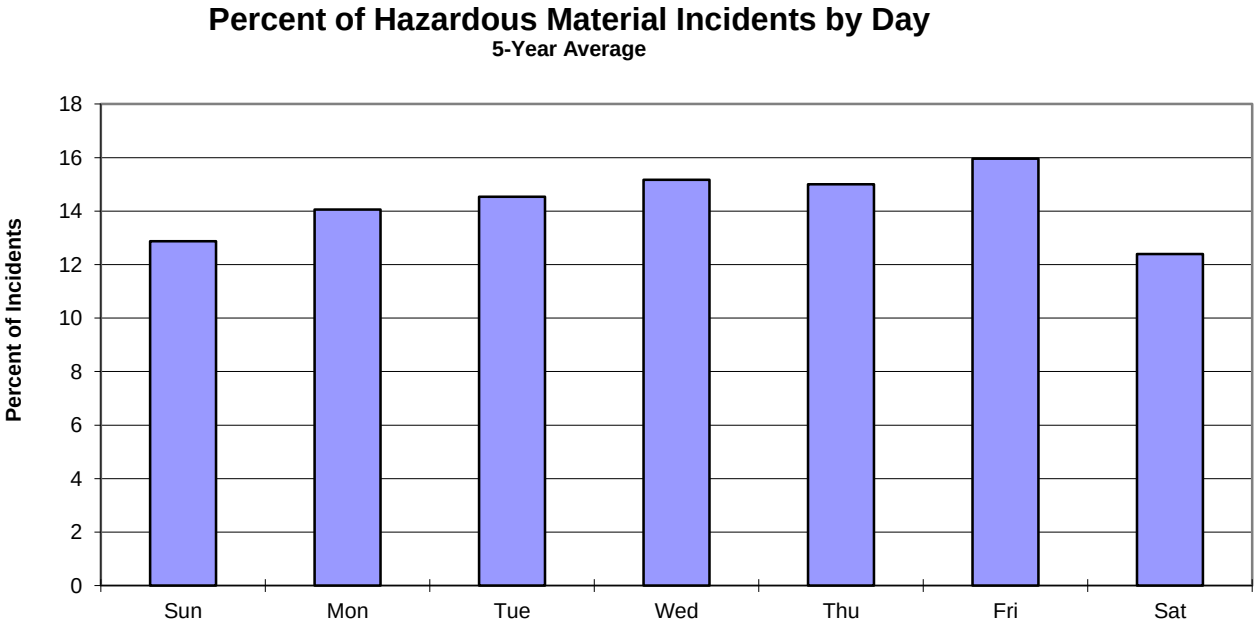

## Hazardous Material Incident Trend by First Due Response Area

| | 2009 | 2010 | 2011 | 2012 | 2013 | Annual Change (%) | 5-Year Average | 5 Year CAGR (%) |
|---|---|---|---|---|---|---|---|---|
| ST01 | 14 | 16 | 20 | 13 | 12 | -7.69 | 15.0 | -4.36 |
| ST02 | 12 | 8 | 19 | 19 | 13 | -31.58 | 14.0 | 0.00 |
| ST03 | 5 | 10 | 8 | 14 | 3 | -78.57 | 8.3 | -21.40 |
| ST04 | 8 | 16 | 23 | 14 | 11 | -21.43 | 14.5 | -6.01 |
| ST05 | 13 | 12 | 13 | 16 | 11 | -31.25 | 12.7 | 0.00 |
| ST06 | 11 | 14 | 15 | 16 | 9 | -43.75 | 12.2 | 2.38 |
| ST07 | 21 | 11 | 12 | 15 | 14 | -6.67 | 14.5 | 0.00 |
| ST08 | 16 | 14 | 19 | 20 | 18 | -10.00 | 16.7 | 6.72 |
| ST09 | 14 | 18 | 14 | 11 | 15 | 36.36 | 15.3 | -5.59 |
| ST10 | 15 | 22 | 16 | 14 | 15 | 7.14 | 16.3 | -1.28 |
| ST11 | 19 | 10 | 16 | 18 | 13 | -27.78 | 16.0 | -8.25 |
| ST12 | 9 | 7 | 6 | 8 | 5 | -37.50 | 8.0 | -17.40 |
| ST13 | 3 | 4 | 5 | 13 | 2 | -84.62 | 5.0 | -7.79 |
| ST14 | 14 | 10 | 12 | 9 | 12 | 33.33 | 11.3 | 1.76 |
| ST15 | 7 | 9 | 10 | 9 | 11 | 22.22 | 8.8 | 9.46 |
| ST16 | 4 | 4 | 2 | 1 | 4 | 300.00 | 2.8 | 14.87 |
| ST17 | 23 | 17 | 12 | 17 | 14 | -17.65 | 17.0 | -5.92 |
| ST18 | 2 | 3 | 2 | 5 | 6 | 20.00 | 4.3 | -5.59 |
| ST19 | 13 | 18 | 15 | 11 | 6 | -45.45 | 12.7 | -14.33 |
| ST20 | 19 | 10 | 15 | 14 | 21 | 50.00 | 15.3 | 10.07 |
| ST21 | N/A | N/A | N/A | N/A | 2 | N/A | N/A | N/A |
| ST22 | N/A | N/A | N/A | N/A | 0 | N/A | N/A | N/A |
| P081 | 6 | 14 | 14 | 11 | 12 | 9.09 | N/A | 1.76 |
| Other | 2 | 1 | 1 | 1 | 1 | 0.00 | N/A | 0.00 |
| **Total** | **250** | **248** | **269** | **269** | **230** | **-14.50** | **267.7** | **-2.12** |

## ***Hazardous Material Incident Trend***

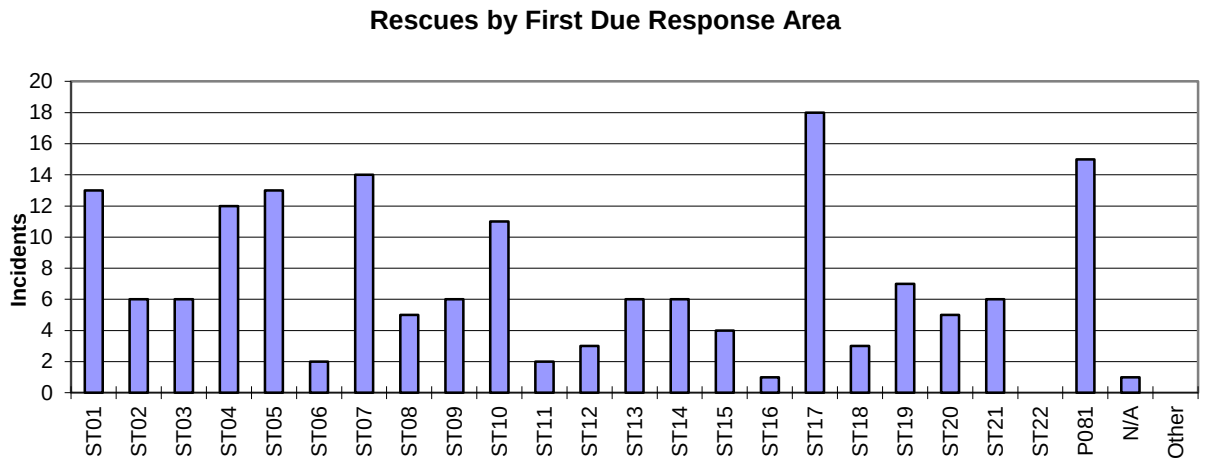



## ***Percent of Hazardous Material Incidents by Day of the Week***



# Other Incidents

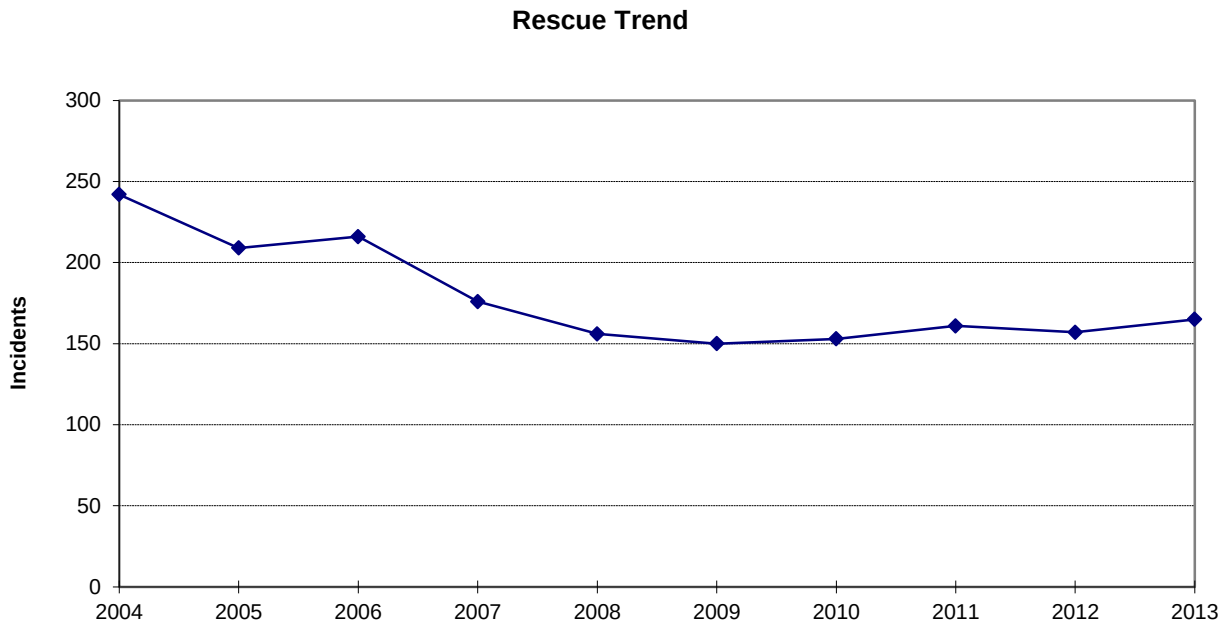
## Annual Rescues by First Due Response Area



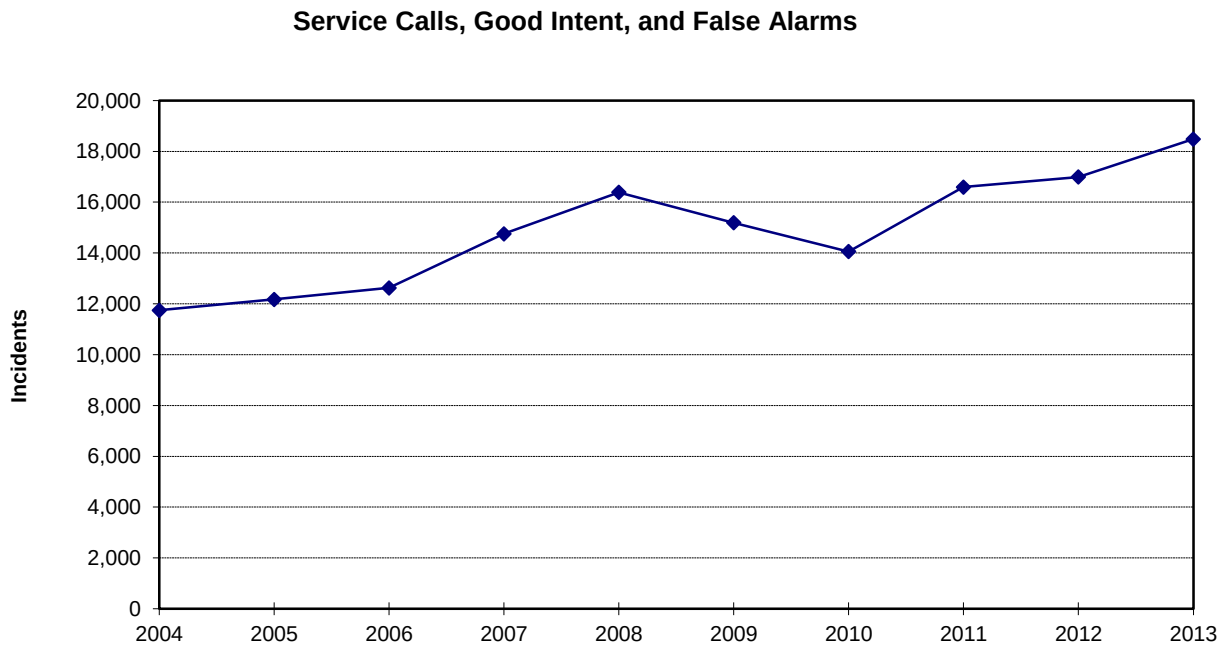

## Rescues by First Due Response Area Trend

| | 2009 | 2010 | 2011 | 2012 | 2013 | Annual Change (%) | 5 Year Avg | 5 Year CAGR (%) |
|---|---|---|---|---|---|---|---|---|
| ST01 | 6 | 15 | 10 | 10 | 13 | 0.00 | 11 | -7.31 |
| ST02 | 5 | 1 | 8 | 6 | 6 | -25.00 | 5 | 3.71 |
| ST03 | 3 | 6 | 4 | 9 | 6 | 125.00 | 6 | -7.79 |
| ST04 | 12 | 12 | 12 | 15 | 12 | 25.00 | 13 | -8.78 |
| ST05 | 14 | 10 | 17 | 13 | 13 | -23.53 | 13 | -1.47 |
| ST06 | 7 | 1 | 8 | 3 | 2 | -62.50 | 4 | -16.74 |
| ST07 | 9 | 19 | 8 | 11 | 14 | 37.50 | 12 | -1.37 |
| ST08 | 14 | 6 | 11 | 11 | 5 | 0.00 | 9 | 20.11 |
| ST09 | 8 | 2 | 5 | 3 | 6 | -40.00 | 5 | 0.00 |
| ST10 | 9 | 12 | 9 | 10 | 11 | 11.11 | 10 | 12.89 |
| ST11 | 6 | 9 | 5 | 7 | 2 | 40.00 | 6 | -24.21 |
| ST12 | 1 | 2 | 5 | 1 | 3 | -80.00 | 2 | 0.00 |
| ST13 | 3 | 8 | 4 | 4 | 6 | 0.00 | 5 | -3.04 |
| ST14 | 3 | 3 | 2 | 0 | 6 | -100.00 | 3 | 0.00 |
| ST15 | 11 | 7 | 5 | 3 | 4 | -40.00 | 6 | 14.87 |
| ST16 | 1 | 1 | 1 | 2 | 1 | 100.00 | 1 | N/A |
| ST17 | 13 | 6 | 14 | 11 | 18 | -21.43 | 12 | 24.57 |
| ST18 | 6 | 2 | 4 | 2 | 3 | -50.00 | 3 | N/A |
| ST19 | 8 | 13 | 6 | 8 | 7 | 33.33 | 8 | -8.64 |
| ST20 | 3 | 5 | 6 | 8 | 5 | 33.33 | 5 | 4.56 |
| ST21 | N/A | N/A | N/A | N/A | 6 | N/A | 6 | N/A |
| ST22 | N/A | N/A | N/A | N/A | 0 | N/A | 0 | N/A |
| P081 | 8 | 10 | 15 | 16 | 15 | 6.67 | 13 | 10.76 |
| Other | 0 | 3 | 2 | 4 | 1 | 100.00 | 2 | N/A |
| **Total** | **150** | **153** | **161** | **157** | **165** | **-2.48** | **157** | **1.13** |

## ***Rescue Trend Graph***



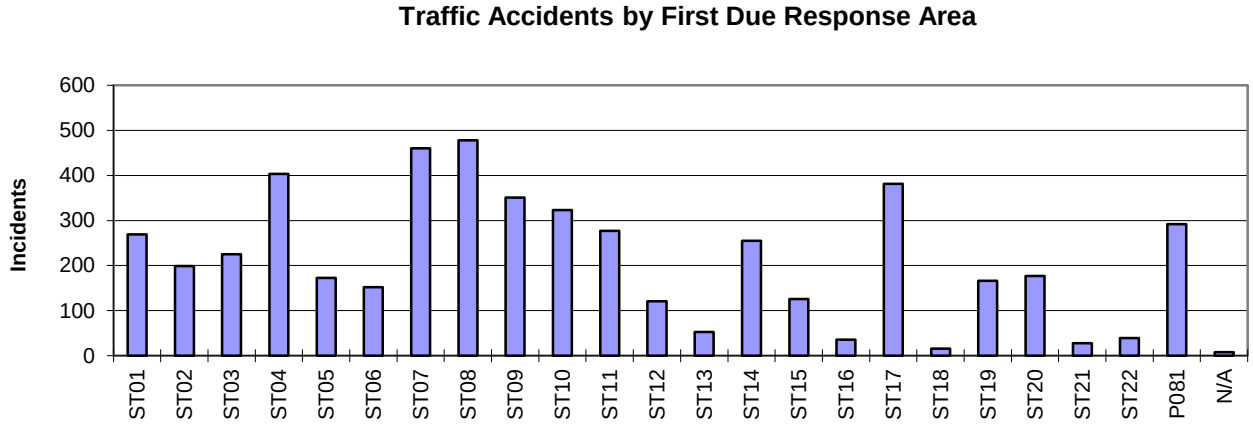

## ***Service Calls, Good Intent, and False Alarms Trend Graph****




Note: Some categories were redefined over the period due to changes in the incident reporting system.

# Traffic Accidents

## Annual Traffic Accidents by First Due Response Area

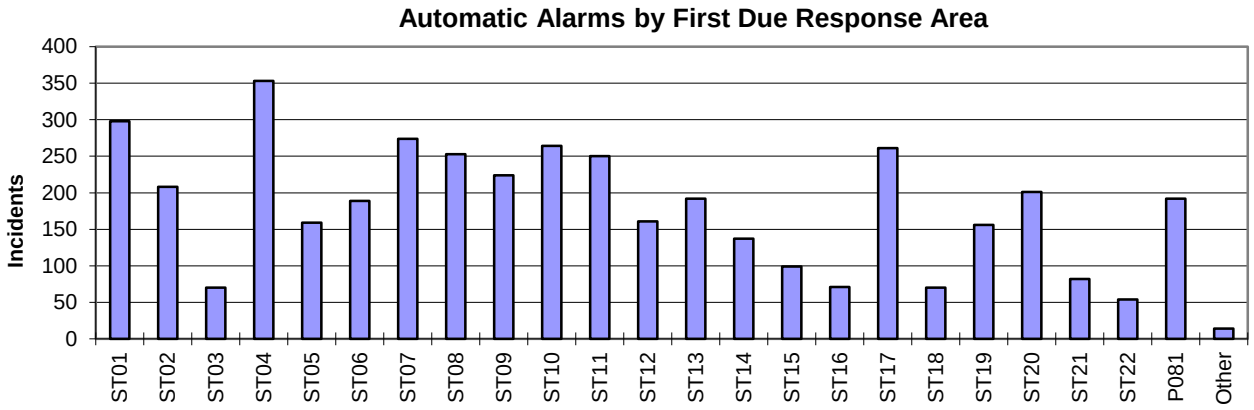



## Traffic Accident Trend by First Due Response Area

| | 2009 | 2010 | 2011 | 2012 | 2013 | Annual Change (%) | 5 Year Average | 5 Year CAGR (%) |
|---|---|---|---|---|---|---|---|---|
| ST01 | 201 | 242 | 201 | 258 | 269 | 4.26 | 234.2 | 4.58 |
| ST02 | 176 | 164 | 172 | 243 | 199 | -18.11 | 190.8 | 5.82 |
| ST03 | 179 | 190 | 184 | 189 | 225 | 19.05 | 193.4 | 11.77 |
| ST04 | 318 | 335 | 412 | 395 | 403 | 2.03 | 372.6 | 4.85 |
| ST05 | 137 | 131 | 164 | 156 | 173 | 10.90 | 152.2 | 6.21 |
| ST06 | 149 | 154 | 133 | 152 | 152 | 0.00 | 148 | 0.27 |
| ST07 | 372 | 374 | 378 | 404 | 460 | 13.86 | 397.6 | 7.53 |
| ST08 | 492 | 452 | 472 | 500 | 478 | -4.40 | 478.8 | 5.09 |
| ST09 | 222 | 227 | 237 | 328 | 351 | 7.01 | 273 | 12.82 |
| ST10 | 263 | 288 | 327 | 325 | 323 | -0.62 | 305.2 | 10.28 |
| ST11 | 238 | 250 | 260 | 287 | 277 | -3.48 | 262.4 | 12.46 |
| ST12 | 104 | 93 | 115 | 128 | 121 | -5.47 | 112.2 | 4.10 |
| ST13 | 45 | 49 | 43 | 58 | 53 | -8.62 | 49.6 | 2.87 |
| ST14 | 154 | 107 | 121 | 212 | 255 | 20.28 | 169.8 | 11.20 |
| ST15 | 117 | 109 | 114 | 109 | 126 | 15.60 | 115 | 2.94 |
| ST16 | 29 | 31 | 24 | 41 | 36 | -12.20 | 32.2 | 19.14 |
| ST17 | 313 | 295 | 313 | 313 | 381 | 21.73 | 323 | 8.53 |
| ST18 | 17 | 22 | 19 | 18 | 16 | -11.11 | 18.4 | -9.94 |
| ST19 | 209 | 244 | 221 | 226 | 166 | -26.55 | 213.2 | -3.07 |
| ST20 | 144 | 127 | 146 | 161 | 177 | 9.94 | 151 | 6.20 |
| ST21 | N/A | N/A | N/A | N/A | 28 | N/A | 28 | N/A |
| ST22 | N/A | N/A | N/A | N/A | 39 | N/A | 39 | N/A |
| P081 | 231 | 252 | 270 | 289 | 292 | 1.04 | 266.8 | 11.43 |
| N/A | 4 | 6 | 1 | 6 | 8 | 33.33 | 5 | -13.99 |
| **Total** | **4114** | **4142** | **4327** | **4798** | **5008** | **4.38** | **4477.8** | **7.20** |

# Automatic Alarms

## Annual Automatic Alarms (as Dispatched) by First Due Response Area




## Automatic Alarm (as Dispatched) Trend by First Due Response Area

| | 2009 | 2010 | 2011 | 2012 | 2013 | Annual Change (%) | 5 Year Average | 5 Year CAGR (%) |
|---|---|---|---|---|---|---|---|---|
| ST01 | 306 | 307 | 275 | 278 | 298 | 7.19 | 292.80 | 3.66 |
| ST02 | 242 | 231 | 232 | 246 | 208 | -15.45 | 231.80 | 0.59 |
| ST03 | 70 | 74 | 64 | 48 | 70 | 45.83 | 65.20 | -0.84 |
| ST04 | 363 | 336 | 380 | 295 | 353 | 19.66 | 345.40 | 2.50 |
| ST05 | 122 | 136 | 138 | 150 | 159 | 6.00 | 141.00 | 8.45 |
| ST06 | 172 | 146 | 151 | 164 | 189 | 15.24 | 164.40 | 7.61 |
| ST07 | 240 | 264 | 284 | 270 | 274 | 1.48 | 266.40 | 11.36 |
| ST08 | 249 | 241 | 277 | 270 | 253 | -6.30 | 258.00 | -0.77 |
| ST09 | 178 | 163 | 225 | 167 | 224 | 34.13 | 191.40 | 5.30 |
| ST10 | 200 | 207 | 216 | 269 | 264 | -1.86 | 231.20 | 12.73 |
| ST11 | 216 | 231 | 271 | 263 | 250 | -4.94 | 246.20 | -2.17 |
| ST12 | 170 | 161 | 195 | 142 | 161 | 13.38 | 165.80 | 0.63 |
| ST13 | 159 | 147 | 162 | 188 | 192 | 2.13 | 169.60 | 9.14 |
| ST14 | 91 | 91 | 88 | 130 | 137 | 5.38 | 107.40 | 4.68 |
| ST15 | 94 | 93 | 111 | 85 | 99 | 16.47 | 96.40 | 2.38 |
| ST16 | 60 | 44 | 84 | 77 | 71 | -7.79 | 67.20 | 4.49 |
| ST17 | 256 | 267 | 310 | 295 | 261 | -11.53 | 277.80 | 4.25 |
| ST18 | 101 | 84 | 81 | 67 | 70 | 4.48 | 80.60 | -7.79 |
| ST19 | 318 | 302 | 307 | 231 | 156 | -32.47 | 262.80 | -12.14 |
| ST20 | 169 | 133 | 185 | 215 | 201 | -6.51 | 180.60 | 9.97 |
| ST21 | N/A | N/A | N/A | N/A | 82 | N/A | 82.00 | N/A |
| ST22 | N/A | N/A | N/A | N/A | 54 | N/A | 54.00 | N/A |
| P081 | 186 | 194 | 209 | 239 | 192 | -19.67 | 204.00 | 6.52 |
| Other | 2 | 0 | 1 | 14 | 14 | 0.00 | 6.20 | 36.08 |
| **Total** | **3964** | **3852** | **4246** | **4103** | **4232** | **3.14** | **4079.40** | **3.81** |

# Emergency Dispatch

## Annual Situation Found vs. Computer Aided Dispatched (CAD) Category

| | Dispatched (CAD) Category | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Sit Found** | **ATAL** | **ATCO** | **ATMA** | **GFIR** | **HAZCND** | **HZMT** | **INV** | **MED** | **MUA** | **OTHER** | **OthFir** | **Resc** | **SFIR** | **TA** | **TEMS** | **VFIR** | **Total** |
| Explosion | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 3 | 0 | 3 | 0 | 0 | 0 | 7 |
| False Alarm | 1,612 | 45 | 153 | 0 | 0 | 6 | 17 | 134 | 0 | 6 | 16 | 2 | 51 | 8 | 1 | 3 | 2,054 |
| Good Intent | 827 | 35 | 288 | 28 | 74 | 144 | 494 | 4,289 | 6 | 429 | 412 | 83 | 254 | 343 | 0 | 92 | 7,309 |
| Grass Fire | 0 | 0 | 0 | 27 | 0 | 0 | 10 | 0 | 1 | 1 | 87 | 0 | 2 | 1 | 0 | 1 | 130 |
| Haz Cond | 4 | 0 | 0 | 0 | 52 | 1 | 7 | 0 | 0 | 5 | 10 | 0 | 34 | 0 | 0 | 2 | 115 |
| HazMat | 39 | 11 | 0 | 0 | 0 | 137 | 9 | 15 | 2 | 8 | 0 | 0 | 1 | 8 | 0 | 0 | 230 |
| Hi-angle Rescue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 9 | 0 | 0 | 0 | 0 | 10 |
| Medical | 22 | 1 | 245 | 0 | 6 | 15 | 6 | 33,550 | 7 | 95 | 4 | 16 | 21 | 2,492 | 13 | 8 | 36,501 |
| Natural Dist | 1 | 0 | 0 | 0 | 2 | 0 | 9 | 0 | 2 | 8 | 1 | 5 | 6 | 0 | 0 | 0 | 34 |
| Other | 10 | 2 | 10 | 3 | 5 | 5 | 11 | 465 | 2 | 96 | 5 | 3 | 5 | 49 | 0 | 5 | 700 |
| Other Fire | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 4 |
| Outside Str Fire | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 2 | 60 | 0 | 23 | 0 | 0 | 0 | 88 |
| Rescue | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 2 | 79 | 0 | 62 | 0 | 5 | 0 | 0 | 155 |
| Rupture | 3 | 0 | 0 | 0 | 0 | 9 | 4 | 2 | 0 | 5 | 0 | 0 | 1 | 1 | 0 | 2 | 27 |
| Service Call | 767 | 32 | 122 | 21 | 126 | 135 | 277 | 2,355 | 14 | 1,846 | 239 | 58 | 348 | 2,134 | 118 | 38 | 8,630 |
| Spill w/Fire | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 3 |
| Structure Fire | 4 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 2 | 1 | 4 | 0 | 176 | 0 | 0 | 0 | 190 |
| Trash Fire | 0 | 0 | 0 | 2 | 0 | 0 | 3 | 0 | 0 | 0 | 58 | 0 | 8 | 0 | 0 | 1 | 72 |
| Vehicle Fire | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 0 | 4 | 6 | 0 | 95 | 109 |
| **Total** | **3,290** | **126** | **818** | **81** | **268** | **453** | **850** | **40,816** | **39** | **2,583** | **903** | **238** | **941** | **5,047** | **132** | **248** | **56,368** |

Note: Please “Terms and Definiitions” for CAD codes descriptions

## ***MPDS Categories and Priorities (as Dispatched)***

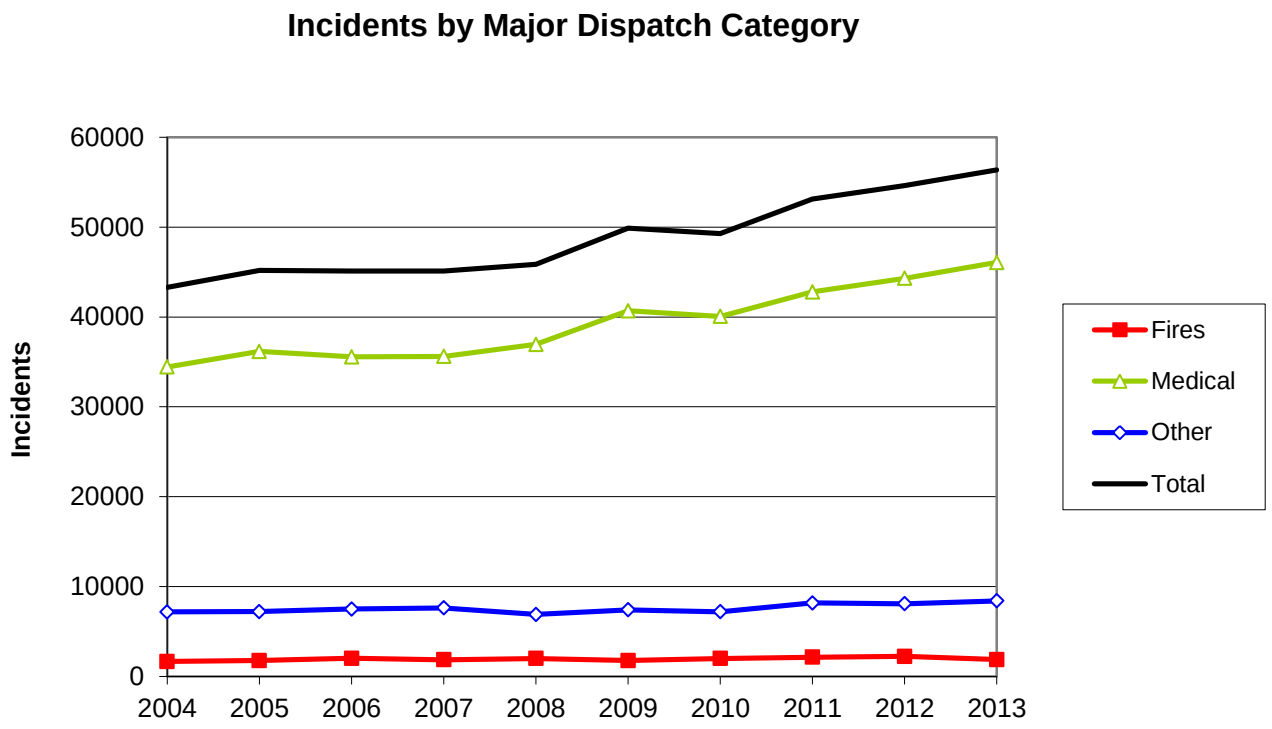
| | Priority Class | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Incident Category** | **A** | **B** | **C** | **D** | **E** | **N/A** | **O** | **Total** |
| Abdominal Pain | 530 | 0 | 481 | 91 | 0 | 1 | 0 | **1,103** |
| Aircraft Emergency | 0 | 0 | 0 | 0 | 0 | 25 | 0 | **25** |
| Allergic Reaction | 86 | 16 | 131 | 162 | 19 | 0 | 0 | **414** |
| Animal Bite | 41 | 47 | 0 | 9 | 0 | 0 | 0 | **97** |
| Assault | 154 | 1,415 | 0 | 306 | 0 | 48 | 0 | **1,923** |
| Automatic Alarm | 0 | 723 | 11 | 0 | 0 | 3,492 | 1 | **4,227** |
| Back Pain | 282 | 0 | 26 | 14 | 0 | 0 | 0 | **322** |
| Bleeding | 154 | 487 | 29 | 640 | 0 | 0 | 0 | **1,310** |
| Burn | 14 | 3 | 15 | 5 | 1 | 0 | 0 | **38** |
| Cardiac-Resp Arrest/DOA | 0 | 139 | 0 | 115 | 486 | 0 | 20 | **760** |
| Chest Pain | 101 | 0 | 1,159 | 1,720 | 0 | 0 | 0 | **2,980** |
| Choking | 93 | 0 | 0 | 119 | 16 | 0 | 0 | **228** |
| CO/HazMat Exposure | 0 | 111 | 24 | 182 | 0 | 0 | 31 | **348** |
| Diabetic Problem | 161 | 0 | 557 | 134 | 0 | 0 | 0 | **852** |
| Difficulty Breathing | 0 | 0 | 796 | 2,561 | 418 | 0 | 0 | **3,775** |
| Drowning/Near Drowning | 1 | 1 | 0 | 12 | 0 | 0 | 0 | **14** |
| Electrical Hazard | 0 | 7 | 0 | 0 | 0 | 256 | 0 | **263** |
| Electrocution | 0 | 0 | 3 | 11 | 0 | 0 | 0 | **14** |
| Exposure | 27 | 30 | 4 | 17 | 0 | 0 | 0 | **78** |
| Eye Injury | 50 | 12 | 0 | 4 | 0 | 0 | 0 | **66** |
| Fall/Back Injury | 1,298 | 2,653 | 0 | 768 | 0 | 0 | 0 | **4,719** |
| Fire | 1 | 41 | 19 | 205 | 1 | 1,899 | 2 | **2,168** |
| Fuel Spill | 0 | 72 | 66 | 0 | 0 | 45 | 0 | **183** |
| General Illness | 1,991 | 109 | 1,445 | 756 | 0 | 0 | 181 | **4,482** |
| Hazardous Material | 0 | 0 | 3 | 0 | 0 | 270 | 0 | **273** |
| Headache | 37 | 7 | 207 | 0 | 0 | 0 | 0 | **251** |
| Heart Problem | 33 | 0 | 230 | 251 | 0 | 0 | 0 | **514** |
| Industrial Accident | 0 | 2 | 0 | 1 | 0 | 0 | 0 | **3** |
| Lightning Strike | 0 | 5 | 0 | 0 | 0 | 29 | 0 | **34** |
| Mutual Aid | 0 | 0 | 0 | 0 | 0 | 39 | 0 | **39** |
| OB/Gyn Problem | 17 | 48 | 44 | 165 | 0 | 0 | 3 | **277** |
| Other | 0 | 0 | 0 | 0 | 0 | 532 | 0 | **532** |
| Overdose/Poison | 0 | 614 | 1,625 | 350 | 0 | 0 | 154 | **2,743** |
| PD Assistance | 46 | 0 | 0 | 859 | 0 | 103 | 0 | **1,008** |
| Psychiatric | 267 | 1,162 | 0 | 336 | 0 | 0 | 0 | **1,765** |
| Public Assist/Service Call | 129 | 1 | 2 | 0 | 0 | 2,022 | 0 | **2,154** |
| Rescue | 0 | 3 | 0 | 68 | 0 | 161 | 0 | **232** |
| Seizure | 549 | 181 | 580 | 1,121 | 0 | 0 | 0 | **2,431** |
| Shooting/Stabbing | 0 | 84 | 0 | 133 | 0 | 17 | 0 | **234** |
| Smoke/Odor Investigation | 0 | 0 | 0 | 0 | 0 | 810 | 0 | **810** |
| Stroke | 0 | 0 | 805 | 0 | 0 | 0 | 0 | **805** |
| Traffic Accident | 379 | 3,040 | 0 | 1,106 | 0 | 425 | 58 | **5,008** |
| Transfer | 10 | 0 | 53 | 0 | 0 | 0 | 0 | **63** |
| Trauma | 395 | 371 | 0 | 97 | 0 | 0 | 0 | **863** |
| Unconscious | 450 | 0 | 774 | 2,086 | 45 | 0 | 0 | **3,355** |
| Unknown Problem | 0 | 808 | 0 | 990 | 0 | 787 | 0 | **2,585** |
| **Total** | **7,296** | **12,192** | **9,089** | **15,394** | **986** | **10,961** | **450** | **56,368** |

## MPDS Categories and Priorities for Patients 65 and Over (as Dispatched)

| | Priority Class | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Incident Category** | **A** | **B** | **C** | **D** | **E** | **N/A** | **O** | **Total** |
| Abdominal Pain | 82 | 0 | 112 | 29 | 0 | 0 | 0 | 223 |
| Allergic Reaction | 12 | 2 | 16 | 20 | 2 | 0 | 0 | 52 |
| Animal Bite | 4 | 4 | 0 | 1 | 0 | 0 | 0 | 9 |
| Assault | 3 | 19 | 0 | 9 | 0 | 3 | 0 | 34 |
| Automatic Alarm | 0 | 118 | 0 | 0 | 0 | 26 | 0 | 144 |
| Back Pain | 74 | 0 | 11 | 2 | 0 | 0 | 0 | 87 |
| Bleeding | 43 | 159 | 9 | 150 | 0 | 0 | 0 | 361 |
| Burn | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 2 |
| Cardiac-Resp Arrest/DOA | 0 | 58 | 0 | 36 | 175 | 0 | 13 | 282 |
| Chest Pain | 0 | 0 | 422 | 366 | 0 | 0 | 0 | 788 |
| Choking | 10 | 0 | 0 | 25 | 2 | 0 | 0 | 37 |
| CO/HazMat Exposure | 0 | 5 | 2 | 3 | 0 | 0 | 0 | 10 |
| Diabetic Problem | 45 | 0 | 150 | 27 | 0 | 0 | 0 | 222 |
| Difficulty Breathing | 0 | 0 | 258 | 765 | 106 | 0 | 0 | 1,129 |
| Drowning/Near Drowning | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 2 |
| Exposure | 2 | 1 | 0 | 2 | 0 | 0 | 0 | 5 |
| Eye Injury | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 4 |
| Fall/Back Injury | 613 | 1,260 | 0 | 284 | 0 | 0 | 0 | 2,157 |
| Fire | 0 | 0 | 0 | 2 | 0 | 8 | 0 | 10 |
| Fuel Spill | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| General Illness | 692 | 28 | 466 | 264 | 0 | 0 | 53 | 1,503 |
| Headache | 12 | 3 | 32 | 0 | 0 | 0 | 0 | 47 |
| Heart Problem | 7 | 0 | 92 | 77 | 0 | 0 | 0 | 176 |
| Overdose/Poison | 0 | 16 | 32 | 4 | 0 | 0 | 12 | 64 |
| PD Assistance | 1 | 0 | 0 | 39 | 0 | 2 | 0 | 42 |
| Psychiatric | 28 | 60 | 0 | 29 | 0 | 0 | 0 | 117 |
| Public Assist/Service Call | 1 | 0 | 0 | 0 | 0 | 57 | 0 | 58 |
| Seizure | 15 | 1 | 54 | 76 | 0 | 0 | 0 | 146 |
| Shooting/Stabbing | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 5 |
| Smoke/Odor Investigation | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 3 |
| Stroke | 0 | 0 | 421 | 0 | 0 | 0 | 0 | 421 |
| Traffic Accident | 16 | 142 | 0 | 57 | 0 | 15 | 1 | 231 |
| Transfer | 3 | 0 | 25 | 0 | 0 | 0 | 0 | 28 |
| Trauma | 51 | 53 | 0 | 9 | 0 | 0 | 0 | 113 |
| Unconscious | 112 | 0 | 249 | 536 | 14 | 0 | 0 | 911 |
| Unknown Problem | 0 | 118 | 0 | 14 | 0 | 107 | 0 | 239 |
| **Total** | **1,831** | **2,047** | **2,352** | **2,834** | **299** | **221** | **79** | **9,663** |

Note: An incident was included if and only if there was a patient with an age of 65 or more recorded.

## ***Incident Trend by Dispatch Categories***



# Responses to Emergency Incidents

## Annual Company Responses by Situation Found Category

| Company | False | Fire | GoodInt | HazCond | HazMat | Med | Other | Rescue | Rupture | SvcCall | Unk | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| A15 | 1 | 10 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 5 | 0 | **19** |
| B5 | 2 | 14 | 31 | 0 | 0 | 68 | 2 | 3 | 0 | 18 | 0 | **138** |
| B6 | 1 | 7 | 13 | 0 | 5 | 56 | 4 | 0 | 1 | 12 | 0 | **99** |
| B7 | 5 | 23 | 19 | 0 | 1 | 34 | 6 | 0 | 0 | 22 | 0 | **110** |
| B8 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | **1** |
| B9 | 0 | 3 | 11 | 0 | 0 | 17 | 0 | 0 | 0 | 11 | 0 | **42** |
| B10 | 6 | 9 | 8 | 1 | 0 | 77 | 4 | 1 | 0 | 17 | 0 | **123** |
| B11 | 3 | 16 | 28 | 0 | 1 | 80 | 7 | 0 | 0 | 20 | 0 | **155** |
| B12 | 0 | 11 | 10 | 0 | 2 | 17 | 1 | 0 | 0 | 13 | 0 | **54** |
| B13 | 3 | 19 | 41 | 0 | 0 | 37 | 5 | 3 | 0 | 16 | 0 | **124** |
| B14 | 0 | 10 | 18 | 0 | 4 | 44 | 0 | 0 | 1 | 14 | 0 | **91** |
| B15 | 4 | 9 | 6 | 0 | 0 | 28 | 16 | 1 | 0 | 12 | 0 | **76** |
| B16 | 2 | 31 | 23 | 0 | 1 | 18 | 8 | 1 | 0 | 10 | 0 | **94** |
| B17 | 3 | 18 | 17 | 1 | 0 | 30 | 6 | 3 | 0 | 11 | 0 | **89** |
| B18 | 2 | 9 | 14 | 0 | 1 | 13 | 2 | 0 | 0 | 16 | 0 | **57** |
| B19 | 2 | 17 | 13 | 0 | 0 | 26 | 11 | 0 | 0 | 20 | 0 | **89** |
| B20 | 2 | 18 | 18 | 0 | 4 | 32 | 4 | 1 | 0 | 19 | 0 | **98** |
| B21 | 0 | 3 | 2 | 0 | 0 | 3 | 0 | 0 | 0 | 4 | 0 | **12** |
| D1 | 225 | 142 | 220 | 17 | 16 | 138 | 7 | 20 | 2 | 298 | 0 | **1,085** |
| D2 | 126 | 167 | 201 | 13 | 18 | 146 | 10 | 9 | 5 | 248 | 0 | **943** |
| D3 | 109 | 85 | 91 | 10 | 13 | 86 | 11 | 6 | 2 | 162 | 0 | **575** |
| DC20 | 1 | 3 | 1 | 0 | 4 | 2 | 1 | 0 | 0 | 2 | 0 | **14** |
| E1 | 205 | 77 | 766 | 11 | 14 | 2,386 | 2 | 11 | 1 | 659 | 0 | **4,132** |
| E2 | 160 | 56 | 338 | 12 | 19 | 1,395 | 4 | 5 | 3 | 443 | 0 | **2,435** |
| E3 | 133 | 74 | 436 | 11 | 5 | 1,642 | 4 | 7 | 3 | 497 | 0 | **2,812** |
| E4 | 178 | 64 | 498 | 8 | 9 | 2,607 | 2 | 7 | 1 | 505 | 0 | **3,879** |
| E5 | 84 | 36 | 404 | 10 | 10 | 1,726 | 5 | 18 | 1 | 330 | 0 | **2,624** |
| E6 | 103 | 55 | 321 | 9 | 13 | 1,578 | 3 | 2 | 3 | 414 | 1 | **2,502** |
| E7 | 145 | 101 | 400 | 13 | 17 | 1,448 | 8 | 14 | 6 | 613 | 0 | **2,765** |
| E8 | 167 | 108 | 763 | 13 | 26 | 3,182 | 14 | 2 | 3 | 686 | 0 | **4,964** |
| E9 | 143 | 39 | 346 | 7 | 16 | 1,787 | 9 | 2 | 4 | 384 | 0 | **2,737** |
| E10 | 164 | 64 | 397 | 9 | 15 | 1,888 | 8 | 4 | 0 | 408 | 0 | **2,957** |
| E11 | 150 | 68 | 486 | 5 | 14 | 2,140 | 6 | 2 | 1 | 417 | 0 | **3,289** |
| E12 | 100 | 36 | 123 | 3 | 7 | 723 | 2 | 3 | 1 | 237 | 0 | **1,235** |
| E13 | 85 | 23 | 263 | 3 | 2 | 1,146 | 6 | 13 | 0 | 230 | 0 | **1,771** |
| E14 | 127 | 40 | 224 | 4 | 14 | 1,055 | 2 | 6 | 2 | 313 | 0 | **1,787** |
| E15 | 68 | 22 | 139 | 7 | 14 | 615 | 7 | 8 | 1 | 178 | 0 | **1,059** |
| E16 | 55 | 17 | 106 | 0 | 4 | 420 | 2 | 2 | 0 | 101 | 1 | **708** |
| E17 | 137 | 52 | 352 | 5 | 12 | 1,494 | 8 | 6 | 1 | 414 | 0 | **2,481** |
| E18 | 48 | 10 | 99 | 4 | 7 | 377 | 8 | 1 | 0 | 130 | 0 | **684** |
| E19 | 84 | 24 | 210 | 3 | 8 | 1,068 | 5 | 3 | 2 | 240 | 0 | **1,647** |
| E20 | 123 | 53 | 231 | 6 | 26 | 1,093 | 3 | 5 | 0 | 318 | 0 | **1,858** |
| E21 | 34 | 4 | 45 | 0 | 2 | 206 | 0 | 5 | 0 | 58 | 0 | **354** |
| H6 | 1 | 18 | 8 | 0 | 18 | 17 | 0 | 0 | 3 | 7 | 0 | **72** |
| H14 | 7 | 69 | 73 | 0 | 93 | 44 | 3 | 1 | 8 | 48 | 0 | **346** |
| HR17 | 53 | 116 | 164 | 4 | 3 | 476 | 11 | 39 | 0 | 302 | 0 | **1,168** |
| Other | 49 | 404 | 270 | 16 | 68 | 856 | 109 | 38 | 10 | 538 | 3 | **2,361** |
| S108 | 6 | 19 | 118 | 0 | 2 | 704 | 4 | 0 | 0 | 115 | 0 | **968** |
| S8 | 7 | 36 | 400 | 0 | 3 | 1,730 | 5 | 2 | 0 | 246 | 0 | **2,429** |
| S7 | 19 | 39 | 405 | 0 | 1 | 2,660 | 3 | 1 | 0 | 246 | 0 | **3,374** |
| T1 | 147 | 123 | 407 | 14 | 3 | 891 | 7 | 21 | 2 | 534 | 0 | **2,149** |
| T4 | 131 | 78 | 261 | 11 | 3 | 910 | 2 | 14 | 0 | 381 | 0 | **1,791** |
| T8 | 103 | 112 | 377 | 9 | 4 | 1,081 | 13 | 12 | 2 | 513 | 0 | **2,226** |
| T9 | 92 | 65 | 174 | 12 | 3 | 615 | 10 | 7 | 2 | 322 | 0 | **1,302** |
| T10 | 85 | 93 | 224 | 15 | 5 | 678 | 2 | 13 | 2 | 378 | 0 | **1,495** |
| T19 | 57 | 35 | 121 | 7 | 3 | 302 | 11 | 12 | 0 | 202 | 0 | **750** |
| TM2 | 0 | 0 | 1 | 0 | 0 | 18 | 0 | 0 | 0 | 114 | 0 | **133** |
| W3 | 1 | 7 | 6 | 0 | 0 | 8 | 0 | 0 | 0 | 3 | 0 | **25** |
| W4 | 0 | 17 | 19 | 0 | 0 | 11 | 1 | 0 | 0 | 15 | 0 | **63** |
| W9 | 0 | 12 | 9 | 0 | 0 | 1 | 1 | 0 | 0 | 6 | 0 | **29** |
| All X | 0 | 144 | 7 | 1 | 0 | 6 | 2 | 0 | 0 | 15 | 1 | **176** |
| **Total** | **3,748** | **3,034** | **10,778** | **274** | **533** | **41,937** | **398** | **334** | **73** | **12,510** | **6** | **73,625** |

Note: There were 73,625 individual company responses to 56,368 incidents.

## ***Annual Company Responses by Situation Found Category (Percent)***

| Company | False | Fire | GoodInt | HazCond | HazMat | Med | Other | Rescue | Rupture | SvcCall | Unk |
|---|---|---|---|---|---|---|---|---|---|---|---|
| A15 | 5.26 | 52.63 | 10.53 | 0.00 | 0.00 | 5.26 | 0.00 | 0.00 | 0.00 | 26.32 | 0.00 |
| B5 | 1.45 | 10.14 | 22.46 | 0.00 | 0.00 | 49.28 | 1.45 | 2.17 | 0.00 | 13.04 | 0.00 |
| B6 | 1.01 | 7.07 | 13.13 | 0.00 | 5.05 | 56.57 | 4.04 | 0.00 | 1.01 | 12.12 | 0.00 |
| B7 | 4.55 | 20.91 | 17.27 | 0.00 | 0.91 | 30.91 | 5.45 | 0.00 | 0.00 | 20.00 | 0.00 |
| B8 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 100.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| B9 | 0.00 | 7.14 | 26.19 | 0.00 | 0.00 | 40.48 | 0.00 | 0.00 | 0.00 | 26.19 | 0.00 |
| B10 | 4.88 | 7.32 | 6.50 | 0.81 | 0.00 | 62.60 | 3.25 | 0.81 | 0.00 | 13.82 | 0.00 |
| B11 | 1.94 | 10.32 | 18.06 | 0.00 | 0.65 | 51.61 | 4.52 | 0.00 | 0.00 | 12.90 | 0.00 |
| B12 | 0.00 | 20.37 | 18.52 | 0.00 | 3.70 | 31.48 | 1.85 | 0.00 | 0.00 | 24.07 | 0.00 |
| B13 | 2.42 | 15.32 | 33.06 | 0.00 | 0.00 | 29.84 | 4.03 | 2.42 | 0.00 | 12.90 | 0.00 |
| B14 | 0.00 | 10.99 | 19.78 | 0.00 | 4.40 | 48.35 | 0.00 | 0.00 | 1.10 | 15.38 | 0.00 |
| B15 | 5.26 | 11.84 | 7.89 | 0.00 | 0.00 | 36.84 | 21.05 | 1.32 | 0.00 | 15.79 | 0.00 |
| B16 | 2.13 | 32.98 | 24.47 | 0.00 | 1.06 | 19.15 | 8.51 | 1.06 | 0.00 | 10.64 | 0.00 |
| B17 | 3.37 | 20.22 | 19.10 | 1.12 | 0.00 | 33.71 | 6.74 | 3.37 | 0.00 | 12.36 | 0.00 |
| B18 | 3.51 | 15.79 | 24.56 | 0.00 | 1.75 | 22.81 | 3.51 | 0.00 | 0.00 | 28.07 | 0.00 |
| B19 | 2.25 | 19.10 | 14.61 | 0.00 | 0.00 | 29.21 | 12.36 | 0.00 | 0.00 | 22.47 | 0.00 |
| B20 | 2.04 | 18.37 | 18.37 | 0.00 | 4.08 | 32.65 | 4.08 | 1.02 | 0.00 | 19.39 | 0.00 |
| B21 | 0.00 | 25.00 | 16.67 | 0.00 | 0.00 | 25.00 | 0.00 | 0.00 | 0.00 | 33.33 | 0.00 |
| D1 | 20.74 | 13.09 | 20.28 | 1.57 | 1.47 | 12.72 | 0.65 | 1.84 | 0.18 | 27.47 | 0.00 |
| D2 | 13.36 | 17.71 | 21.31 | 1.38 | 1.91 | 15.48 | 1.06 | 0.95 | 0.53 | 26.30 | 0.00 |
| D3 | 18.96 | 14.78 | 15.83 | 1.74 | 2.26 | 14.96 | 1.91 | 1.04 | 0.35 | 28.17 | 0.00 |
| DC20 | 7.14 | 21.43 | 7.14 | 0.00 | 28.57 | 14.29 | 7.14 | 0.00 | 0.00 | 14.29 | 0.00 |
| E1 | 4.96 | 1.86 | 18.54 | 0.27 | 0.34 | 57.74 | 0.05 | 0.27 | 0.02 | 15.95 | 0.00 |
| E2 | 6.57 | 2.30 | 13.88 | 0.49 | 0.78 | 57.29 | 0.16 | 0.21 | 0.12 | 18.19 | 0.00 |
| E3 | 4.73 | 2.63 | 15.50 | 0.39 | 0.18 | 58.39 | 0.14 | 0.25 | 0.11 | 17.67 | 0.00 |
| E4 | 4.59 | 1.65 | 12.84 | 0.21 | 0.23 | 67.21 | 0.05 | 0.18 | 0.03 | 13.02 | 0.00 |
| E5 | 3.20 | 1.37 | 15.40 | 0.38 | 0.38 | 65.78 | 0.19 | 0.69 | 0.04 | 12.58 | 0.00 |
| E6 | 4.12 | 2.20 | 12.83 | 0.36 | 0.52 | 63.07 | 0.12 | 0.08 | 0.12 | 16.55 | 0.04 |
| E7 | 5.24 | 3.65 | 14.47 | 0.47 | 0.61 | 52.37 | 0.29 | 0.51 | 0.22 | 22.17 | 0.00 |
| E8 | 3.36 | 2.18 | 15.37 | 0.26 | 0.52 | 64.10 | 0.28 | 0.04 | 0.06 | 13.82 | 0.00 |
| E9 | 5.22 | 1.42 | 12.64 | 0.26 | 0.58 | 65.29 | 0.33 | 0.07 | 0.15 | 14.03 | 0.00 |
| E10 | 5.55 | 2.16 | 13.43 | 0.30 | 0.51 | 63.85 | 0.27 | 0.14 | 0.00 | 13.80 | 0.00 |
| E11 | 4.56 | 2.07 | 14.78 | 0.15 | 0.43 | 65.07 | 0.18 | 0.06 | 0.03 | 12.68 | 0.00 |
| E12 | 8.10 | 2.91 | 9.96 | 0.24 | 0.57 | 58.54 | 0.16 | 0.24 | 0.08 | 19.19 | 0.00 |
| E13 | 4.80 | 1.30 | 14.85 | 0.17 | 0.11 | 64.71 | 0.34 | 0.73 | 0.00 | 12.99 | 0.00 |
| E14 | 7.11 | 2.24 | 12.53 | 0.22 | 0.78 | 59.04 | 0.11 | 0.34 | 0.11 | 17.52 | 0.00 |
| E15 | 6.42 | 2.08 | 13.13 | 0.66 | 1.32 | 58.07 | 0.66 | 0.76 | 0.09 | 16.81 | 0.00 |
| E16 | 7.77 | 2.40 | 14.97 | 0.00 | 0.56 | 59.32 | 0.28 | 0.28 | 0.00 | 14.27 | 0.14 |
| E17 | 5.52 | 2.10 | 14.19 | 0.20 | 0.48 | 60.22 | 0.32 | 0.24 | 0.04 | 16.69 | 0.00 |
| E18 | 7.02 | 1.46 | 14.47 | 0.58 | 1.02 | 55.12 | 1.17 | 0.15 | 0.00 | 19.01 | 0.00 |
| E19 | 5.10 | 1.46 | 12.75 | 0.18 | 0.49 | 64.85 | 0.30 | 0.18 | 0.12 | 14.57 | 0.00 |
| E20 | 6.62 | 2.85 | 12.43 | 0.32 | 1.40 | 58.83 | 0.16 | 0.27 | 0.00 | 17.12 | 0.00 |
| E21 | 9.60 | 1.13 | 12.71 | 0.00 | 0.56 | 58.19 | 0.00 | 1.41 | 0.00 | 16.38 | 0.00 |
| H6 | 1.39 | 25.00 | 11.11 | 0.00 | 25.00 | 23.61 | 0.00 | 0.00 | 4.17 | 9.72 | 0.00 |
| H14 | 2.02 | 19.94 | 21.10 | 0.00 | 26.88 | 12.72 | 0.87 | 0.29 | 2.31 | 13.87 | 0.00 |
| HR17 | 4.54 | 9.93 | 14.04 | 0.34 | 0.26 | 40.75 | 0.94 | 3.34 | 0.00 | 25.86 | 0.00 |
| Other | 2.08 | 17.11 | 11.44 | 0.68 | 2.88 | 36.26 | 4.62 | 1.61 | 0.42 | 22.79 | 0.13 |
| S108 | 0.62 | 1.96 | 12.19 | 0.00 | 0.21 | 72.73 | 0.41 | 0.00 | 0.00 | 11.88 | 0.00 |
| S8 | 0.29 | 1.48 | 16.47 | 0.00 | 0.12 | 71.22 | 0.21 | 0.08 | 0.00 | 10.13 | 0.00 |
| S7 | 0.56 | 1.16 | 12.00 | 0.00 | 0.03 | 78.84 | 0.09 | 0.03 | 0.00 | 7.29 | 0.00 |
| T1 | 6.84 | 5.72 | 18.94 | 0.65 | 0.14 | 41.46 | 0.33 | 0.98 | 0.09 | 24.85 | 0.00 |
| T4 | 7.31 | 4.36 | 14.57 | 0.61 | 0.17 | 50.81 | 0.11 | 0.78 | 0.00 | 21.27 | 0.00 |
| T8 | 4.63 | 5.03 | 16.94 | 0.40 | 0.18 | 48.56 | 0.58 | 0.54 | 0.09 | 23.05 | 0.00 |
| T9 | 7.07 | 4.99 | 13.36 | 0.92 | 0.23 | 47.24 | 0.77 | 0.54 | 0.15 | 24.73 | 0.00 |
| T10 | 5.69 | 6.22 | 14.98 | 1.00 | 0.33 | 45.35 | 0.13 | 0.87 | 0.13 | 25.28 | 0.00 |
| T19 | 7.60 | 4.67 | 16.13 | 0.93 | 0.40 | 40.27 | 1.47 | 1.60 | 0.00 | 26.93 | 0.00 |
| TM2 | 0.00 | 0.00 | 0.75 | 0.00 | 0.00 | 13.53 | 0.00 | 0.00 | 0.00 | 85.71 | 0.00 |
| W3 | 4.00 | 28.00 | 24.00 | 0.00 | 0.00 | 32.00 | 0.00 | 0.00 | 0.00 | 12.00 | 0.00 |
| W4 | 0.00 | 26.98 | 30.16 | 0.00 | 0.00 | 17.46 | 1.59 | 0.00 | 0.00 | 23.81 | 0.00 |
| W9 | 0.00 | 41.38 | 31.03 | 0.00 | 0.00 | 3.45 | 3.45 | 0.00 | 0.00 | 20.69 | 0.00 |
| All X | 0.00 | 81.82 | 3.98 | 0.57 | 0.00 | 3.41 | 1.14 | 0.00 | 0.00 | 8.52 | 0.57 |
| **Total** | **5.09** | **4.12** | **14.64** | **0.37** | **0.72** | **56.96** | **0.54** | **0.45** | **0.10** | **16.99** | **0.01** |

## ***Annual Company Responses by First Due Response Area***

| | P081 | ST01 | ST02 | ST03 | ST04 | ST05 | ST06 | ST07 | ST08 | ST09 | ST10 | ST11 | ST12 | ST13 | ST14 | ST15 | ST16 | ST17 | ST18 | ST19 | ST20 | ST21 | ST22 | Other | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| B5 | - | 1 | - | 6 | 1 | 110 | 1 | 2 | - | 5 | 1 | 1 | - | 7 | - | - | - | 1 | 1 | - | 1 | - | - | - | 138 |
| B6 | 2 | 2 | 5 | - | 1 | 2 | 73 | 3 | 1 | 2 | 2 | - | - | 1 | - | - | 2 | 1 | 2 | - | - | - | - | - | 99 |
| B7 | 3 | - | - | - | 1 | 1 | 2 | 64 | 14 | 1 | 5 | 2 | - | 1 | - | - | - | 13 | 3 | - | - | - | - | - | 110 |
| B8 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | - | - | - | - | 1 |
| B9 | - | 1 | 2 | - | - | 3 | 1 | - | - | 35 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 42 |
| B10 | - | 1 | - | - | 1 | - | 3 | 2 | 1 | 1 | 84 | - | - | 2 | 9 | - | - | 7 | 5 | 2 | 5 | - | - | - | 123 |
| B11 | 7 | - | 1 | - | 2 | - | - | 1 | 8 | - | 1 | 126 | - | - | - | - | 2 | - | 4 | 1 | 1 | - | - | 1 | 155 |
| B12 | 1 | 1 | - | - | - | - | 1 | - | - | 9 | 1 | - | 28 | - | 4 | - | - | - | 3 | 1 | 1 | - | 4 | - | 54 |
| B13 | 1 | 3 | 1 | - | 6 | 10 | - | 1 | - | - | 1 | 1 | - | 87 | 1 | - | 2 | 1 | 6 | - | 1 | - | - | 2 | 124 |
| B14 | - | - | 3 | - | 1 | - | 3 | - | - | 4 | 4 | - | 2 | - | 57 | 1 | 1 | 1 | 1 | 1 | 5 | 2 | 5 | - | 91 |
| B15 | - | 1 | 1 | - | 1 | 1 | 1 | 1 | - | - | 1 | 1 | - | - | - | 36 | 1 | 1 | 13 | 4 | 4 | 7 | 2 | - | 76 |
| B16 | 1 | 3 | 1 | - | 5 | 4 | 3 | 4 | 3 | 2 | 3 | 3 | - | 5 | - | - | 45 | 1 | 8 | - | 2 | - | - | 1 | 94 |
| B17 | 1 | 1 | 1 | 1 | - | - | - | 4 | 5 | 1 | 2 | - | - | - | - | 1 | - | 54 | 6 | 2 | 2 | 5 | 1 | 2 | 89 |
| B18 | - | 1 | - | - | - | 1 | - | 1 | - | 8 | 3 | - | 5 | - | - | 1 | - | - | 35 | - | - | - | 2 | - | 57 |
| B19 | 1 | - | 1 | - | - | 2 | 1 | 2 | 1 | 1 | - | 3 | 1 | - | 4 | 1 | - | 1 | 10 | 43 | 1 | - | 15 | 1 | 89 |
| B20 | 1 | 1 | 1 | - | 1 | - | - | 1 | 3 | - | 2 | 2 | - | - | 4 | 2 | - | 7 | 5 | 3 | 55 | 6 | 3 | 1 | 98 |
| B21 | 1 | - | 1 | - | 2 | - | 1 | - | 1 | 1 | 1 | - | - | - | - | 1 | 1 | 1 | - | - | - | 1 | - | - | 12 |
| D1 | 71 | 198 | 99 | 63 | 185 | 90 | 66 | 15 | 22 | 85 | 17 | 24 | 8 | 80 | 6 | - | 26 | 3 | 8 | 6 | 3 | 1 | 6 | 3 | 1,085 |
| D2 | 103 | 39 | 14 | 8 | 32 | 24 | 31 | 141 | 155 | 9 | 109 | 142 | 5 | 16 | 4 | 1 | 7 | 74 | 4 | 2 | 14 | 3 | 2 | 4 | 943 |
| D3 | 8 | 9 | 7 | 2 | 7 | 7 | 10 | 9 | 5 | 26 | 51 | 4 | 83 | 1 | 63 | 38 | 1 | 20 | 23 | 77 | 73 | 15 | 33 | 3 | 575 |
| D4 | 1 | 2 | - | - | - | 1 | 2 | - | - | 1 | - | 1 | - | 1 | 1 | - | 1 | 1 | - | - | 3 | - | 1 | - | 16 |
| E1 | 423 | 2,963 | 188 | 218 | 145 | 58 | 18 | 4 | 17 | 20 | - | 26 | - | 43 | 1 | - | 3 | - | 1 | - | - | 1 | - | 3 | 4,132 |
| E2 | 35 | 225 | 1,750 | 35 | 5 | 48 | 232 | 16 | 1 | 76 | 3 | 2 | - | 3 | - | - | - | - | - | - | - | - | - | 4 | 2,435 |
| E3 | 11 | 220 | 56 | 1,805 | 152 | 384 | 9 | 4 | 5 | 8 | 5 | 11 | 2 | 130 | - | - | 3 | 1 | - | - | - | 1 | - | 5 | 2,812 |
| E4 | 35 | 73 | 5 | 21 | 3,428 | 14 | 2 | - | 12 | 2 | - | 120 | - | 115 | - | - | 47 | - | - | 1 | - | - | 2 | 2 | 3,879 |
| E5 | 2 | 18 | 6 | 70 | 2 | 2,398 | 2 | 1 | 1 | 29 | - | - | - | 80 | - | - | 2 | - | 6 | 1 | - | - | - | 6 | 2,624 |
| E6 | 55 | 15 | 165 | - | - | 3 | 2,032 | 100 | 3 | 34 | 76 | - | - | - | 12 | - | - | 4 | - | - | 1 | - | 1 | 1 | 2,502 |
| E7 | 50 | 1 | 8 | - | 1 | 1 | 85 | 2,200 | 209 | - | 105 | 44 | - | 1 | 1 | - | - | 55 | 1 | - | - | 1 | - | 2 | 2,765 |
| E8 | 731 | 11 | 1 | - | 9 | - | 2 | 239 | 3,513 | 1 | 2 | 445 | - | 1 | 1 | - | 1 | 7 | - | - | - | - | - | - | 4,964 |
| E9 | 1 | 9 | 65 | 4 | 5 | 83 | 56 | 2 | - | 2,400 | 19 | - | 40 | 6 | 12 | 1 | - | 8 | 17 | - | 3 | - | 4 | 2 | 2,737 |
| E10 | 7 | 5 | 3 | 1 | 1 | 1 | 47 | 84 | 18 | 16 | 2,453 | 8 | - | 11 | 96 | 5 | - | 122 | - | 16 | 49 | 10 | 2 | 2 | 2,957 |
| E11 | 137 | - | - | - | 61 | - | 1 | 5 | 180 | - | - | 2,890 | - | - | - | - | 11 | 1 | - | - | - | - | - | 3 | 3,289 |
| E12 | - | 1 | - | - | - | 5 | 4 | 1 | - | 92 | 3 | - | 1,005 | 2 | 65 | 2 | - | 2 | 30 | 6 | 1 | - | 13 | 3 | 1,235 |



Continued on next page.

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| | P081 | ST01 | ST02 | ST03 | ST04 | ST05 | ST06 | ST07 | ST08 | ST09 | ST10 | ST11 | ST12 | ST13 | ST14 | ST15 | ST16 | ST17 | ST18 | ST19 | ST20 | ST21 | ST22 | Other | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| E13 | - | 8 | 2 | 18 | 101 | 47 | - | - | - | - | - | - | - | 1,579 | 1 | - | 8 | 1 | 4 | - | - | - | 1 | 1 | 1,771 |
| E14 | - | 1 | 1 | - | 1 | - | 1 | - | 1 | 15 | 83 | - | 83 | - | 1,419 | 3 | - | - | 1 | 51 | 86 | 1 | 37 | 3 | 1,787 |
| E15 | - | - | - | - | - | - | - | 1 | - | - | 2 | - | - | - | - | 837 | - | 8 | - | 56 | 106 | 39 | 10 | - | 1,059 |
| E16 | 1 | - | 1 | - | 84 | 1 | - | 3 | 1 | - | - | 1 | - | 7 | - | - | 608 | - | - | - | - | - | - | 1 | 708 |
| E17 | - | - | - | - | 2 | - | 1 | 45 | 17 | - | 66 | 17 | - | 1 | 1 | 4 | 1 | 2,175 | 1 | 5 | 38 | 100 | 2 | 5 | 2,481 |
| E18 | - | - | - | - | - | - | - | - | - | 87 | 1 | - | 69 | - | - | 1 | - | 1 | 524 | - | - | - | 1 | - | 684 |
| E19 | - | - | - | - | 1 | - | - | 2 | 1 | 3 | 10 | - | 9 | - | 100 | 44 | - | 3 | - | 1,143 | 28 | 2 | 297 | 4 | 1,647 |
| E20 | 2 | - | 2 | - | 1 | - | 2 | 3 | 3 | 2 | 43 | 1 | 3 | - | 81 | 62 | 1 | 56 | - | 23 | 1,518 | 50 | 4 | 1 | 1,858 |
| E21 | 1 | - | - | - | - | 1 | - | - | 1 | - | 1 | - | - | - | - | 8 | - | 36 | - | - | 7 | 297 | - | 2 | 354 |
| H14 | 24 | 24 | 13 | 10 | 20 | 16 | 10 | 22 | 18 | 20 | 26 | 21 | 8 | 4 | 37 | 4 | 8 | 21 | 8 | 6 | 19 | 2 | 4 | 1 | 346 |
| H6 | 2 | 4 | 4 | 1 | 4 | 5 | 16 | 4 | 5 | 4 | 3 | 4 | - | 1 | 2 | 1 | 4 | 4 | - | 2 | 1 | 1 | - | - | 72 |
| HR17 | 22 | 15 | 12 | 10 | 25 | 25 | 13 | 58 | 51 | 18 | 101 | 24 | 4 | 6 | 9 | 17 | 2 | 631 | 8 | 13 | 52 | 38 | 8 | 6 | 1,168 |
| S10 | - | 1 | - | - | - | - | - | - | - | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | 2 |
| S7 | 51 | 7 | 11 | - | 2 | 6 | 124 | 2,988 | 83 | 9 | 35 | 17 | - | - | 4 | 3 | - | 21 | - | 3 | 5 | - | 2 | 3 | 3,374 |
| S8 | 2,895 | 41 | 6 | 6 | 20 | 8 | 14 | 51 | 249 | 1 | 5 | 85 | - | 5 | 1 | 1 | 3 | 3 | - | 1 | 2 | - | - | - | 3,397 |
| T1 | 222 | 1,183 | 154 | 134 | 98 | 94 | 46 | 24 | 64 | 30 | 3 | 10 | 2 | 48 | 2 | - | 19 | 2 | 8 | 1 | - | - | 1 | 4 | 2,149 |
| T4 | 29 | 85 | 12 | 33 | 1,325 | 24 | 3 | 2 | 36 | 1 | 2 | 110 | - | 82 | - | - | 39 | - | 1 | 1 | - | - | - | 6 | 1,791 |
| T8 | 354 | 30 | 4 | 4 | 15 | 2 | 18 | 184 | 1,265 | - | 15 | 307 | - | 3 | - | - | 6 | 16 | - | - | 1 | 1 | - | 1 | 2,226 |
| T9 | 1 | 23 | 62 | 9 | 5 | 50 | 40 | 2 | 8 | 894 | 26 | 1 | 93 | 8 | 19 | 5 | 1 | 5 | 20 | 11 | 7 | - | 11 | 1 | 1,302 |
| T10 | 5 | 6 | 4 | - | 2 | 1 | 64 | 101 | 26 | 27 | 938 | 5 | 9 | - | 72 | 19 | 1 | 94 | 1 | 26 | 79 | 10 | 5 | - | 1,495 |
| T19 | 7 | 3 | - | 2 | - | 3 | - | 1 | 4 | 3 | 12 | 2 | 27 | - | 76 | 66 | - | 3 | 9 | 362 | 58 | 7 | 105 | - | 750 |
| W3 | 1 | 3 | 1 | 13 | - | - | 1 | - | - | 3 | - | - | - | - | 1 | 1 | - | - | - | - | - | - | 1 | - | 25 |
| W4 | - | 5 | - | 2 | 20 | 6 | - | - | 1 | 2 | - | 1 | - | 13 | - | - | 4 | 2 | 2 | - | - | - | 2 | 3 | 63 |
| W9 | - | - | - | - | - | 5 | - | 1 | 1 | 10 | - | - | - | - | - | 1 | - | 1 | 4 | - | 1 | - | 3 | 2 | 29 |
| WL3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | - | - | - | - | 1 |
| Other | 194 | 284 | 80 | 46 | 205 | 142 | 81 | 202 | 246 | 117 | 110 | 163 | 37 | 88 | 53 | 39 | 35 | 112 | 31 | 76 | 74 | 16 | 55 | 22 | 2,508 |
| AIX | 13 | 11 | 6 | 2 | 7 | 19 | 8 | 27 | 16 | 11 | 15 | 11 | 1 | 5 | 4 | - | 1 | 8 | - | 3 | 5 | - | 2 | 1 | 176 |
| **Total** | 5,513 | 5,539 | 2,760 | 2,524 | 5,993 | 3,706 | 3,131 | 6,628 | 6,275 | 4,126 | 4,452 | 4,636 | 1,524 | 2,443 | 2,223 | 1,206 | 897 | 3,590 | 816 | 1,949 | 2,312 | 617 | 647 | 118 | 73,625 |

## ***Annual Responses by First Due Response Area (Percent)***

| CMPY | P081 | ST01 | ST02 | ST03 | ST04 | ST05 | ST06 | ST07 | ST08 | ST09 | ST10 | ST11 | ST12 | ST13 | ST14 | ST15 | ST16 | ST17 | ST18 | ST19 | ST20 | ST21 | ST22 | Other | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **B5** | 0.0 | 0.7 | 0.0 | 4.3 | 0.7 | 79.7 | 0.7 | 1.4 | 0.0 | 3.6 | 0.7 | 0.7 | 0.0 | 5.1 | 0.0 | 0.0 | 0.0 | 0.7 | 0.7 | 0.0 | 0.7 | 0.0 | 0.0 | 0.0 | 100.0 |
| **B6** | 2.0 | 2.0 | 5.1 | 0.0 | 1.0 | 2.0 | 73.7 | 3.0 | 1.0 | 2.0 | 2.0 | 0.0 | 0.0 | 1.0 | 0.0 | 0.0 | 2.0 | 1.0 | 2.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 |
| **B7** | 2.7 | 0.0 | 0.0 | 0.0 | 0.9 | 0.9 | 1.8 | 58.2 | 12.7 | 0.9 | 4.5 | 1.8 | 0.0 | 0.9 | 0.0 | 0.0 | 0.0 | 11.8 | 2.7 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 |
| **B8** | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 |
| **B9** | 0.0 | 2.4 | 4.8 | 0.0 | 0.0 | 7.1 | 2.4 | 0.0 | 0.0 | 83.3 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 |
| **B10** | 0.0 | 0.8 | 0.0 | 0.0 | 0.8 | 0.0 | 2.4 | 1.6 | 0.8 | 0.8 | 68.3 | 0.0 | 0.0 | 1.6 | 7.3 | 0.0 | 0.0 | 5.7 | 4.1 | 1.6 | 4.1 | 0.0 | 0.0 | 0.0 | 100.0 |
| **B11** | 4.5 | 0.0 | 0.6 | 0.0 | 1.3 | 0.0 | 0.0 | 0.6 | 5.2 | 0.0 | 0.6 | 81.3 | 0.0 | 0.0 | 0.0 | 0.0 | 1.3 | 0.0 | 2.6 | 0.6 | 0.6 | 0.0 | 0.0 | 0.6 | 100.0 |
| **B12** | 1.9 | 1.9 | 0.0 | 0.0 | 0.0 | 0.0 | 1.9 | 0.0 | 0.0 | 16.7 | 1.9 | 0.0 | 51.9 | 0.0 | 7.4 | 0.0 | 0.0 | 0.0 | 5.6 | 1.9 | 1.9 | 0.0 | 7.4 | 0.0 | 100.0 |
| **B13** | 0.8 | 2.4 | 0.8 | 0.0 | 4.8 | 8.1 | 0.0 | 0.8 | 0.0 | 0.0 | 0.8 | 0.8 | 0.0 | 70.2 | 0.8 | 0.0 | 1.6 | 0.8 | 4.8 | 0.0 | 0.8 | 0.0 | 0.0 | 1.6 | 100.0 |
| **B14** | 0.0 | 0.0 | 3.3 | 0.0 | 1.1 | 0.0 | 3.3 | 0.0 | 0.0 | 4.4 | 4.4 | 0.0 | 2.2 | 0.0 | 62.6 | 1.1 | 1.1 | 1.1 | 1.1 | 1.1 | 5.5 | 2.2 | 5.5 | 0.0 | 100.0 |
| **B15** | 0.0 | 1.3 | 1.3 | 0.0 | 1.3 | 1.3 | 1.3 | 1.3 | 0.0 | 0.0 | 1.3 | 1.3 | 0.0 | 0.0 | 0.0 | 47.4 | 1.3 | 1.3 | 17.1 | 5.3 | 5.3 | 9.2 | 2.6 | 0.0 | 100.0 |
| **B16** | 1.1 | 3.2 | 1.1 | 0.0 | 5.3 | 4.3 | 3.2 | 4.3 | 3.2 | 2.1 | 3.2 | 3.2 | 0.0 | 5.3 | 0.0 | 0.0 | 47.9 | 1.1 | 8.5 | 0.0 | 2.1 | 0.0 | 0.0 | 1.1 | 100.0 |
| **B17** | 1.1 | 1.1 | 1.1 | 1.1 | 0.0 | 0.0 | 0.0 | 4.5 | 5.6 | 1.1 | 2.2 | 0.0 | 0.0 | 0.0 | 0.0 | 1.1 | 0.0 | 60.7 | 6.7 | 2.2 | 2.2 | 5.6 | 1.1 | 2.2 | 100.0 |
| **B18** | 0.0 | 1.8 | 0.0 | 0.0 | 0.0 | 1.8 | 0.0 | 1.8 | 0.0 | 14.0 | 5.3 | 0.0 | 8.8 | 0.0 | 0.0 | 1.8 | 0.0 | 0.0 | 61.4 | 0.0 | 0.0 | 0.0 | 3.5 | 0.0 | 100.0 |
| **B19** | 1.1 | 0.0 | 1.1 | 0.0 | 0.0 | 2.2 | 1.1 | 2.2 | 1.1 | 1.1 | 0.0 | 3.4 | 1.1 | 0.0 | 4.5 | 1.1 | 0.0 | 1.1 | 11.2 | 48.3 | 1.1 | 0.0 | 16.9 | 1.1 | 100.0 |
| **B20** | 1.0 | 1.0 | 1.0 | 0.0 | 1.0 | 0.0 | 0.0 | 1.0 | 3.1 | 0.0 | 2.0 | 2.0 | 0.0 | 0.0 | 4.1 | 2.0 | 0.0 | 7.1 | 5.1 | 3.1 | 56.1 | 6.1 | 3.1 | 1.0 | 100.0 |
| **B21** | 8.3 | 0.0 | 8.3 | 0.0 | 16.7 | 0.0 | 8.3 | 0.0 | 8.3 | 8.3 | 8.3 | 0.0 | 0.0 | 0.0 | 0.0 | 8.3 | 8.3 | 8.3 | 0.0 | 0.0 | 0.0 | 8.3 | 0.0 | 0.0 | 100.0 |
| **D1** | 6.5 | 18.2 | 9.1 | 5.8 | 17.1 | 8.3 | 6.1 | 1.4 | 2.0 | 7.8 | 1.6 | 2.2 | 0.7 | 7.4 | 0.6 | 0.0 | 2.4 | 0.3 | 0.7 | 0.6 | 0.3 | 0.1 | 0.6 | 0.3 | 100.0 |
| **D2** | 10.9 | 4.1 | 1.5 | 0.8 | 3.4 | 2.5 | 3.3 | 15.0 | 16.4 | 1.0 | 11.6 | 15.1 | 0.5 | 1.7 | 0.4 | 0.1 | 0.7 | 7.8 | 0.4 | 0.2 | 1.5 | 0.3 | 0.2 | 0.4 | 100.0 |
| **D3** | 1.4 | 1.6 | 1.2 | 0.3 | 1.2 | 1.2 | 1.7 | 1.6 | 0.9 | 4.5 | 8.9 | 0.7 | 14.4 | 0.2 | 11.0 | 6.6 | 0.2 | 3.5 | 4.0 | 13.4 | 12.7 | 2.6 | 5.7 | 0.5 | 100.0 |
| **D4** | 6.3 | 12.5 | 0.0 | 0.0 | 0.0 | 6.3 | 12.5 | 0.0 | 0.0 | 6.3 | 0.0 | 6.3 | 0.0 | 6.3 | 6.3 | 0.0 | 6.3 | 6.3 | 0.0 | 0.0 | 18.8 | 0.0 | 6.3 | 0.0 | 100.0 |
| **E1** | 10.2 | 71.7 | 4.5 | 5.3 | 3.5 | 1.4 | 0.4 | 0.1 | 0.4 | 0.5 | 0.0 | 0.6 | 0.0 | 1.0 | 0.0 | 0.0 | 0.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 100.0 |
| **E2** | 1.4 | 9.2 | 71.9 | 1.4 | 0.2 | 2.0 | 9.5 | 0.7 | 0.0 | 3.1 | 0.1 | 0.1 | 0.0 | 0.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.2 | 100.0 |
| **E3** | 0.4 | 7.8 | 2.0 | 64.2 | 5.4 | 13.7 | 0.3 | 0.1 | 0.2 | 0.3 | 0.2 | 0.4 | 0.1 | 4.6 | 0.0 | 0.0 | 0.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.2 | 100.0 |
| **E4** | 0.9 | 1.9 | 0.1 | 0.5 | 88.4 | 0.4 | 0.1 | 0.0 | 0.3 | 0.1 | 0.0 | 3.1 | 0.0 | 3.0 | 0.0 | 0.0 | 1.2 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 0.1 | 100.0 |
| **E5** | 0.1 | 0.7 | 0.2 | 2.7 | 0.1 | 91.4 | 0.1 | 0.0 | 0.0 | 1.1 | 0.0 | 0.0 | 0.0 | 3.0 | 0.0 | 0.0 | 0.1 | 0.0 | 0.2 | 0.0 | 0.0 | 0.0 | 0.0 | 0.2 | 100.0 |
| **E6** | 2.2 | 0.6 | 6.6 | 0.0 | 0.0 | 0.1 | 81.2 | 4.0 | 0.1 | 1.4 | 3.0 | 0.0 | 0.0 | 0.0 | 0.5 | 0.0 | 0.0 | 0.2 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 |
| **E7** | 1.8 | 0.0 | 0.3 | 0.0 | 0.0 | 0.0 | 3.1 | 79.6 | 7.6 | 0.0 | 3.8 | 1.6 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 2.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 100.0 |
| **E8** | 14.7 | 0.2 | 0.0 | 0.0 | 0.2 | 0.0 | 0.0 | 4.8 | 70.8 | 0.0 | 0.0 | 9.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 |
| **E9** | 0.0 | 0.3 | 2.4 | 0.1 | 0.2 | 3.0 | 2.0 | 0.1 | 0.0 | 87.7 | 0.7 | 0.0 | 1.5 | 0.2 | 0.4 | 0.0 | 0.0 | 0.3 | 0.6 | 0.0 | 0.1 | 0.0 | 0.1 | 0.1 | 100.0 |
| **E10** | 0.2 | 0.2 | 0.1 | 0.0 | 0.0 | 0.0 | 1.6 | 2.8 | 0.6 | 0.5 | 83.0 | 0.3 | 0.0 | 0.4 | 3.2 | 0.2 | 0.0 | 4.1 | 0.0 | 0.5 | 1.7 | 0.3 | 0.1 | 0.1 | 100.0 |
| **E11** | 4.2 | 0.0 | 0.0 | 0.0 | 1.9 | 0.0 | 0.0 | 0.2 | 5.5 | 0.0 | 0.0 | 87.9 | 0.0 | 0.0 | 0.0 | 0.0 | 0.3 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 100.0 |
| **E12** | 0.0 | 0.1 | 0.0 | 0.0 | 0.0 | 0.4 | 0.3 | 0.1 | 0.0 | 7.4 | 0.2 | 0.0 | 81.4 | 0.2 | 5.3 | 0.2 | 0.0 | 0.2 | 2.4 | 0.5 | 0.1 | 0.0 | 1.1 | 0.2 | 100.0 |
| **E13** | 0.0 | 0.5 | 0.1 | 1.0 | 5.7 | 2.7 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 89.2 | 0.1 | 0.0 | 0.5 | 0.1 | 0.2 | 0.0 | 0.0 | 0.0 | 0.1 | 0.1 | 100.0 |
| **E14** | 0.0 | 0.1 | 0.1 | 0.0 | 0.1 | 0.0 | 0.1 | 0.0 | 0.1 | 0.8 | 4.6 | 0.0 | 4.6 | 0.0 | 79.4 | 0.2 | 0.0 | 0.0 | 0.1 | 2.9 | 4.8 | 0.1 | 2.1 | 0.2 | 100.0 |
| **E15** | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 0.0 | 0.0 | 0.2 | 0.0 | 0.0 | 0.0 | 0.0 | 79.0 | 0.0 | 0.8 | 0.0 | 5.3 | 10.0 | 3.7 | 0.9 | 0.0 | 100.0 |
| **E16** | 0.1 | 0.0 | 0.1 | 0.0 | 11.9 | 0.1 | 0.0 | 0.4 | 0.1 | 0.0 | 0.0 | 0.1 | 0.0 | 1.0 | 0.0 | 0.0 | 85.9 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 100.0 |
| **E17** | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 0.0 | 0.0 | 1.8 | 0.7 | 0.0 | 2.7 | 0.7 | 0.0 | 0.0 | 0.0 | 0.2 | 0.0 | 87.7 | 0.0 | 0.2 | 1.5 | 4.0 | 0.1 | 0.2 | 100.0 |
| **E18** | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 12.7 | 0.1 | 0.0 | 10.1 | 0.0 | 0.0 | 0.1 | 0.0 | 0.1 | 76.6 | 0.0 | 0.0 | 0.0 | 0.1 | 0.0 | 100.0 |
| **E19** | 0.0 | 0.0 | 0.0 | 0.0 | 0.1 | 0.0 | 0.0 | 0.1 | 0.1 | 0.2 | 0.6 | 0.0 | 0.5 | 0.0 | 6.1 | 2.7 | 0.0 | 0.2 | 0.0 | 69.4 | 1.7 | 0.1 | 18.0 | 0.2 | 100.0 |
| **E20** | 0.1 | 0.0 | 0.1 | 0.0 | 0.1 | 0.0 | 0.1 | 0.2 | 0.2 | 0.1 | 2.3 | 0.1 | 0.2 | 0.0 | 4.4 | 3.3 | 0.1 | 3.0 | 0.0 | 1.2 | 81.7 | 2.7 | 0.2 | 0.1 | 100.0 |
| **E21** | 0.3 | 0.0 | 0.0 | 0.0 | 0.0 | 0.3 | 0.0 | 0.0 | 0.3 | 0.0 | 0.3 | 0.0 | 0.0 | 0.0 | 0.0 | 2.3 | 0.0 | 10.2 | 0.0 | 0.0 | 2.0 | 83.9 | 0.0 | 0.6 | 100.0 |

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| CMPY | P081 | ST01 | ST02 | ST03 | ST04 | ST05 | ST06 | ST07 | ST08 | ST09 | ST10 | ST11 | ST12 | ST13 | ST14 | ST15 | ST16 | ST17 | ST18 | ST19 | ST20 | ST21 | ST22 | Other | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| H14 | 6.9 | 6.9 | 3.8 | 2.9 | 5.8 | 4.6 | 2.9 | 6.4 | 5.2 | 5.8 | 7.5 | 6.1 | 2.3 | 1.2 | 10.7 | 1.2 | 2.3 | 6.1 | 2.3 | 1.7 | 5.5 | 0.6 | 1.2 | 0.3 | 100.0 |
| H6 | 2.8 | 5.6 | 5.6 | 1.4 | 5.6 | 6.9 | 22.2 | 5.6 | 6.9 | 5.6 | 4.2 | 5.6 | 0.0 | 1.4 | 2.8 | 1.4 | 5.6 | 5.6 | 0.0 | 2.8 | 1.4 | 1.4 | 0.0 | 0.0 | 100.0 |
| HR17 | 1.9 | 1.3 | 1.0 | 0.9 | 2.1 | 2.1 | 1.1 | 5.0 | 4.4 | 1.5 | 8.6 | 2.1 | 0.3 | 0.5 | 0.8 | 1.5 | 0.2 | 54.0 | 0.7 | 1.1 | 4.5 | 3.3 | 0.7 | 0.5 | 100.0 |
| S10 | 0.0 | 50.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 50.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 |
| S7 | 1.5 | 0.2 | 0.3 | 0.0 | 0.1 | 0.2 | 3.7 | 88.6 | 2.5 | 0.3 | 1.0 | 0.5 | 0.0 | 0.0 | 0.1 | 0.1 | 0.0 | 0.6 | 0.0 | 0.1 | 0.1 | 0.0 | 0.1 | 0.1 | 100.0 |
| S8 | 85.2 | 1.2 | 0.2 | 0.2 | 0.6 | 0.2 | 0.4 | 1.5 | 7.3 | 0.0 | 0.1 | 2.5 | 0.0 | 0.1 | 0.0 | 0.0 | 0.1 | 0.1 | 0.0 | 0.0 | 0.1 | 0.0 | 0.0 | 0.0 | 100.0 |
| T1 | 10.3 | 55.0 | 7.2 | 6.2 | 4.6 | 4.4 | 2.1 | 1.1 | 3.0 | 1.4 | 0.1 | 0.5 | 0.1 | 2.2 | 0.1 | 0.0 | 0.9 | 0.1 | 0.4 | 0.0 | 0.0 | 0.0 | 0.0 | 0.2 | 100.0 |
| T4 | 1.6 | 4.7 | 0.7 | 1.8 | 74.0 | 1.3 | 0.2 | 0.1 | 2.0 | 0.1 | 0.1 | 6.1 | 0.0 | 4.6 | 0.0 | 0.0 | 2.2 | 0.0 | 0.1 | 0.1 | 0.0 | 0.0 | 0.0 | 0.3 | 100.0 |
| T8 | 15.9 | 1.3 | 0.2 | 0.2 | 0.7 | 0.1 | 0.8 | 8.3 | 56.8 | 0.0 | 0.7 | 13.8 | 0.0 | 0.1 | 0.0 | 0.0 | 0.3 | 0.7 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 |
| T9 | 0.1 | 1.8 | 4.8 | 0.7 | 0.4 | 3.8 | 3.1 | 0.2 | 0.6 | 68.7 | 2.0 | 0.1 | 7.1 | 0.6 | 1.5 | 0.4 | 0.1 | 0.4 | 1.5 | 0.8 | 0.5 | 0.0 | 0.8 | 0.1 | 100.0 |
| T10 | 0.3 | 0.4 | 0.3 | 0.0 | 0.1 | 0.1 | 4.3 | 6.8 | 1.7 | 1.8 | 62.7 | 0.3 | 0.6 | 0.0 | 4.8 | 1.3 | 0.1 | 6.3 | 0.1 | 1.7 | 5.3 | 0.7 | 0.3 | 0.0 | 100.0 |
| T19 | 0.9 | 0.4 | 0.0 | 0.3 | 0.0 | 0.4 | 0.0 | 0.1 | 0.5 | 0.4 | 1.6 | 0.3 | 3.6 | 0.0 | 10.1 | 8.8 | 0.0 | 0.4 | 1.2 | 48.3 | 7.7 | 0.9 | 14.0 | 0.0 | 100.0 |
| W3 | 4.0 | 12.0 | 4.0 | 52.0 | 0.0 | 0.0 | 4.0 | 0.0 | 0.0 | 12.0 | 0.0 | 0.0 | 0.0 | 0.0 | 4.0 | 4.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 4.0 | 0.0 | 100.0 |
| W4 | 0.0 | 7.9 | 0.0 | 3.2 | 31.7 | 9.5 | 0.0 | 0.0 | 1.6 | 3.2 | 0.0 | 1.6 | 0.0 | 20.6 | 0.0 | 0.0 | 6.3 | 3.2 | 3.2 | 0.0 | 0.0 | 0.0 | 3.2 | 4.8 | 100.0 |
| W9 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 17.2 | 0.0 | 3.4 | 3.4 | 34.5 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 3.4 | 0.0 | 3.4 | 13.8 | 0.0 | 3.4 | 0.0 | 10.3 | 6.9 | 100.0 |
| WL3 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 |
| Other | 7.7 | 11.3 | 3.2 | 1.8 | 8.2 | 5.7 | 3.2 | 8.1 | 9.8 | 4.7 | 4.4 | 6.5 | 1.5 | 3.5 | 2.1 | 1.6 | 1.4 | 4.5 | 1.2 | 3.0 | 3.0 | 0.6 | 2.2 | 0.9 | 100.0 |
| AllX | 7.4 | 6.3 | 3.4 | 1.1 | 4.0 | 10.8 | 4.5 | 15.3 | 9.1 | 6.3 | 8.5 | 6.3 | 0.6 | 2.8 | 2.3 | 0.0 | 0.6 | 4.5 | 0.0 | 1.7 | 2.8 | 0.0 | 1.1 | 0.6 | 100.0 |
| **Total** | 7.5 | 7.5 | 3.7 | 3.4 | 8.1 | 5.0 | 4.3 | 9.0 | 8.5 | 5.6 | 6.0 | 6.3 | 2.1 | 3.3 | 3.0 | 1.6 | 1.2 | 4.9 | 1.1 | 2.6 | 3.1 | 0.8 | 0.9 | 0.2 | 100.0 |

## ***Station Response Workload Trend***

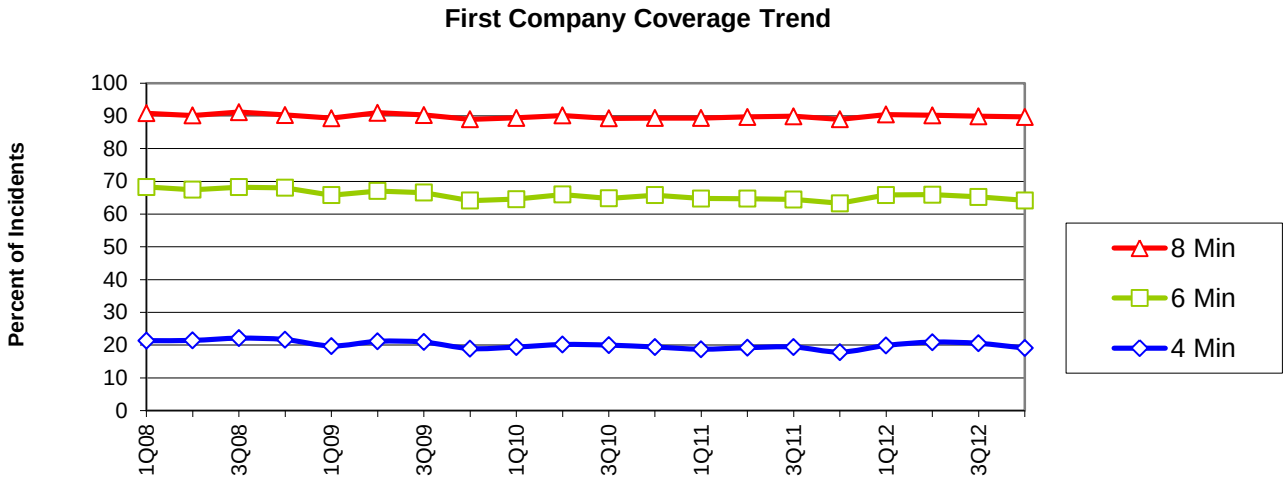
| Station | 2004 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 1 Year Change (%) | 5 Year CAGR (%) |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ST01 | 5,919 | 6,208 | 5,905 | 5,773 | 5,081 | 5,919 | 5,815 | 6,417 | 6,188 | 6,281 | 1.50 | 4.33 |
| ST02 | 2,235 | 2,389 | 2,419 | 2,457 | 2,243 | 2,399 | 2,445 | 2,609 | 2,522 | 2,568 | 1.82 | 2.74 |
| ST03 | 2,201 | 2,176 | 2,066 | 2,113 | 2,041 | 2,491 | 2,598 | 2,565 | 2,548 | 2,813 | 10.40 | 6.63 |
| ST04 | 4,278 | 4,309 | 4,090 | 4,424 | 4,600 | 4,993 | 4,926 | 5,486 | 5,447 | 5,742 | 5.42 | 4.53 |
| ST05 | 2,081 | 2,027 | 1,980 | 2,045 | 2,070 | 2,214 | 2,343 | 2,544 | 2,576 | 2,762 | 7.22 | 5.94 |
| ST06 | 2,744 | 2,665 | 2,732 | 2,751 | 2,649 | 2,586 | 2,462 | 2,715 | 2,754 | 2,673 | -2.94 | 0.18 |
| ST07 | 5,069 | 5,178 | 5,191 | 5,115 | 4,961 | 5,305 | 5,216 | 5,641 | 5,919 | 6,249 | 5.58 | 4.72 |
| ST08 | 7,084 | 7,031 | 7,045 | 6,988 | 6,030 | 6,857 | 6,670 | 7,107 | 7,392 | 7,191 | -2.72 | 3.58 |
| ST09 | 3,039 | 3,100 | 2,863 | 2,605 | 2,756 | 2,918 | 2,897 | 3,391 | 3,590 | 4,110 | 14.48 | 8.32 |
| ST10 | 3,774 | 3,553 | 3,495 | 3,316 | 3,534 | 3,900 | 3,946 | 4,349 | 4,394 | 4,577 | 4.16 | 5.31 |
| ST11 | 3,061 | 3,244 | 2,933 | 2,926 | 2,901 | 2,971 | 3,136 | 3,378 | 3,336 | 3,444 | 3.24 | 3.49 |
| ST12 | 1,232 | 1,203 | 1,147 | 1,145 | 1,225 | 1,170 | 1,118 | 1,368 | 1,305 | 1,289 | -1.23 | 1.02 |
| ST13 | 1,454 | 1,581 | 1,661 | 1,644 | 1,658 | 1,654 | 1,776 | 1,834 | 1,871 | 1,895 | 1.28 | 2.71 |
| ST14 | 2,346 | 2,155 | 1,956 | 2,090 | 1,972 | 1,833 | 1,658 | 1,830 | 2,070 | 2,224 | 7.44 | 2.43 |
| ST15 | 1,315 | 912 | 1,055 | 969 | 977 | 961 | 999 | 1,082 | 1,082 | 1,154 | 6.65 | 3.39 |
| ST16 | 544 | 556 | 561 | 536 | 511 | 600 | 677 | 765 | 824 | 802 | -2.67 | 9.43 |
| ST17 | 1,915 | 2,002 | 2,542 | 2,853 | 3,044 | 3,308 | 3,277 | 3,528 | 3,594 | 3,738 | 4.01 | 4.19 |
| ST18 | 685 | 692 | 758 | 699 | 727 | 826 | 745 | 734 | 790 | 741 | -6.20 | 0.38 |
| ST19 | 1,568 | 1,616 | 2,207 | 2,142 | 2,304 | 2,380 | 2,440 | 2,566 | 2,502 | 2,527 | 1.00 | 1.86 |
| ST20 | 215 | 1,476 | 1,662 | 1,514 | 1,606 | 1,708 | 1,508 | 1,809 | 1,872 | 1,970 | 5.24 | 4.17 |
| ST21 | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 366 | N/A | N/A |
| P081 | N/A | N/A | N/A | 184 | 2,560 | 2,709 | 2,807 | 2,878 | 3,270 | 3,397 | 3.88 | N/A |

## ***Equipment Response Trend***

| | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 1 Year Change (%) | 5 Year CAGR (%) |
|---|---|---|---|---|---|---|---|---|---|
| Engine | 42,570 | 41,478 | 44,840 | 44,159 | 47,219 | 47,522 | 48,680 | 2 | 3 |
| Truck | 6,299 | 5,847 | 7,029 | 7,192 | 8,325 | 8,984 | 9,713 | 8 | 11 |
| Brush Truck | 562 | 1,153 | 588 | 1,050 | 1,555 | 1,216 | 1,570 | 29 | 6 |
| Trauma Sqd. | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Squad | 3,220 | 5,430 | 5,928 | 5,738 | 5,906 | 6,375 | 6,773 | 6 | 5 |
| Investigators | 162 | 152 | 110 | 130 | 253 | 199 | 176 | -12 | 3 |
| HazMat | 649 | 542 | 344 | 262 | 434 | 472 | 418 | -11 | -5 |
| Heavy Rescue | 697 | 727 | 848 | 821 | 924 | 946 | 1,168 | 23 | 10 |
| Other | 3,504 | 3,482 | 3,222 | 3,363 | 4,015 | 4,530 | 5,127 | 13 | 8 |
| **Total** | **57,663** | **58,811** | **62,909** | **62,715** | **68,631** | **70,244** | **73,625** | **5** | **5** |

# Response Time Analysis

## Total Response Time Coverage Trend



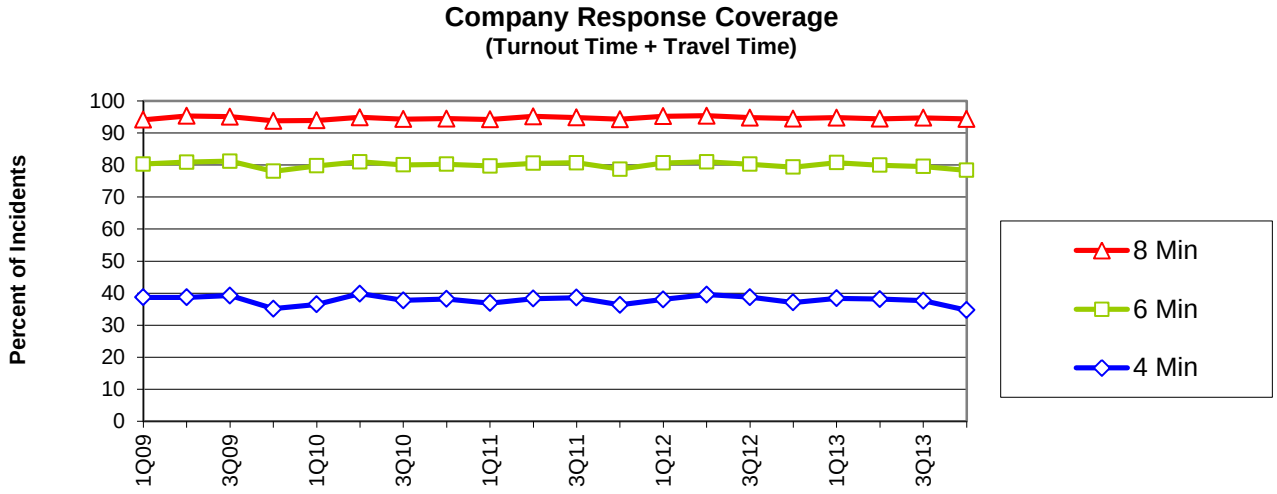

* Excludes non-emergency incidents

## Annual Total Response Time by First Due Response Area

| Station | Average | <=4 | <=5 | <=6 | <=8 |
|---|---|---|---|---|---|
| ST01 | 4.63 | 38.5 | 67.8 | 85.1 | 96.5 |
| ST02 | 5.06 | 26.9 | 53.5 | 77.2 | 96.2 |
| ST03 | 4.65 | 40.0 | 66.4 | 84.0 | 96.5 |
| ST04 | 5.31 | 23.2 | 50.0 | 72.2 | 92.3 |
| ST05 | 5.71 | 21.5 | 43.0 | 62.9 | 88.5 |
| ST06 | 5.17 | 24.0 | 51.9 | 75.3 | 95.0 |
| ST07 | 5.00 | 29.9 | 56.3 | 77.2 | 95.1 |
| ST08 | 5.86 | 14.0 | 34.0 | 59.8 | 88.8 |
| ST09 | 5.87 | 14.4 | 33.8 | 56.7 | 88.6 |
| ST10 | 5.55 | 16.8 | 40.6 | 65.1 | 92.6 |
| ST11 | 6.46 | 10.1 | 26.2 | 47.8 | 79.8 |
| ST12 | 5.69 | 17.5 | 44.0 | 65.5 | 88.2 |
| ST13 | 6.12 | 11.5 | 32.5 | 54.9 | 86.0 |
| ST14 | 5.84 | 11.0 | 31.6 | 58.5 | 91.3 |
| ST15 | 6.16 | 11.2 | 28.0 | 53.2 | 85.9 |
| ST16 | 6.78 | 4.2 | 12.8 | 38.4 | 80.1 |
| ST17 | 6.30 | 10.9 | 26.8 | 49.1 | 83.6 |
| ST18 | 5.73 | 14.0 | 38.1 | 64.7 | 90.7 |
| ST19 | 6.45 | 10.4 | 30.2 | 50.6 | 77.5 |
| ST20 | 6.20 | 6.4 | 20.9 | 46.7 | 88.9 |
| ST21 | 6.97 | 4.1 | 16.8 | 34.9 | 74.6 |
| ST22 | 9.74 | 0.0 | 0.0 | 1.4 | 22.6 |
| P081 | 5.67 | 12.5 | 36.1 | 64.4 | 92.5 |
| **City** | **5.65** | **19.1** | **41.4** | **64.1** | **89.5** |

Note: Excludes non-emergency incidents

## Company Response Time Coverage Trend

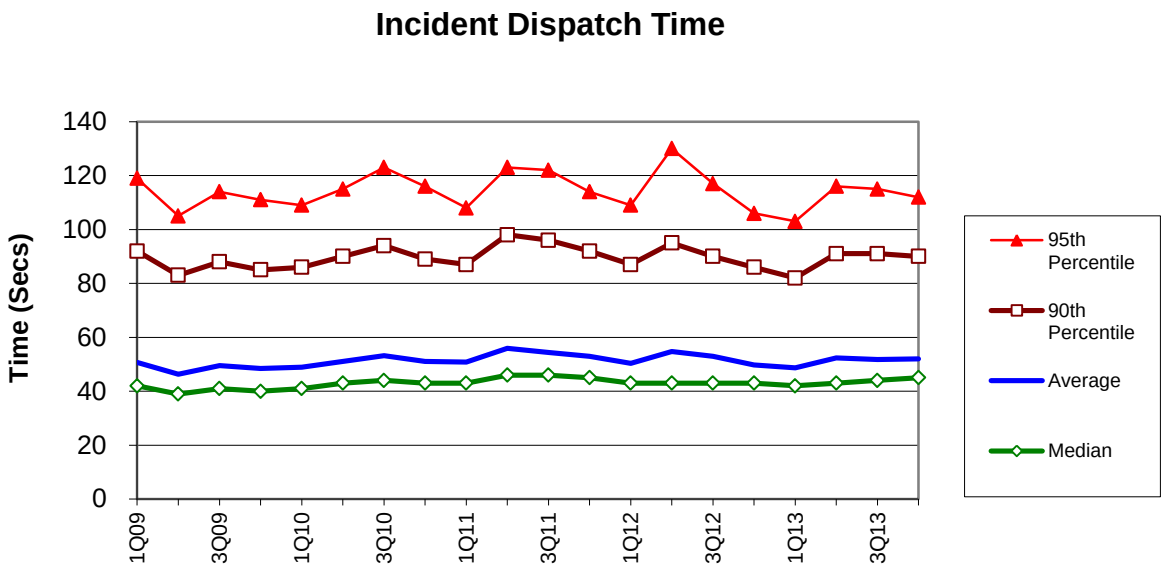


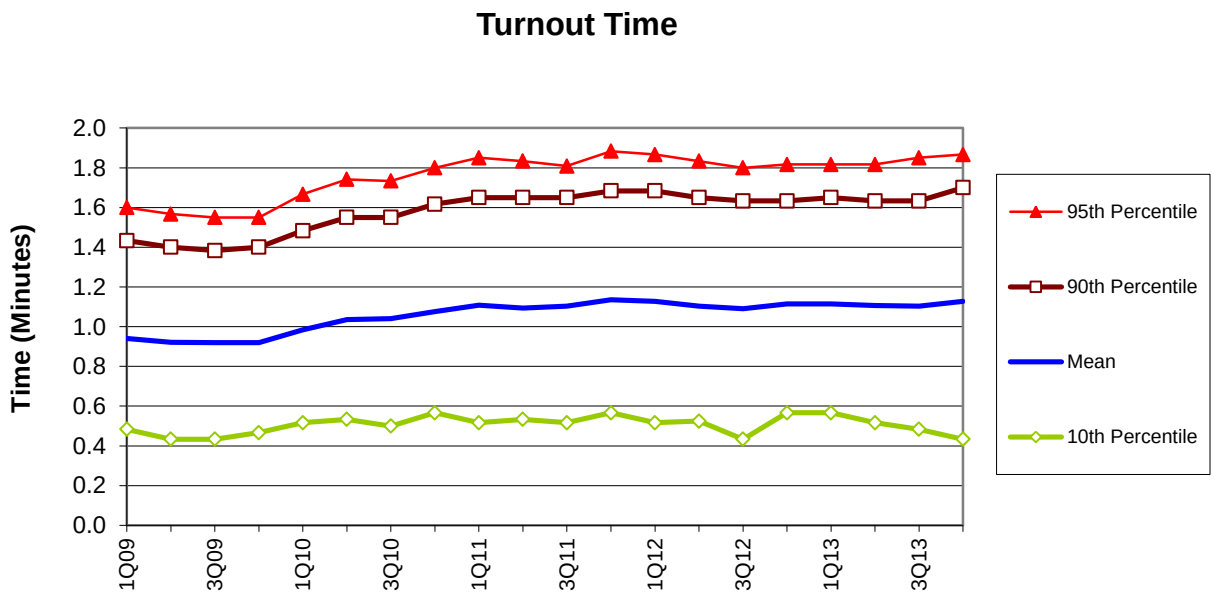

Note: Excludes non-emergency incidents

## Annual Company Response Time by First Due Response Area

| Station | Average Company Response | <=4 Min | <=5 Min | <=6 Min | <= 8 Min |
|---|---|---|---|---|---|
| ST01 | 3.81 | 65.2 | 84.5 | 92.8 | 98.3 |
| ST02 | 4.20 | 49.3 | 75.4 | 90.1 | 98.4 |
| ST03 | 3.86 | 63.4 | 83.6 | 92.6 | 98.2 |
| ST04 | 4.43 | 46.9 | 71.3 | 85.1 | 95.9 |
| ST05 | 4.84 | 38.3 | 61.8 | 78.0 | 92.3 |
| ST06 | 4.33 | 47.7 | 72.1 | 88.4 | 97.8 |
| ST07 | 4.10 | 52.7 | 76.8 | 90.0 | 97.9 |
| ST08 | 4.97 | 28.8 | 56.5 | 77.7 | 95.0 |
| ST09 | 4.97 | 29.6 | 54.3 | 76.2 | 94.7 |
| ST10 | 4.66 | 36.3 | 63.6 | 83.7 | 96.6 |
| ST11 | 5.60 | 21.8 | 44.1 | 66.8 | 88.2 |
| ST12 | 4.88 | 39.8 | 64.0 | 77.6 | 92.5 |
| ST13 | 5.23 | 28.5 | 51.6 | 71.8 | 93.9 |
| ST14 | 5.02 | 24.4 | 53.3 | 78.2 | 97.1 |
| ST15 | 5.36 | 23.5 | 48.0 | 70.5 | 90.9 |
| ST16 | 5.89 | 10.8 | 33.1 | 57.9 | 90.3 |
| ST17 | 5.50 | 22.0 | 43.7 | 68.1 | 90.2 |
| ST18 | 4.83 | 36.5 | 61.7 | 82.2 | 95.0 |
| ST19 | 5.73 | 22.6 | 47.4 | 63.0 | 82.9 |
| ST20 | 5.37 | 16.2 | 41.2 | 70.7 | 95.3 |
| ST21 | 6.33 | 13.5 | 26.9 | 47.9 | 83.5 |
| ST22 | 8.91 | 0.5 | 0.5 | 6.3 | 39.8 |
| P081 | 4.77 | 30.7 | 60.7 | 82.3 | 97.5 |
| **City** | **4.79** | **37.2** | **61.5** | **79.6** | **94.5** |

## ***Dispatch Time Trend***




## ***Turnout Time Trend***