**DATA SUMMARY**

<table>
<thead>
<tr>
<th>Agency</th>
<th>Jan 1, 2018 – Jul 31, 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Range</td>
<td></td>
</tr>
<tr>
<td>No. of Agencies Involved</td>
<td>1</td>
</tr>
<tr>
<td>Protocol Version</td>
<td>13.0</td>
</tr>
<tr>
<td>Total Calls (N)</td>
<td>100,647</td>
</tr>
<tr>
<td>Test Calls/Outliers Excluded (n [%])</td>
<td>3,740 [3.7%]</td>
</tr>
<tr>
<td>Calls Analyzed (n [%])</td>
<td>96,907 [96.3%]</td>
</tr>
</tbody>
</table>

Note: Small sample sizes should be interpreted with caution
Call Volume by Priority Level for Top 10 Chief Complaints
(n=74,377)

- **Sick Person**
  - OMEGA: 4.3%
  - ALPHA: 41.7%
  - BRAVO: 12.7%
  - CHARLIE: 21.2%
  - DELTA: 20.2%

- **Falls**
  - ALPHA: 31.3%
  - BRAVO: 52.7%
  - DELTA: 16%

- **Unconscious**
  - ALPHA: 12%
  - CHARLIE: 17.1%
  - DELTA: 70.4%
  - ECHO: 0.51%

- **Breathing Problems**
  - CHARLIE: 29.2%
  - DELTA: 69.3%
  - ECHO: 1.5%

- **Chest Pain**
  - ALPHA: 3.1%
  - CHARLIE: 38.3%
  - DELTA: 58.6%

- **Traffic Incidents**
  - OMEGA: 1%
  - ALPHA: 4.6%
  - BRAVO: 72.7%
  - DELTA: 21.7%

- **Seizures**
  - ALPHA: 24.2%
  - BRAVO: 9.9%
  - CHARLIE: 18.1%
  - DELTA: 47.8%

- **Traumatic Injuries**
  - ALPHA: 41.3%
  - BRAVO: 47.4%
  - DELTA: 11.3%

- **Hemorrhage**
  - ALPHA: 13.3%
  - BRAVO: 28.5%
  - CHARLIE: 2.2%
  - DELTA: 56%

- **Assault**
  - ALPHA: 7.1%
  - BRAVO: 80%
  - DELTA: 12.9%
Call Volume for Top 10 Dispatch Codes (n=23,866)

- 26-D-1: 3.5%
- 31-D-3: 3%
- 31-D-2: 2.8%
- 29-B-5U: 2.6%
- 26-C-2: 2.4%
- 26-B-1: 2.2%
- 6-D-2: 2.2%
- 26-A-1: 2.1%
- 17-B-1G: 2%
- 6-C-1: 1.8%

Heatmap of Calls for Top 10 Dispatch Codes by Hour of Day (n=23,866)

Hour of Day (24-Hour)
Number of Calls
0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23
50 100 150 200
**DEMOGRAPHICS**

Breathing Status at Case Entry (N=96,907)
- Yes: n=53,027 (85.7%)
- Uncertain (2nd Party): n=345 (0.36%)
- Unknown (3rd/4th Party): n=12,023 (12.4%)
- Ineffective/Agonal: n=188 (0.19%)
- No: n=1,324 (1.4%)

Consciousness at Case Entry (N=96,907)
- Yes: n=78,144 (80.6%)
- Unknown: n=12,213 (12.6%)
- No: n=6,550 (6.8%)

Call Volume by Gender Reported*
- Male: 48.6%
- Female: 42.8%

Call Volume by Gender and Age Reported*

*The remaining percentage of gender was reported as unknown

*Unk = Age Unknown
CALLER PARTY TYPE

Call Volume by Caller Party Type (N=96,907)

1st Party: 16.3%
2nd Party: 57.5%
3rd Party: 12.7%
4th Party: 13.5%

Number of Calls (n)

Call Volume by Priority Level and Caller Party Type (N=96,907)

1st Party (n=15,822)
2nd Party (n=55,716)
3rd Party (n=12,284)
4th Party (n=13,085)

Number of Calls (n)

Priority Level