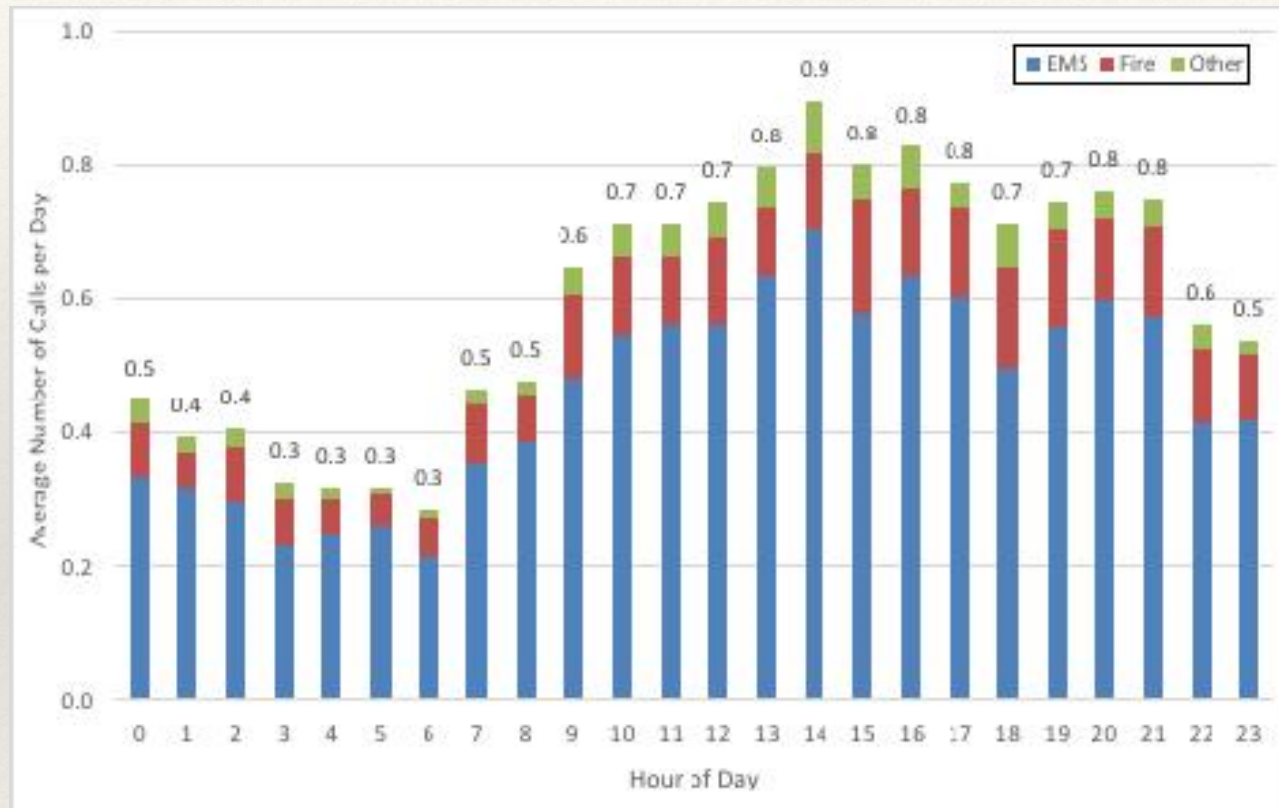


Community Demand by Hour of the Day



Observation #3

Consistent with most fire agencies the mid-day and evening are the busiest hours of the day.

Community Demand - By Year and Program

Call Category	2010	2011	2012	2013	2014	2015	2016	2017
Cancelled Total	51	69	59	55	96	113	143	196
Crash Rescue Total	3	7	5	2	12	9	8	14
EMS Total	2,617	2,786	2,686	2,726	2,884	3,130	3,462	4,027
Fire Total	835	831	766	807	846	679	777	918
Hazmat	15	12	16	19	20	16	26	22
Public Service Total	13	17	28	20	32	52	81	80
Rescue Total	3	7	6	3	8	7	15	19
Unidentified	0	0	1	0	0	0	0	0
Total	3,537	3,729	3,567	3,632	3,898	4,006	4,512	5,276
Average Calls per Day	9.7	10.2	9.7	10.0	10.7	11.0	12.3	14.5
YoY Growth	NA	5.4%	-4.3%	1.8%	7.3%	2.8%	12.6%	16.9%

Observation #7

Consistent with most fire-based EMS agencies, the largest driver of service demand is EMS.