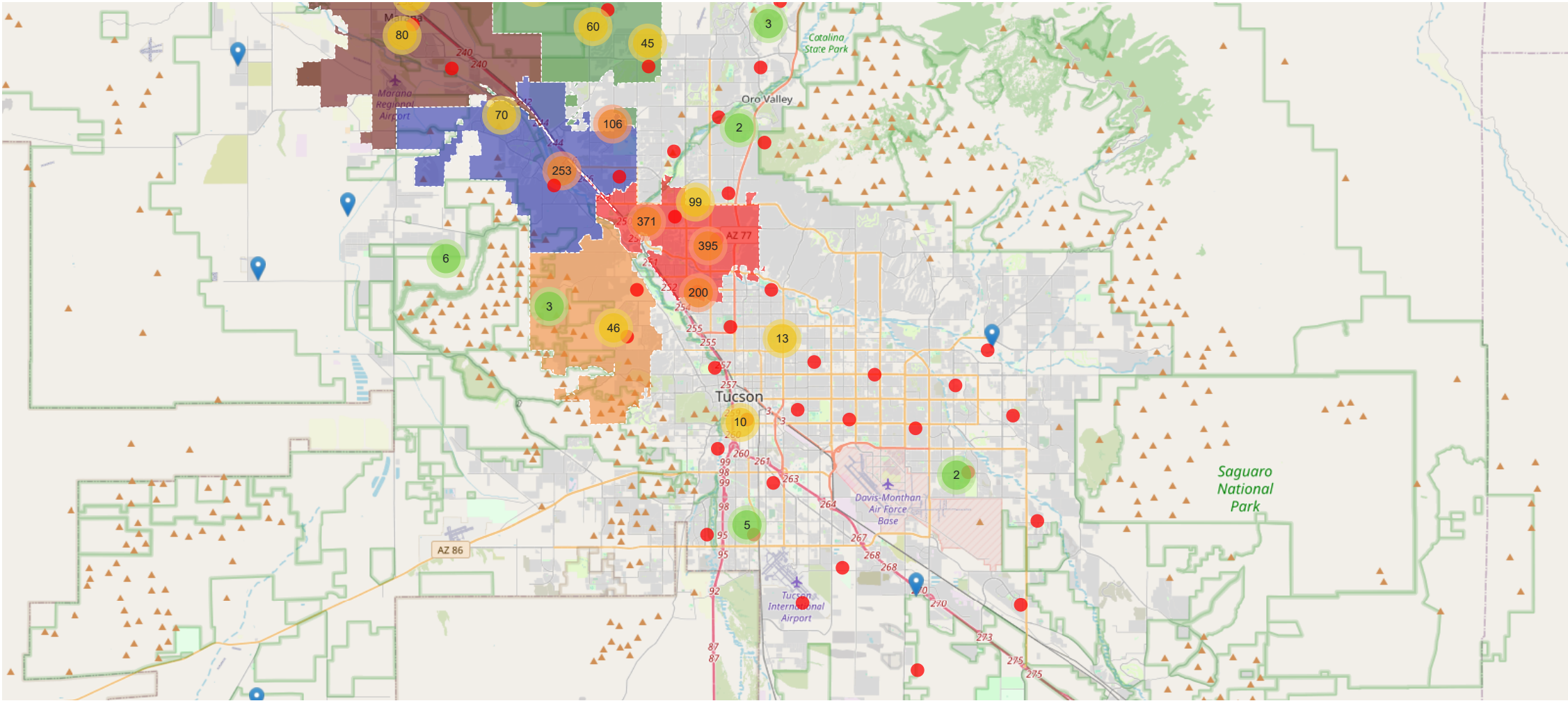


Scene Locations of Fire Incidents

N = 1,834 Jul 01, 2024 to Jul 31, 2024



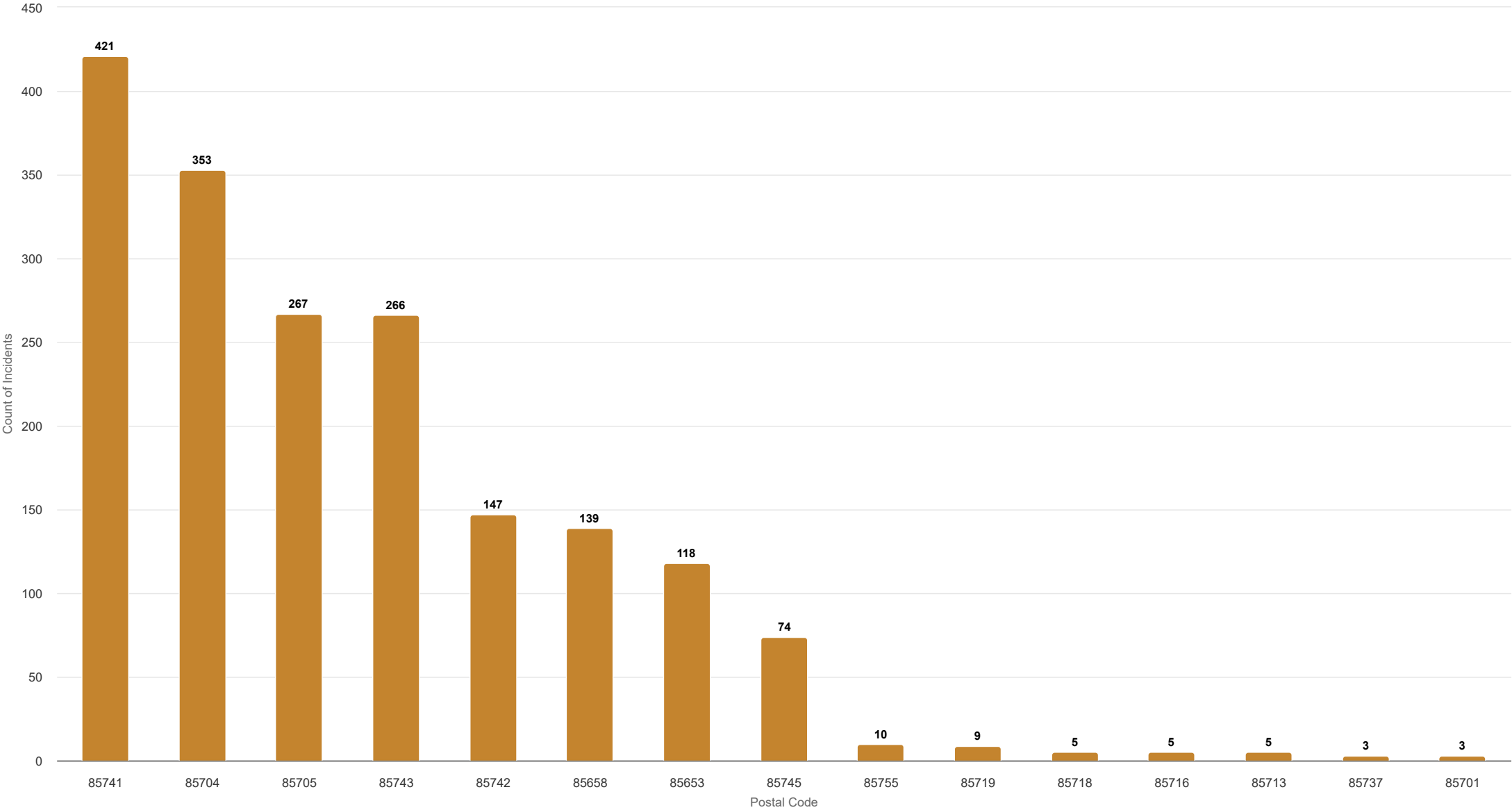
Map Layers:

-  Fire Station Locations
-  Planning Zone-Central Sta. 34 & 38
-  Planning Zone-Core Sta. 30, 31 & 33
-  Planning Zone-Northeast Sta. 37 & 39
-  Planning Zone-Northwest Sta. 36 & 41

 Planning Zone-South Sta. 32 & 35

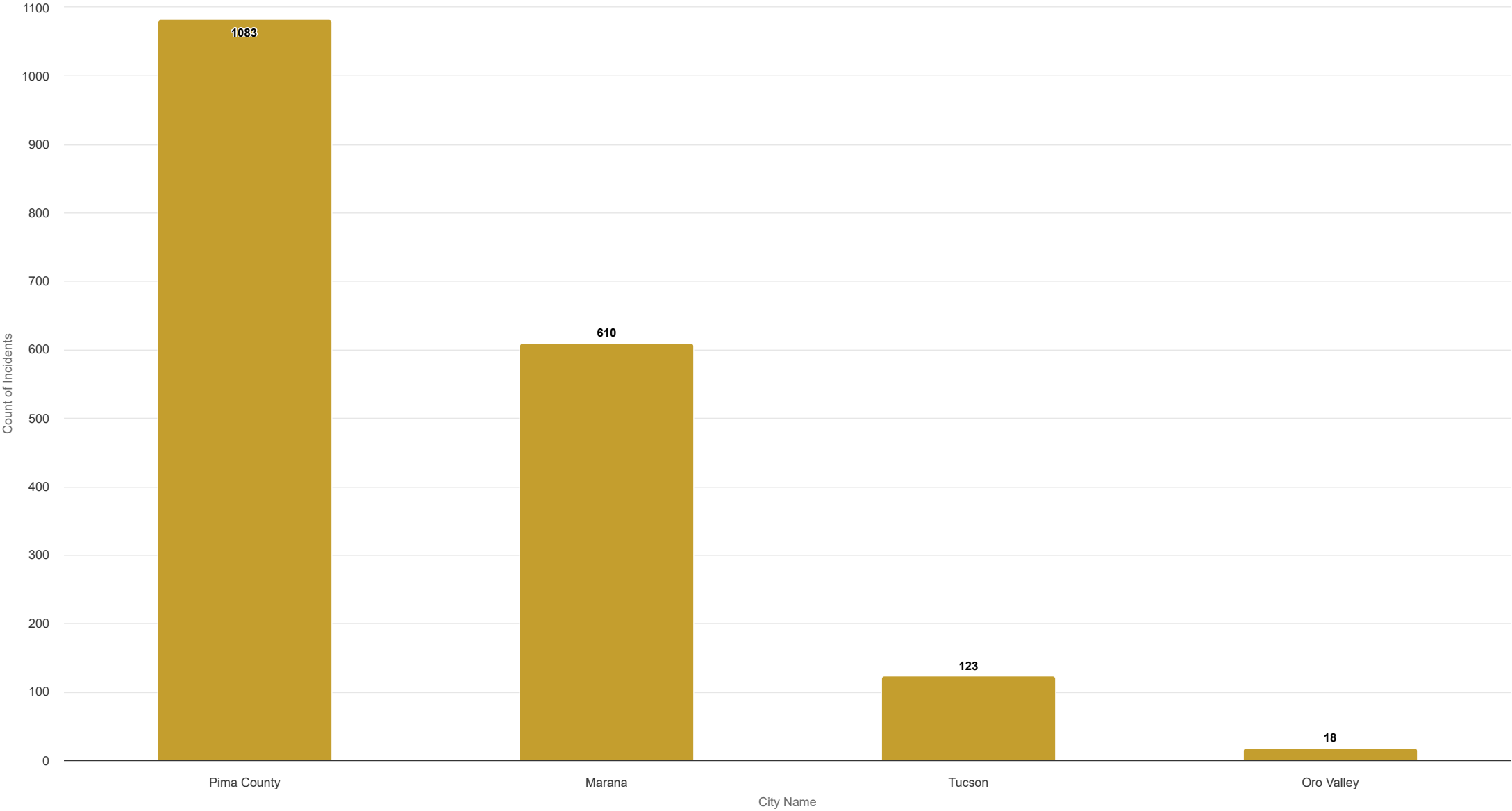
Incidents by Postal Code

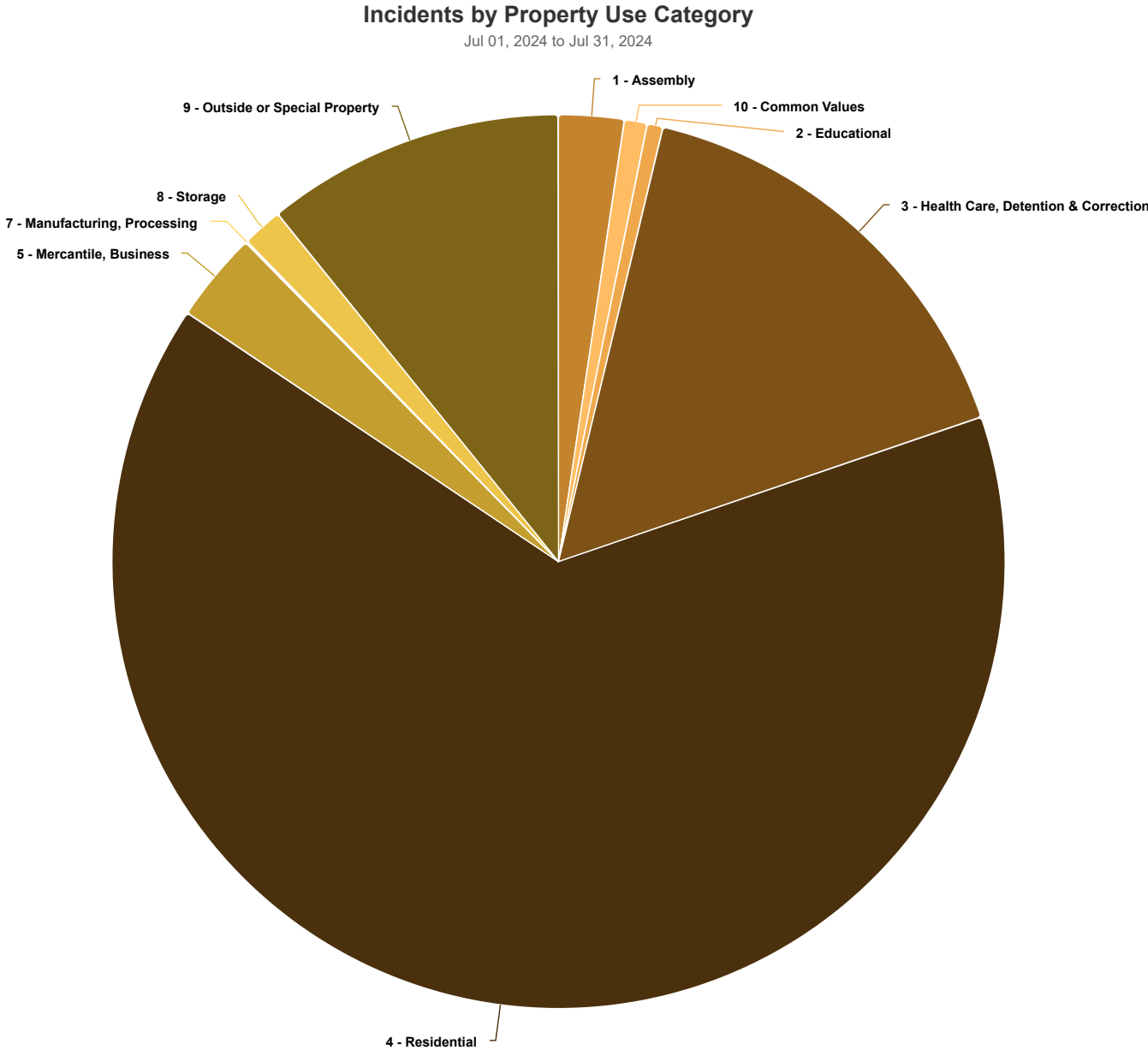
Jul 01, 2024 to Jul 31, 2024



Incidents by City Name (Top 15)

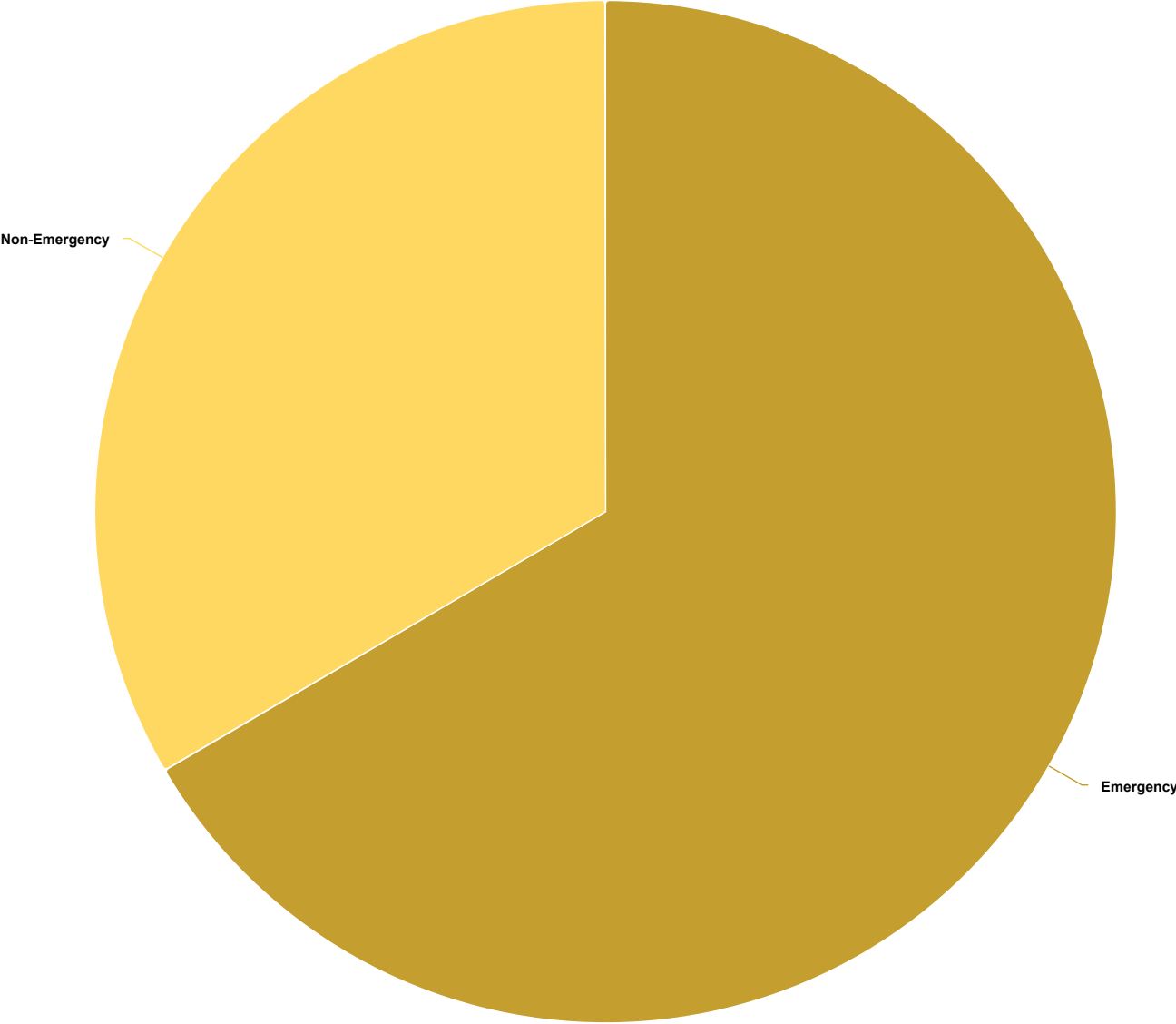
Jul 01, 2024 to Jul 31, 2024

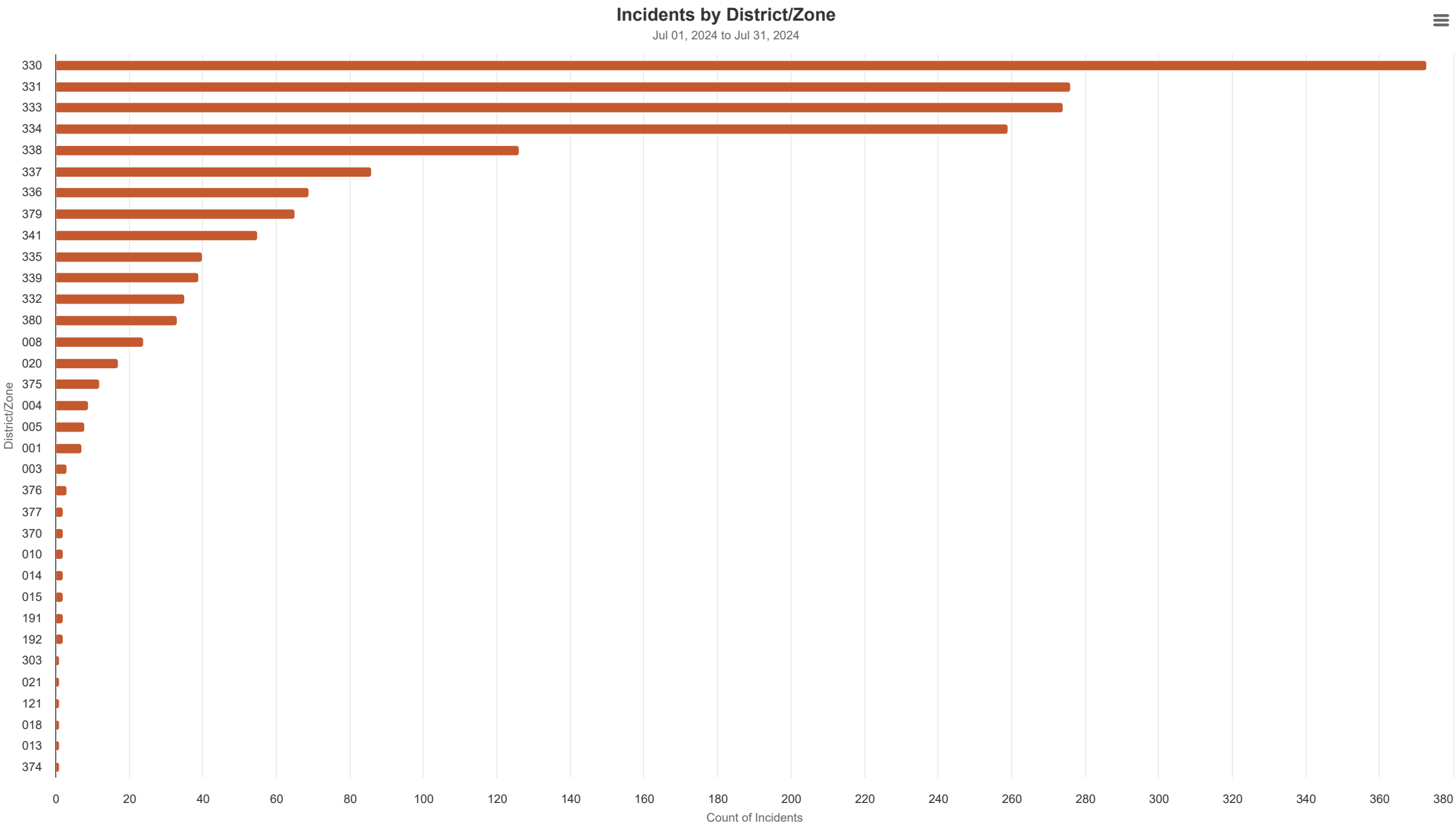




Incidents by Response Mode To Scene

Jul 01, 2024 to Jul 31, 2024





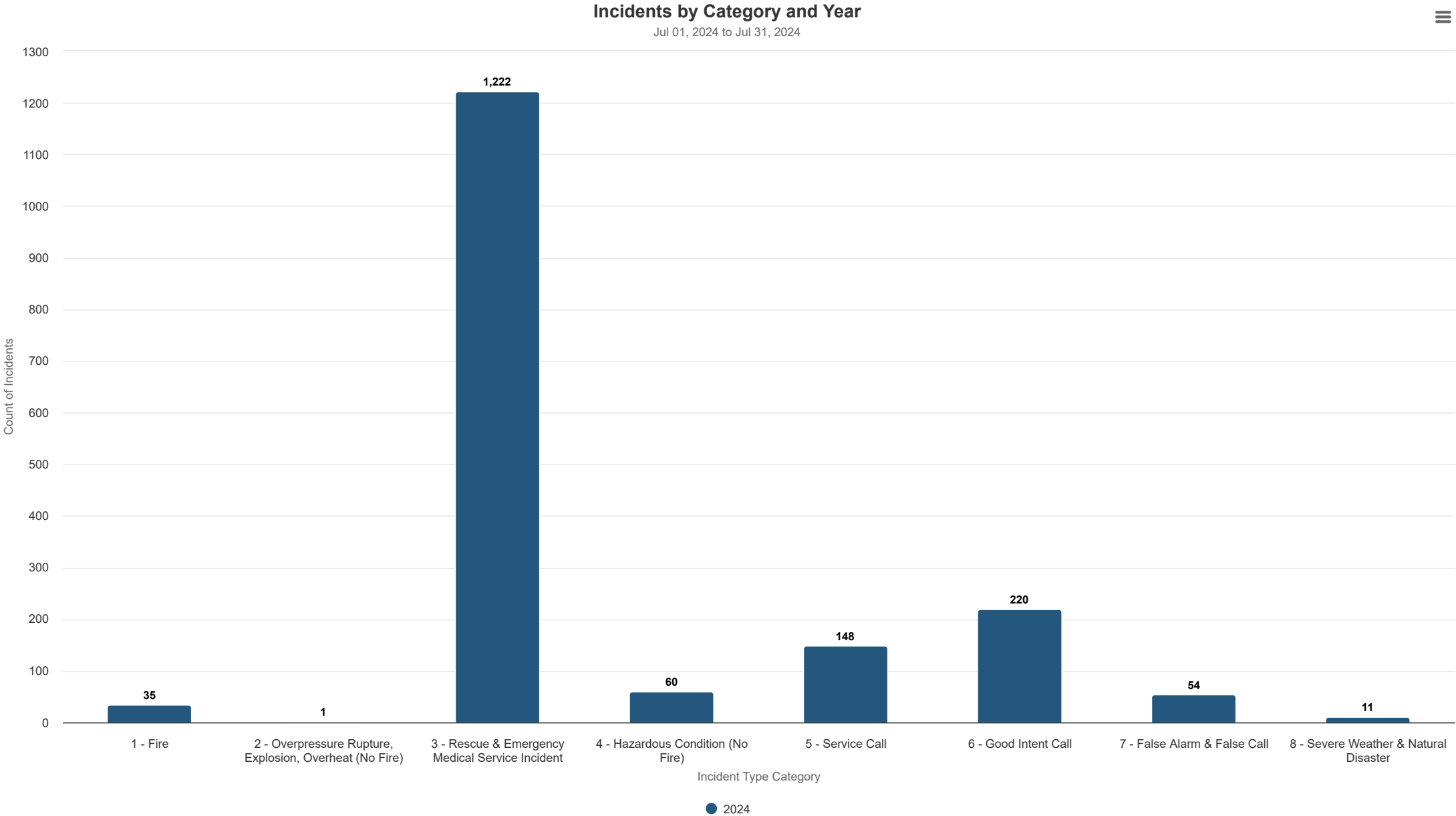
Incidents by District/Zone

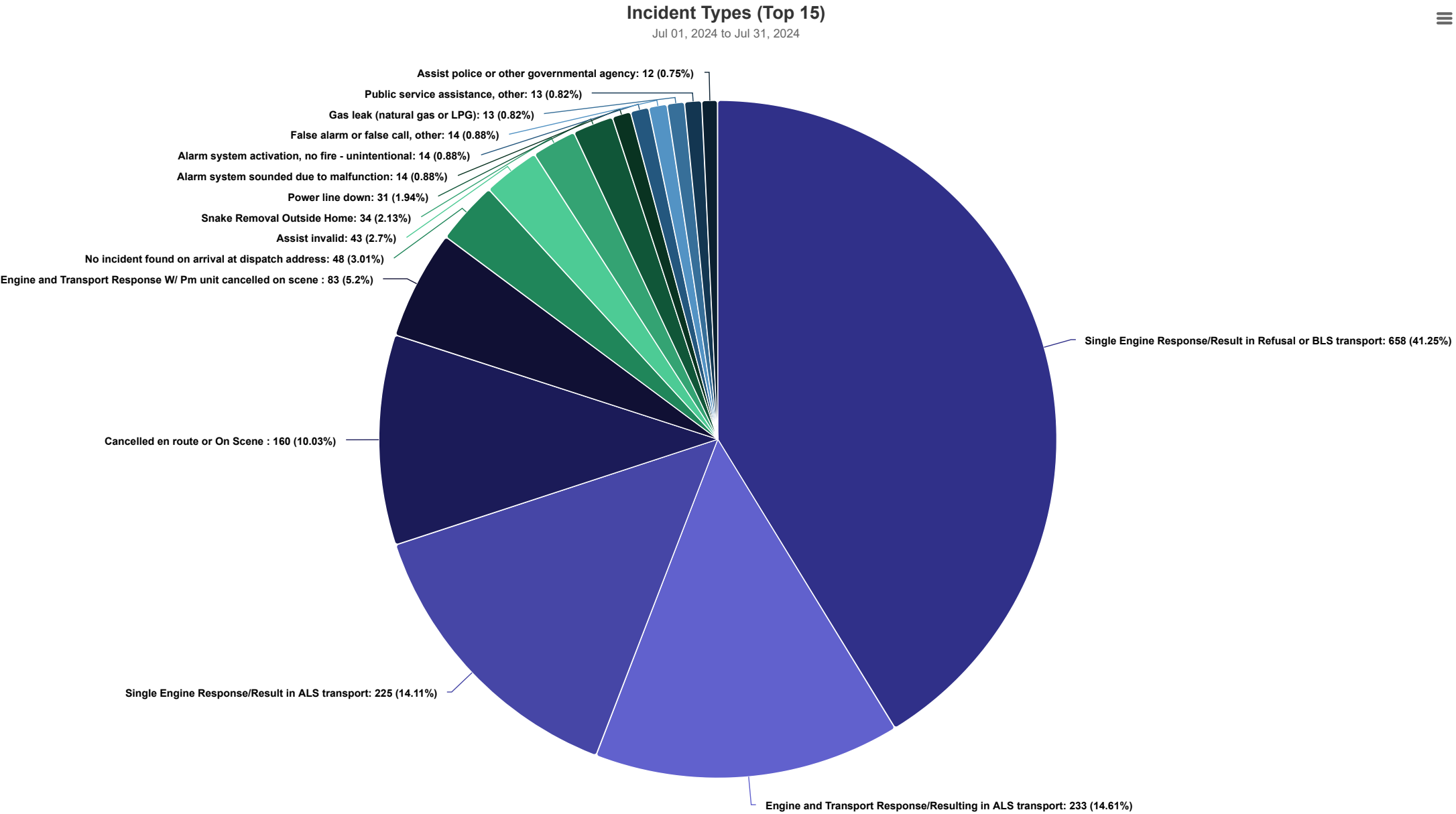
Jan 01, 2023 12:00 AM to Aug 12, 2024 11:19 AM

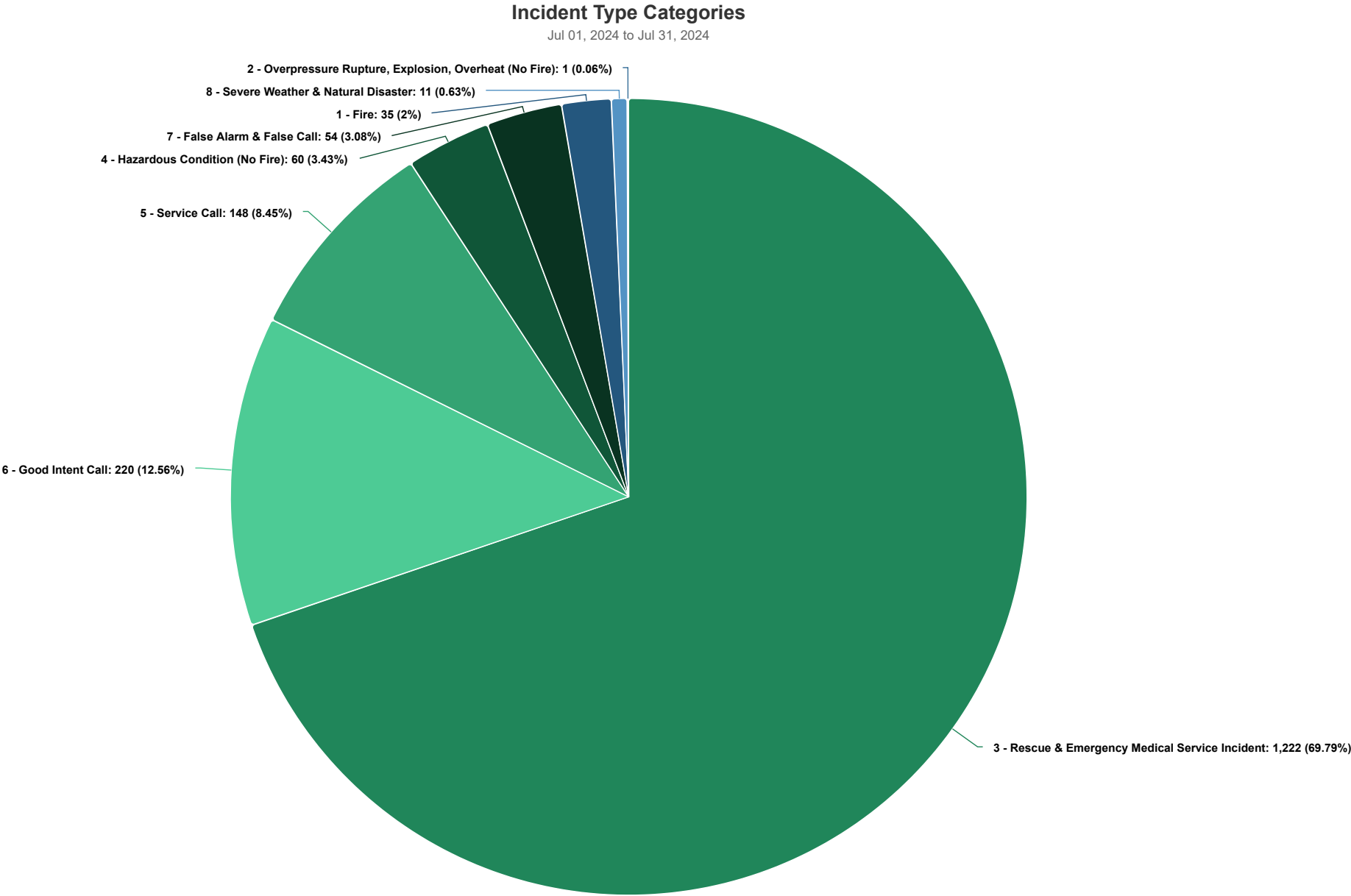
District/Zone	2024								2024		2023		YTD % Change
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Grand Total - Current	% of Total Incidents - Current	Grand Total - Previous	% of Total Incidents - Previous	
001	4	5	4	3	2	4	7	1	30	0.00%	63	1.00%	-52.38%
003	0	0	0	0	0	1	3	0	4	0.00%	37	0.00%	-89.19%
004	8	7	8	12	8	9	9	6	67	1.00%	103	1.00%	-34.95%
005	1	0	2	0	2	4	8	0	17	0.00%	62	0.00%	-72.58%
006	0	0	0	0	0	0	0	0	0	0.00%	9	0.00%	-100.00%
007	0	0	0	1	1	1	0	0	3	0.00%	47	0.00%	-93.62%
008	18	11	26	13	20	25	24	8	145	1.00%	114	1.00%	27.19%
009	0	0	0	0	0	0	0	1	1	0.00%	51	0.00%	-98.04%
010	1	1	0	0	0	1	2	0	5	0.00%	60	0.00%	-91.67%
011	0	0	0	0	0	1	0	0	1	0.00%	41	0.00%	-97.56%
012	0	0	0	0	0	0	0	0	0	0.00%	28	0.00%	-100.00%
013	0	0	0	0	0	0	1	0	1	0.00%	27	0.00%	-96.30%
014	0	0	1	1	1	0	2	0	5	0.00%	28	0.00%	-82.14%
015	0	0	0	0	0	0	2	0	2	0.00%	26	0.00%	-92.31%
016	0	0	0	0	0	0	0	0	0	0.00%	31	0.00%	-100.00%
017	0	0	0	0	0	0	0	0	0	0.00%	5	0.00%	-100.00%
018	0	0	0	0	0	0	1	0	1	0.00%	13	0.00%	-92.31%
019	1	0	0	0	0	0	0	0	1	0.00%	9	0.00%	-88.89%
020	7	7	11	11	9	12	17	7	81	1.00%	56	0.00%	44.64%
021	0	0	0	0	0	0	1	0	1	0.00%	9	0.00%	-88.89%
022	0	1	0	0	0	0	0	0	1	0.00%	12	0.00%	-91.67%
023	0	0	1	0	0	0	0	0	1	0.00%	1	0.00%	0.00%
-1	0	2	2	0	1	1	0	0	6	0.00%	11	0.00%	-45.45%
121	0	4	2	1	3	1	1	0	12	0.00%	4	0.00%	200.00%
191	2	0	0	1	1	2	2	3	11	0.00%	12	0.00%	-8.33%
192	0	2	0	1	2	0	2	0	7	0.00%	2	0.00%	250.00%
193	0	0	0	2	0	0	0	0	2	0.00%	1	0.00%	100.00%
194	0	0	0	1	3	0	0	0	4	0.00%	5	0.00%	-20.00%
291	0	0	0	0	1	0	0	1	2	0.00%	0	0.00%	N/A
302	0	0	0	0	0	0	0	0	0	0.00%	2	0.00%	-100.00%
303	0	0	0	0	0	0	1	0	1	0.00%	1	0.00%	0.00%
310	0	0	0	0	0	0	0	0	0	0.00%	1	0.00%	-100.00%
330	374	333	366	340	398	375	373	150	2,709	22.00%	2,607	21.00%	3.91%
331	246	236	219	215	251	238	276	80	1,761	14.00%	1,841	15.00%	-4.35%
332	31	32	27	39	43	45	35	12	264	2.00%	258	2.00%	2.33%
333	232	205	232	230	230	224	274	84	1,711	14.00%	1,717	14.00%	-0.35%
334	213	162	186	221	208	224	259	76	1,549	13.00%	1,532	12.00%	1.11%
335	60	25	30	43	42	49	40	22	311	3.00%	272	2.00%	14.34%
336	61	48	57	72	72	95	69	33	507	4.00%	485	4.00%	4.54%
337	97	66	97	106	61	70	86	26	609	5.00%	540	4.00%	12.78%
338	122	92	120	116	100	102	126	35	813	7.00%	755	6.00%	7.68%
Grand Total	1,716	1,434	1,599	1,642	1,674	1,697	1,833	635	12,230	100.00%	12,449	100.00%	-1.76%

District/Zone	2024								2024		2023		YTD % Change
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Grand Total - Current	% of Total Incidents - Current	Grand Total - Previous	% of Total Incidents - Previous	
339	53	42	42	48	61	44	39	16	345	3.00%	405	3.00%	-14.81%
341	52	33	34	42	38	45	55	33	332	3.00%	266	2.00%	24.81%
370	2	4	6	3	2	2	2	1	22	0.00%	23	0.00%	-4.35%
372	0	0	0	0	1	0	0	0	1	0.00%	0	0.00%	N/A
373	1	1	0	2	2	2	0	0	8	0.00%	12	0.00%	-33.33%
374	2	1	0	5	4	4	1	0	17	0.00%	15	0.00%	13.33%
375	11	14	12	19	14	11	12	9	102	1.00%	94	1.00%	8.51%
376	3	3	4	2	1	3	3	2	21	0.00%	28	0.00%	-25.00%
377	2	2	6	1	2	3	2	0	18	0.00%	21	0.00%	-14.29%
378	0	2	1	0	0	0	0	0	3	0.00%	9	0.00%	-66.67%
379	73	61	72	55	57	54	65	20	457	4.00%	440	4.00%	3.86%
380	39	32	29	36	33	45	33	9	256	2.00%	258	2.00%	-0.78%
GRFD	0	0	2	0	0	0	0	0	2	0.00%	0	0.00%	N/A
Grand Total	1,716	1,434	1,599	1,642	1,674	1,697	1,833	635	12,230	100.00%	12,449	100.00%	-1.76%





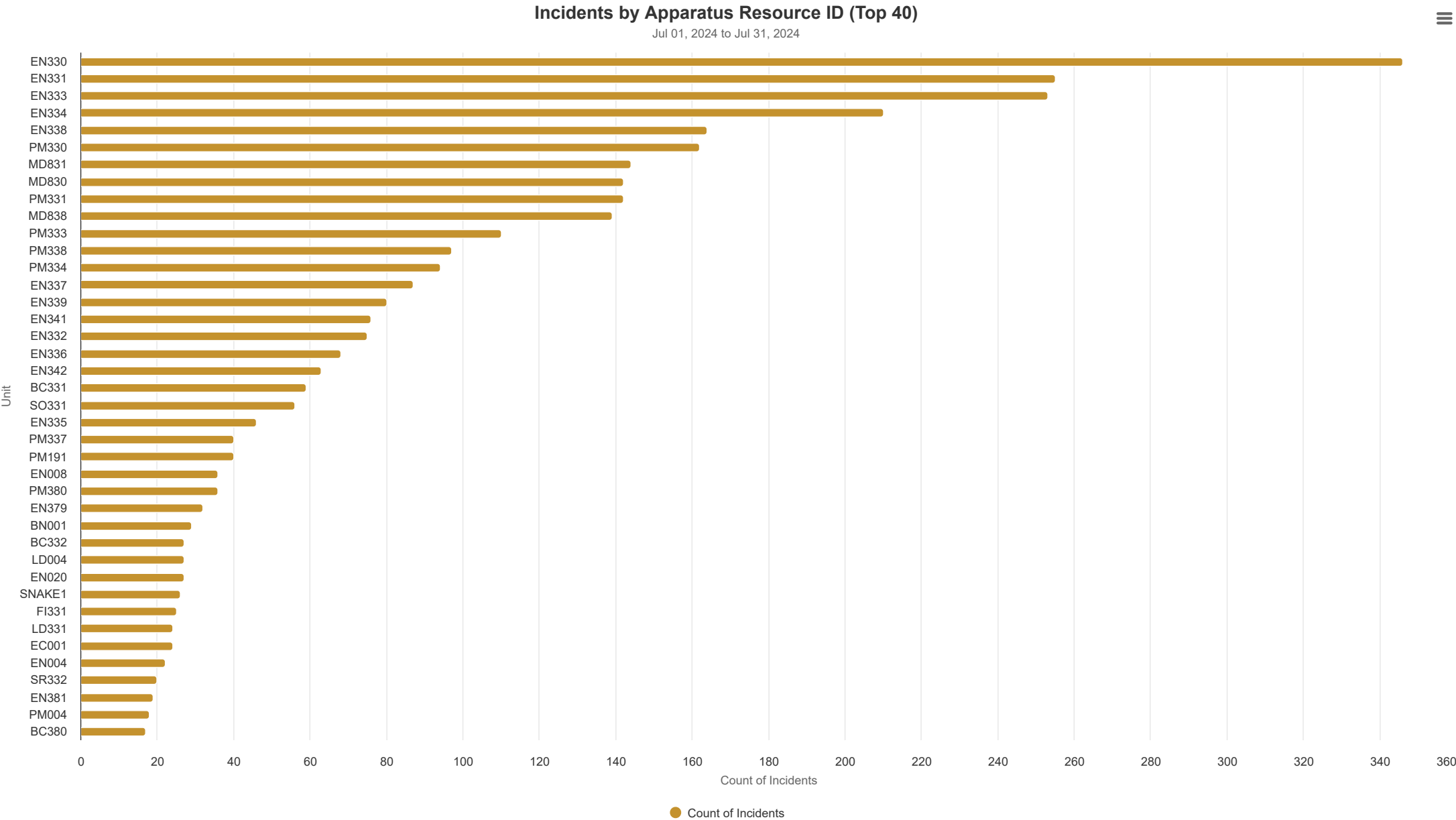


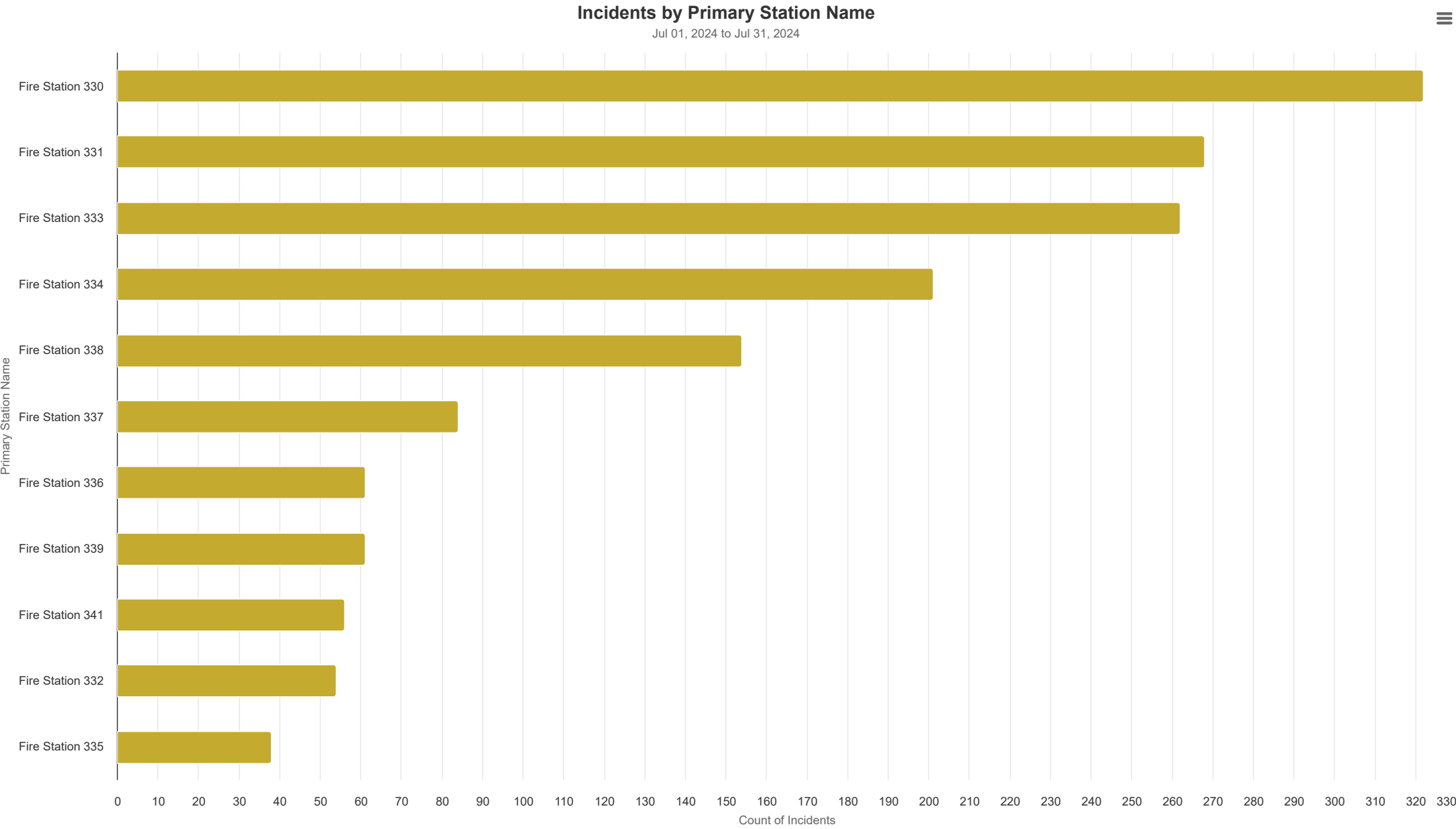


Incidents by Category and Month

Jan 01, 2023 12:00 AM to Aug 12, 2024 11:19 AM

Incident Type Category	2024								2024		2023		YTD % Change
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Grand Total - Current	% of Total Incidents - Current	Grand Total - Previous	% of Total Incidents - Previous	
1 - Fire	26	15	20	23	32	38	35	5	194	2.00%	197	2.00%	-1.52%
2 - Overpressure Rupture, Explosion, Overheat (No Fire)	1	1	2	1	0	1	1	0	7	0.00%	5	0.00%	40.00%
3 - Rescue & Emergency Medical Service Incident	1,270	1,129	1,215	1,116	1,197	1,191	1,222	465	8,805	73.00%	8,566	73.00%	2.79%
4 - Hazardous Condition (No Fire)	16	6	11	15	10	24	60	9	151	1.00%	107	1.00%	41.12%
5 - Service Call	125	128	131	180	135	144	148	42	1,033	9.00%	1,092	9.00%	-5.40%
6 - Good Intent Call	224	190	195	205	217	209	220	64	1,524	13.00%	1,359	12.00%	12.14%
7 - False Alarm & False Call	53	32	32	45	43	41	54	28	328	3.00%	336	3.00%	-2.38%
8 - Severe Weather & Natural Disaster	0	0	0	0	0	0	11	0	11	0.00%	3	0.00%	266.67%
9 - Special Incident Type	0	0	4	0	0	0	0	0	4	0.00%	1	0.00%	300.00%
Grand Total	1,715	1,501	1,610	1,585	1,634	1,648	1,751	613	12,057	100.00%	11,666	100.00%	3.35%



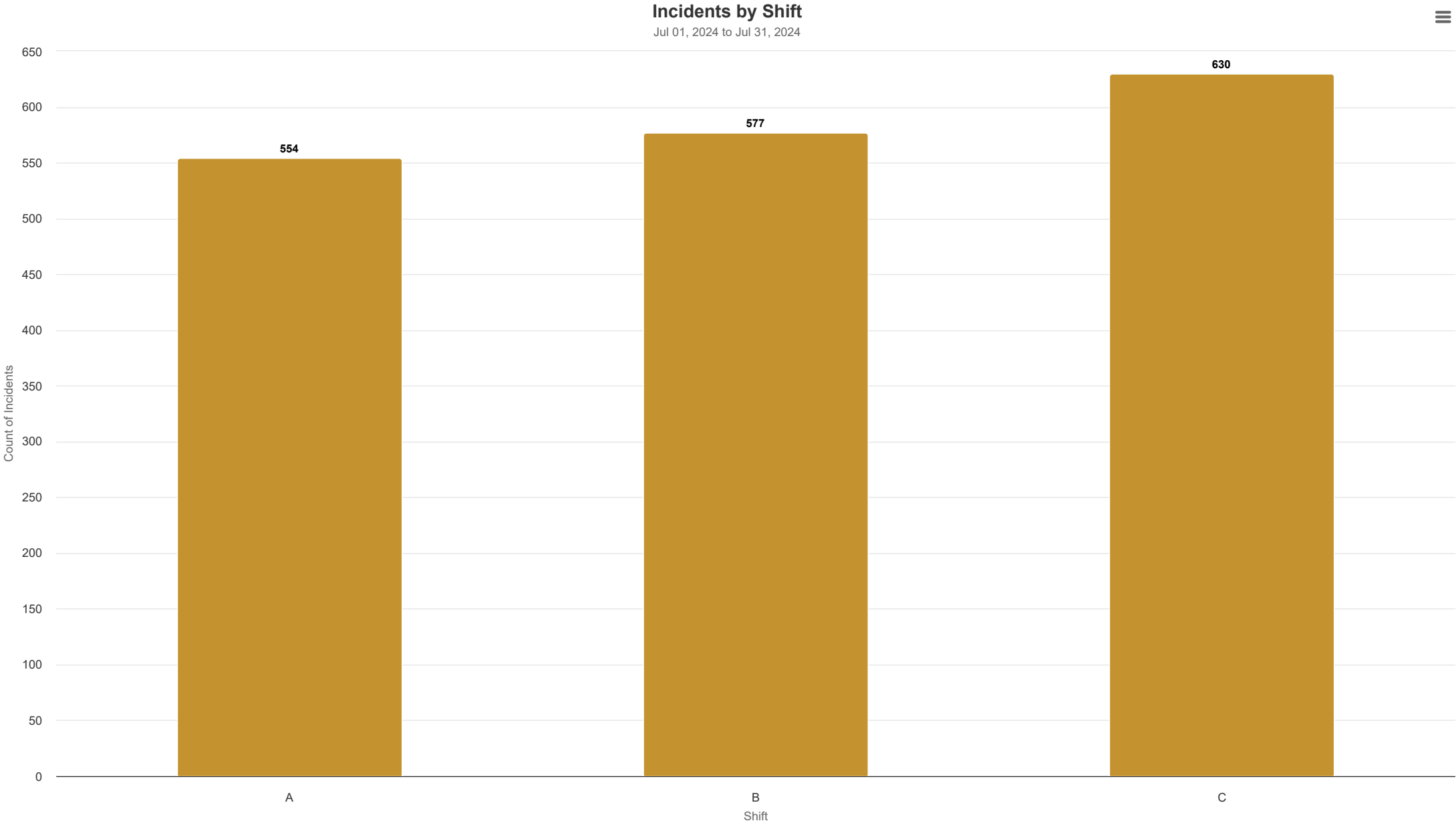


Station Summary Report

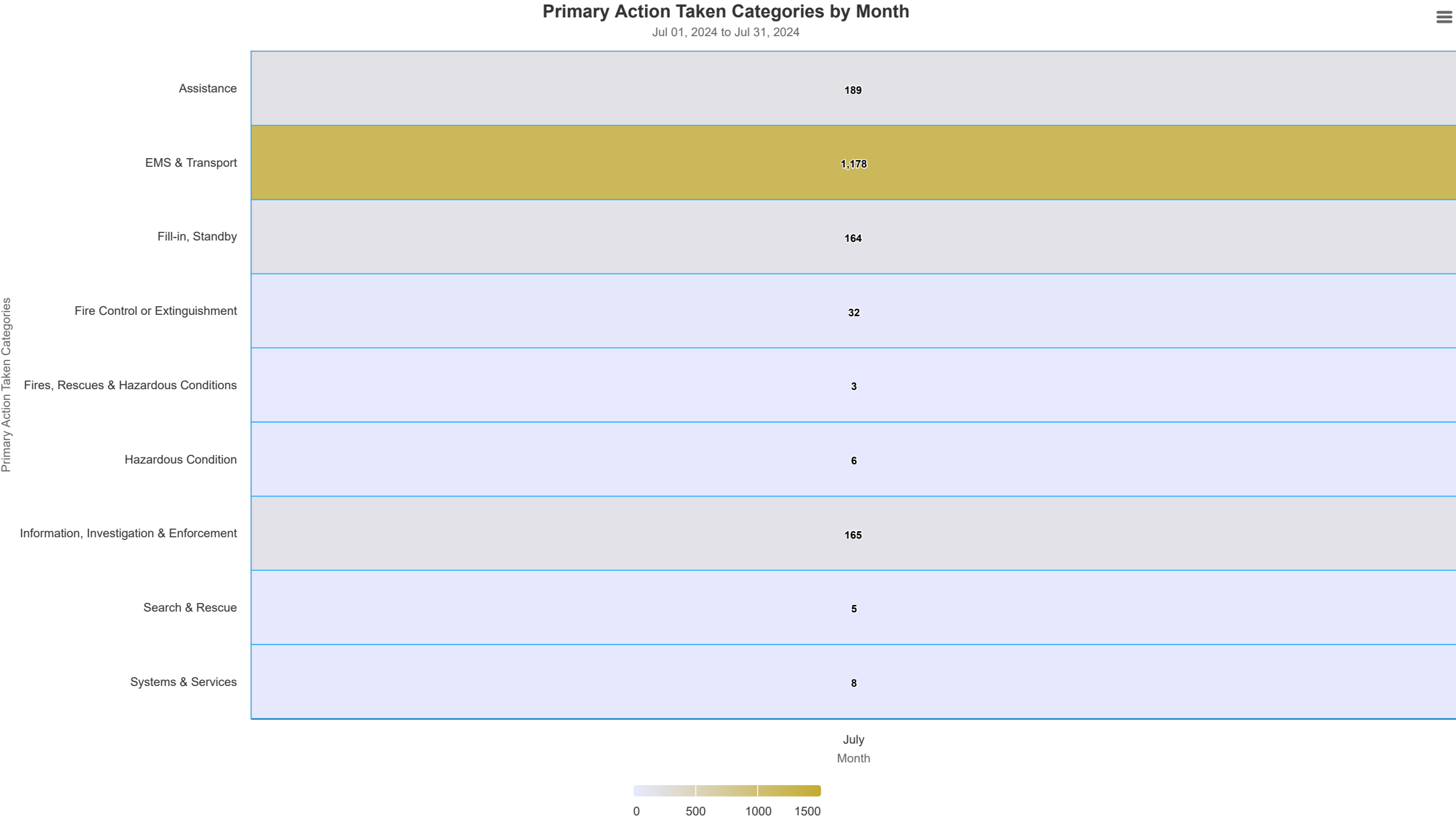
Jul 01, 2024 to Jul 31, 2024



Station	EMS Incidents	Fire Incidents	Other Incidents	Total Incidents	% of Total Incidents	Station Reliability	90th Percentile Response Time (PSAP to Arrival)
Fire Station 330	265	4	53	322	20.63%	95.34%	00:10:08
Fire Station 331	191	10	67	268	17.17%	86.19%	00:10:30
Fire Station 332	38	1	15	54	3.46%	98.15%	00:11:39
Fire Station 333	217	2	43	262	16.78%	82.82%	00:10:16
Fire Station 334	157	4	40	201	12.88%	95.52%	00:10:37
Fire Station 335	21	2	15	38	2.43%	100.00%	00:13:59
Fire Station 336	45	0	16	61	3.91%	96.72%	00:11:07
Fire Station 337	46	1	37	84	5.38%	95.24%	00:11:03
Fire Station 338	110	7	37	154	9.87%	88.96%	00:12:45
Fire Station 339	41	0	20	61	3.91%	100.00%	00:11:36
Fire Station 341	34	3	19	56	3.59%	100.00%	00:15:04
Overall	1,165	34	362	1,561	100.00%	91.67%	00:11:05





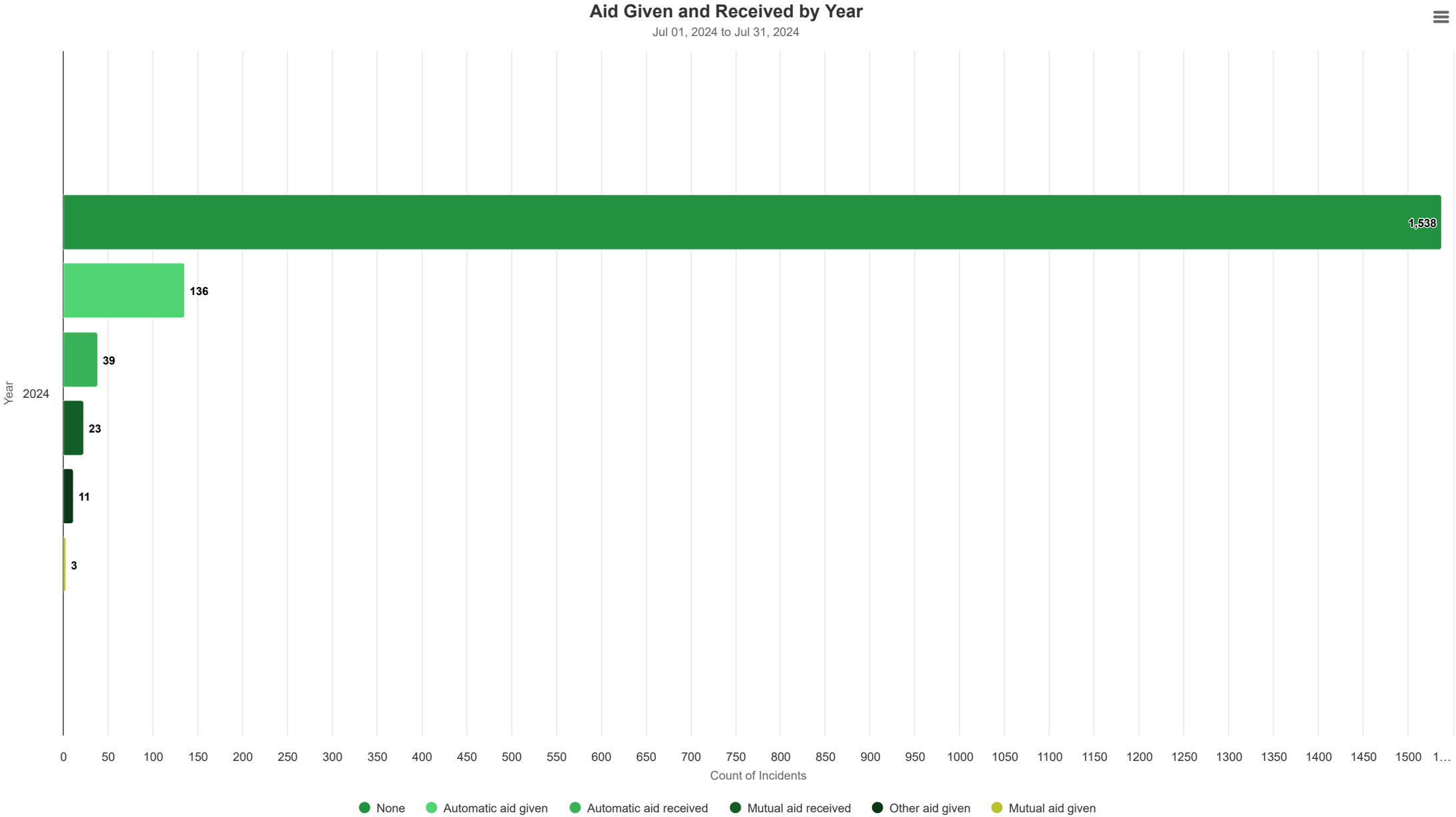


Aid Given and Received Summary

Jul 01, 2024 to Jul 31, 2024



Fire Department	Automatic Aid Given	% of Total Automatic Aid Given	Automatic Aid Received	% of Total Automatic Aid Received	Mutual Aid Given	% of Total Mutual Aid Given	Mutual Aid Received	% of Total Mutual Aid Received
Avra Valley Fire District	0	0.00%	0	0.00%	2	66.67%	23	100.00%
Golder Ranch Fire District	97	71.32%	25	56.82%	0	0.00%	0	0.00%
Northwest Fire District	2	1.47%	0	0.00%	0	0.00%	0	0.00%
Three Points Fire District	0	0.00%	0	0.00%	1	33.33%	0	0.00%
Tucson Fire Department	37	27.21%	19	43.18%	0	0.00%	0	0.00%
Overall	136	100.00%	44	100.00%	3	100.00%	23	100.00%



Mutual Aid Given by Incident Type Category

Jan 01, 2023 12:00 AM to Aug 12, 2024 11:19 AM

Incident Type Category	2024								2024		2023		YTD % Change
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Grand Total - Current	% of Total Incidents - Current	Grand Total - Previous	% of Total Incidents - Previous	
1 - Fire	0	0	0	1	0	0	0	0	1	2.00%	1	4.00%	0.00%
3 - Rescue & Emergency Medical Service Incident	3	1	2	1	4	6	2	1	20	47.00%	15	63.00%	33.33%
5 - Service Call	0	1	0	1	4	0	1	1	8	19.00%	2	8.00%	300.00%
6 - Good Intent Call	2	4	0	3	1	2	0	2	14	33.00%	6	25.00%	133.33%
Grand Total	5	6	2	6	9	8	3	4	43	100.00%	24	100.00%	79.17%

Automatic Aid Given by Incident Type Category

Jan 01, 2023 12:00 AM to Aug 12, 2024 11:19 AM



Incident Type Category	2024								2024		2023		YTD % Change
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Grand Total - Current	% of Total Incidents - Current	Grand Total - Previous	% of Total Incidents - Previous	
	0	0	0	0	0	0	0	1	1	0.00%	0	0.00%	N/A
1 - Fire	2	1	4	2	6	7	2	0	24	3.00%	29	3.00%	-17.24%
2 - Overpressure Rupture, Explosion, Overheat (No Fire)	0	0	1	0	0	0	0	0	1	0.00%	0	0.00%	N/A
3 - Rescue & Emergency Medical Service Incident	90	67	85	73	82	70	88	24	579	61.00%	538	56.00%	7.62%
4 - Hazardous Condition (No Fire)	0	0	0	1	0	2	1	1	5	1.00%	13	1.00%	-61.54%
5 - Service Call	20	18	17	20	17	15	4	2	113	12.00%	155	16.00%	-27.10%
6 - Good Intent Call	25	24	37	28	21	39	40	11	225	24.00%	203	21.00%	10.84%
7 - False Alarm & False Call	1	0	0	1	0	2	1	0	5	1.00%	26	3.00%	-80.77%
8 - Severe Weather & Natural Disaster	0	0	0	0	0	0	0	0	0	0.00%	1	0.00%	-100.00%
Grand Total	138	110	144	125	126	135	136	39	953	100.00%	965	100.00%	-1.24%

Mutual Aid Received by Incident Type Category

Jan 01, 2023 12:00 AM to Aug 12, 2024 11:19 AM

Incident Type Category	2024								2024		2023		YTD % Change
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Grand Total - Current	% of Total Incidents - Current	Grand Total - Previous	% of Total Incidents - Previous	
1 - Fire	0	0	0	0	0	0	0	0	0	0.00%	3	1.00%	-100.00%
3 - Rescue & Emergency Medical Service Incident	10	9	18	17	20	20	23	11	128	99.00%	218	98.00%	-41.28%
5 - Service Call	0	0	0	0	0	0	0	0	0	0.00%	1	0.00%	-100.00%
6 - Good Intent Call	0	0	0	1	0	0	0	0	1	1.00%	1	0.00%	0.00%
Grand Total	10	9	18	18	20	20	23	11	129	100.00%	223	100.00%	-42.15%

Automatic Aid Received by Incident Type Category

Jan 01, 2023 12:00 AM to Aug 12, 2024 11:19 AM

Incident Type Category	2024								2024		2023		YTD % Change
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Grand Total - Current	% of Total Incidents - Current	Grand Total - Previous	% of Total Incidents - Previous	
1 - Fire	4	3	4	1	9	5	4	0	30	9.00%	36	15.00%	-16.67%
2 - Overpressure Rupture, Explosion, Overheat (No Fire)	0	0	0	0	0	0	0	0	0	0.00%	1	0.00%	-100.00%
3 - Rescue & Emergency Medical Service Incident	45	32	38	41	20	19	25	6	226	70.00%	141	59.00%	60.28%
4 - Hazardous Condition (No Fire)	1	0	0	2	0	2	1	2	8	2.00%	2	1.00%	300.00%
5 - Service Call	1	1	0	1	2	1	2	0	8	2.00%	3	1.00%	166.67%
6 - Good Intent Call	4	9	4	8	5	7	7	3	47	15.00%	53	22.00%	-11.32%
7 - False Alarm & False Call	0	0	0	0	0	0	0	0	0	0.00%	1	0.00%	-100.00%
9 - Special Incident Type	0	0	4	0	0	0	0	0	4	1.00%	0	0.00%	N/A
Grand Total	55	45	50	53	36	34	39	11	323	100.00%	237	100.00%	36.29%

Mutual Aid Given by Fire Department Given Aid

Jan 01, 2023 12:00 AM to Aug 12, 2024 11:19 AM

2024											2024		2023		YTD % Change
Fire Department	FDID	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug		Grand Total - Current	% of Total Incidents - Current	Grand Total - Previous	% of Total Incidents - Previous	
Avra Valley Fire District	11032	4	2	1	5	4	6	2	3		27	63.00%	19	79.00%	42.11%
Drexel Heights Fire District	11063	0	0	0	0	1	0	0	0		1	2.00%	0	0.00%	N/A
Picture Rocks Fire District	11142	0	4	1	1	3	2	0	0		11	26.00%	2	8.00%	450.00%
Rincon Valley Fire District	11152	0	0	0	0	1	0	0	1		2	5.00%	0	0.00%	N/A
Three Points Fire District	11192	0	0	0	0	0	0	1	0		1	2.00%	2	8.00%	-50.00%
Tucson Fire Department	11223	1	0	0	0	0	0	0	0		1	2.00%	1	4.00%	0.00%
Grand Total		5	6	2	6	9	8	3	4		43	100.00%	24	100.00%	79.17%



Automatic Aid Given by Fire Department Given Aid

Jan 01, 2023 12:00 AM to Aug 12, 2024 11:19 AM



Fire Department	FDID	2024								2024		2023		YTD % Change
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Grand Total - Current	% of Total Incidents - Current	Grand Total - Previous	% of Total Incidents - Previous	
		0	0	0	0	0	0	0	0	0	0.00%	2	0.00%	-100.00%
Avra Valley Fire District	11032	1	0	0	0	0	0	0	0	1	0.00%	0	0.00%	N/A
Golder Ranch Fire District	11081	112	93	118	102	102	96	97	24	744	78.00%	795	82.00%	-6.42%
Northwest Fire District	11123	1	2	0	1	3	3	2	1	13	1.00%	1	0.00%	1,200.00%
Tucson Fire Department	11223	24	15	26	22	21	36	37	14	195	20.00%	167	17.00%	16.77%
Grand Total		138	110	144	125	126	135	136	39	953	100.00%	965	100.00%	-1.24%

Mutual Aid Received by Fire Department

Jan 01, 2023 12:00 AM to Aug 12, 2024 11:19 AM

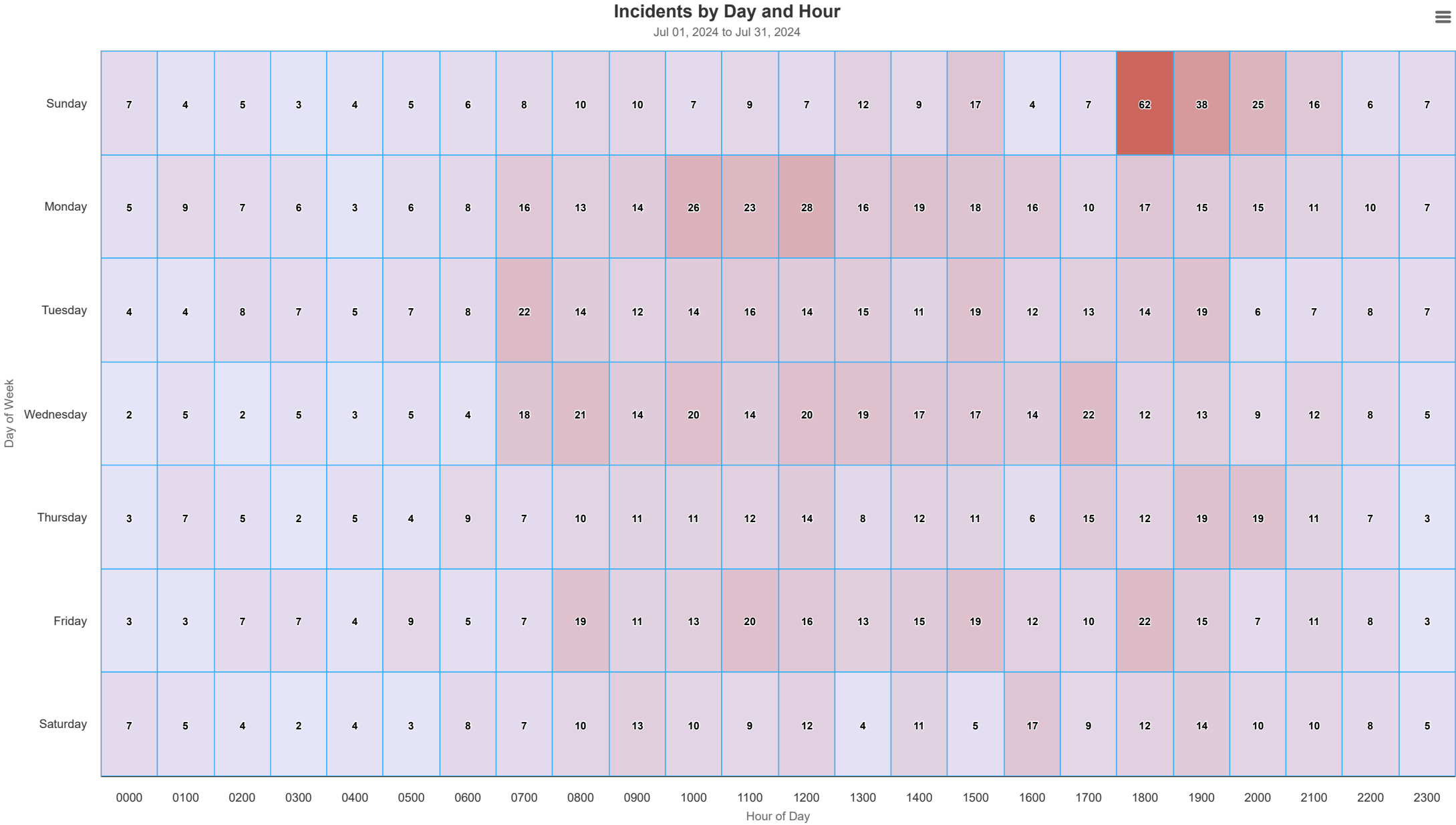
Fire Department	2024								2024		2023		YTD % Change
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Grand Total - Current	% of Total Incidents - Current	Grand Total - Previous	% of Total Incidents - Previous	
Avra Valley Fire District	10	8	18	18	20	20	23	11	128	98.00%	206	92.00%	-37.86%
Drexel Heights Fire District	0	0	0	0	0	0	0	0	0	0.00%	1	0.00%	-100.00%
Picture Rocks Fire District	0	1	0	0	0	0	0	0	1	1.00%	15	7.00%	-93.33%
Rincon Valley Fire District	0	0	0	0	0	1	0	0	1	1.00%	0	0.00%	N/A
Three Points Fire District	0	0	0	0	0	0	0	0	0	0.00%	1	0.00%	-100.00%
Grand Total	10	9	18	18	20	21	23	11	130	100.00%	223	100.00%	-41.70%

Automatic Aid Received by Fire Department

Jan 01, 2023 12:00 AM to Aug 12, 2024 11:19 AM



Fire Department	2024								2024		2023		YTD % Change
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Grand Total - Current	% of Total Incidents - Current	Grand Total - Previous	% of Total Incidents - Previous	
Golder Ranch Fire District	39	38	40	38	24	25	25	6	235	69.00%	208	83.00%	12.98%
Northwest Fire District	2	0	1	8	1	0	0	0	12	4.00%	1	0.00%	1,100.00%
Tucson Fire Department	16	8	10	7	15	12	19	6	93	27.00%	42	17.00%	121.43%
Grand Total	57	46	51	53	40	37	44	12	340	100.00%	251	100.00%	35.46%



8/12/2024 11:18:48 AM

Page 35

ImageTrend

Monthly Call Volume Year over Year

Jan 01, 2023 12:00 AM to Aug 12, 2024 11:19 AM



Month Name	2024		2023		YTD % Change
	Grand Total - Current	% of Total Incidents - Current	Grand Total - Previous	% of Total Incidents - Previous	
January	1,716	14.00%	1,576	13.00%	8.88%
February	1,505	12.00%	1,384	11.00%	8.74%
March	1,626	13.00%	1,590	13.00%	2.26%
April	1,642	13.00%	1,713	14.00%	-4.14%
May	1,674	14.00%	1,663	13.00%	0.66%
June	1,699	14.00%	1,529	12.00%	11.12%
July	1,834	15.00%	2,066	17.00%	-11.23%
August	636	5.00%	943	8.00%	-32.56%
Grand Total	12,332	100.00%	12,464	100.00%	-1.06%

Overlapping Calls and Hours

Jul 01, 2024 12:00 AM to Jul 31, 2024 11:59 PM

Overlapping Calls	Occurrences	% of Occurrences	Hours	% of Hours
0 Overlapping Calls	1,004	27.54%	375	50.43%
1 Overlapping Call	784	21.50%	156	20.95%
2 Overlapping Calls	701	19.23%	103	13.82%
3 Overlapping Calls	493	13.52%	60	8.03%
4 Overlapping Calls	259	7.10%	30	3.97%
5 Overlapping Calls	126	3.46%	11	1.44%
6 Overlapping Calls	60	1.65%	4	0.60%
7 Overlapping Calls	27	0.74%	2	0.21%
8 Overlapping Calls	13	0.36%	1	0.10%
9 Overlapping Calls	7	0.19%	0	0.06%
10 Overlapping Calls	4	0.11%	0	0.02%
11 Overlapping Calls	4	0.11%	0	0.01%
12 Overlapping Calls	3	0.08%	0	0.00%
13 Overlapping Calls	3	0.08%	0	0.01%
14 Overlapping Calls	5	0.14%	0	0.01%
15 Overlapping Calls	4	0.11%	0	0.01%
16 Overlapping Calls	2	0.05%	0	0.01%
17 Overlapping Calls	2	0.05%	0	0.00%
18 Overlapping Calls	4	0.11%	0	0.01%
19 Overlapping Calls	7	0.19%	0	0.01%
20 Overlapping Calls	5	0.14%	0	0.00%
21 Overlapping Calls	3	0.08%	0	0.00%
22 Overlapping Calls	4	0.11%	0	0.01%
23 Overlapping Calls	4	0.11%	0	0.01%
24 Overlapping Calls	5	0.14%	0	0.01%
25 Overlapping Calls	6	0.16%	0	0.01%
26 Overlapping Calls	10	0.27%	0	0.02%
27 Overlapping Calls	8	0.22%	0	0.03%
28 Overlapping Calls	2	0.05%	0	0.01%
29 Overlapping Calls	5	0.14%	0	0.01%
30 Overlapping Calls	8	0.22%	0	0.02%
31 Overlapping Calls	7	0.19%	0	0.03%
32 Overlapping Calls	4	0.11%	0	0.01%
33 Overlapping Calls	3	0.08%	0	0.00%
34 Overlapping Calls	7	0.19%	0	0.01%
35 Overlapping Calls	12	0.33%	0	0.03%
36 Overlapping Calls	13	0.36%	0	0.02%
37 Overlapping Calls	9	0.25%	0	0.01%
38 Overlapping Calls	4	0.11%	0	0.01%
39 Overlapping Calls	3	0.08%	0	0.01%
40 Overlapping Calls	4	0.11%	0	0.02%
41 Overlapping Calls	5	0.14%	0	0.01%
Totals	3,646	100.00%	744	100.00%

Overlapping Calls	Occurrences	% of Occurrences	Hours	% of Hours
42 Overlapping Calls	3	0.08%	0	0.01%
Totals	3,646	100.00%	744	100.00%

Calls in Progress

Jul 01, 2024 12:00 AM to Jul 31, 2024 11:59 PM

Calls in Progress	Occurrences	% of Occurrences	Hours	% of Hours
0 Calls In Progress	301	8.26%	178	23.87%
1 Call In Progress	703	19.28%	198	26.55%
2 Calls In Progress	784	21.50%	156	20.95%
3 Calls In Progress	701	19.23%	103	13.82%
4 Calls In Progress	493	13.52%	60	8.03%
5 Calls In Progress	259	7.10%	30	3.97%
6 Calls In Progress	126	3.46%	11	1.44%
7 Calls In Progress	60	1.65%	4	0.60%
8 Calls In Progress	27	0.74%	2	0.21%
9 Calls In Progress	13	0.36%	1	0.10%
10 Calls In Progress	7	0.19%	0	0.06%
11 Calls In Progress	4	0.11%	0	0.02%
12 Calls In Progress	4	0.11%	0	0.01%
13 Calls In Progress	3	0.08%	0	0.00%
14 Calls In Progress	3	0.08%	0	0.01%
15 Calls In Progress	5	0.14%	0	0.01%
16 Calls In Progress	4	0.11%	0	0.01%
17 Calls In Progress	2	0.05%	0	0.01%
18 Calls In Progress	2	0.05%	0	0.00%
19 Calls In Progress	4	0.11%	0	0.01%
20 Calls In Progress	7	0.19%	0	0.01%
21 Calls In Progress	5	0.14%	0	0.00%
22 Calls In Progress	3	0.08%	0	0.00%
23 Calls In Progress	4	0.11%	0	0.01%
24 Calls In Progress	4	0.11%	0	0.01%
25 Calls In Progress	5	0.14%	0	0.01%
26 Calls In Progress	6	0.16%	0	0.01%
27 Calls In Progress	10	0.27%	0	0.02%
28 Calls In Progress	8	0.22%	0	0.03%
29 Calls In Progress	2	0.05%	0	0.01%
30 Calls In Progress	5	0.14%	0	0.01%
31 Calls In Progress	8	0.22%	0	0.02%
32 Calls In Progress	7	0.19%	0	0.03%
33 Calls In Progress	4	0.11%	0	0.01%
34 Calls In Progress	3	0.08%	0	0.00%
35 Calls In Progress	7	0.19%	0	0.01%
36 Calls In Progress	12	0.33%	0	0.03%
37 Calls In Progress	13	0.36%	0	0.02%
38 Calls In Progress	9	0.25%	0	0.01%
39 Calls In Progress	4	0.11%	0	0.01%
40 Calls In Progress	3	0.08%	0	0.01%
41 Calls In Progress	4	0.11%	0	0.02%
Totals	3,646	100.00%	744	100.00%



Calls in Progress	Occurrences	% of Occurrences	Hours	% of Hours
42 Calls In Progress	5	0.14%	0	0.01%
43 Calls In Progress	3	0.08%	0	0.01%
Totals	3,646	100.00%	744	100.00%