

Summary of statistics for TLF D since 2018

Number of calls per year

Row Labels	1st	2nd	3rd	4th	5th	Grand Total
2018	784	67	1			852
2019	897	79	3			979
2020	938	104	5	2		1049
2021	950	118	3			1071
2022	1016	134	9			1159
2023	961	110	8	1	1	1081
2024	460	60	6	1		527
Grand Total	6006	672	35	4	1	6718

Average Response times in Minutes

1st call, 2nd call, 3rd call, 4th calls

Broken down by schedule type based on the dispatch time

Row Labels	1st	2nd	3rd	4th
2018	6	6	5	
Pre-Staffing	6	6	5	
2019	6	6	6	
Pre-Staffing	6	6	6	
2020	6	6	5	7
POC	7	7		
POP	6	6	5	7
2021	5	6	4	
POC	7	8		
POP	3	6	4	
2022	4	6	6	
POC	7	7	8	
POP	2	6	5	
2023	4	6	6	3
POC	8	6	11	3
POP	3	5	4	
2024	4	5	6	4
POC	6	7	7	4
POP	2	5	5	

Dispatch reason, top 10 per year.

Row Labels	Count of Complaint
2018	580
Falls	133
Breathing Problem	78
Traffic/Transportation Incident	68
Fire	63
Chest Pain (Non-Traumatic)	58
Sick Person	46
Standby	42
Abdominal Pain/Problems	33
Invalid Assist/Lifting Assist	31
Hemorrhage/Laceration	28
2019	657
Falls	175
Fire	100
Traffic/Transportation Incident	72
Breathing Problem	63
Sick Person	59
Chest Pain (Non-Traumatic)	52
Unknown Problem/Person Down	37
Unconscious/Fainting/Near-Fainting	35
Convulsions/Seizure	33
Traumatic Injury	31
2020	679
Falls	163
Fire	96
Breathing Problem	91
Sick Person	81
Traffic/Transportation Incident	77
Traumatic Injury	44
Chest Pain (Non-Traumatic)	37
Abdominal Pain/Problems	32
Unconscious/Fainting/Near-Fainting	29
Convulsions/Seizure	29
2021	719
Falls	183
Fire	99
Breathing Problem	93
Sick Person	83
Traffic/Transportation Incident	80

Chest Pain (Non-Traumatic)	46
Traumatic Injury	39
Convulsions/Seizure	34
Abdominal Pain/Problems	32
Stroke/CVA	30
2022	783
Falls	204
Fire	101
Sick Person	92
Breathing Problem	86
Traffic/Transportation Incident	83
Chest Pain (Non-Traumatic)	54
Unconscious/Fainting/Near-Fainting	49
Abdominal Pain/Problems	42
Stroke/CVA	38
Invalid Assist/Lifting Assist	34
2023	735
Falls	162
Fire	131
Sick Person	85
Breathing Problem	75
Traffic/Transportation Incident	64
Chest Pain (Non-Traumatic)	61
Unconscious/Fainting/Near-Fainting	53
Invalid Assist/Lifting Assist	36
Stroke/CVA	35
Abdominal Pain/Problems	33
2024	353
Falls	77
Sick Person	50
Traffic/Transportation Incident	45
Breathing Problem	38
Fire	28
Medical Alarm	27
Unconscious/Fainting/Near-Fainting	24
Chest Pain (Non-Traumatic)	23
Traumatic Injury	21
Convulsions/Seizure	20
Grand Total	4506