

**City of Middletown**  
**Central Communications Center**  
**Monthly Call Statistics - 2019 (estimated)**

<b>INCIDENT ACTIVITY</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>Total</b>	<b>AVG</b>	
Middletown Police Dept.	3354	2728	3031	3373	3148	2766	2759	2912					<b>24071</b>	<b>3009</b>	
Portland Police Dept.	477	416	493	365	434	394	396	343					<b>3318</b>	<b>415</b>	
Fire Departments (Midd.)	736	583	594	653	732	644	646	698					<b>5286</b>	<b>661</b>	
Middletown Fire Dept.	391	309	332	363	364	358	298	375					<b>2790</b>	<b>349</b>	
South Fire District	209	183	167	194	247	192	252	228					<b>1672</b>	<b>209</b>	
Westfield Fire District	136	91	95	96	121	94	96	95					<b>824</b>	<b>103</b>	
Fire Department (Portland)	98	56	90	78	79	94	97	98					<b>690</b>	<b>86</b>	
Ambulance only Calls	196	219	188	182	221	171	191	229					<b>1597</b>	<b>200</b>	
<b>TOTAL INCIDENT CASE #'s</b>	<b>4861</b>	<b>4002</b>	<b>4396</b>	<b>4651</b>	<b>4614</b>	<b>4069</b>	<b>4089</b>	<b>4280</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>34962</b>	<b>4370</b>	
<b>TELEPHONE ACTIVITY</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUN</b>	<b>JUL</b>	<b>AUG</b>	<b>SEP</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>Total</b>		
<b>MIDDLETOWN</b>	1653	1361	1384	1517	1766	1644	1841	1749					<b>12915</b>	<b>1614</b>	
Wireless & wireline originating in Middletown															
<b>PORTLAND</b>	146	125	151	163	173	162	206	163					<b>1289</b>	<b>161</b>	
Wireless & wireline originating in Portland															
Transfers to Dispatch from other towns. For Midd & Port.	167	137	155	179	201	211	239	180					<b>1469</b>	<b>184</b>	
<b>TOTAL 911 CALLS</b>	1966	1623	1690	1859	2140	2017	2286	2092					<b>15673</b>	<b>1959</b>	
<b>TOTAL ADMIN. CALLS IN</b>	6643	5624	5863	5863	6804	6447	7042	6400					<b>50686</b>	<b>6336</b>	
<b>TOTAL ADMIN. CALLS OUT</b>	2487	2128	2097	2064	2588	2506	2612	2425					<b>18907</b>	<b>2363</b>	
<b>TOTAL PHONE CALLS</b>	<b>11096</b>	<b>9375</b>	<b>9650</b>	<b>9786</b>	<b>11532</b>	<b>10970</b>	<b>11940</b>	<b>10917</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>85266</b>	<b>7106</b>	
													<b>2018</b>	<b>127,008</b>	<b>10,584</b>
													<b>2017</b>	<b>122,058</b>	<b>10,172</b>
													<b>2016</b>	<b>126,994</b>	<b>10,583</b>
													<b>AVG</b>	<b>125,353</b>	<b>10,446</b>