



CITY OF MIDDLETOWN  
CENTRAL COMMUNICATIONS  
911 - POLICE - FIRE -EMS  
2009 Quality Assurance Report  
EMERGENCY MEDICAL DISPATCH



MONTH	COMPLIANCE	CHANGE
January	97.50%	N/A
February	96.12%	-1.38%
March	96.57%	0.45%
April	96.44%	-0.13%
May	96.50%	0.06%
June	96.16%	-0.34%
July	96.60%	0.44%
August	95.64%	-0.96%
September	96.77%	1.13%
October	96.89%	0.12%
November	97.38%	0.49%
December	96.55%	-0.83%
<b>Average Percentage</b>	<b>96.59%</b>	<b>0.21%</b>

2008 Yearly EMD Compliance Percentage 96.38%