



CITY OF MIDDLETOWN
CENTRAL COMMUNICATIONS
911 - POLICE - FIRE -EMS
2010 Quality Assurance Report
EMERGENCY MEDICAL DISPATCH



MONTH	COMPLIANCE	CHANGE
January	97.73%	N/A
February	96.33%	-1.40%
March	95.04%	-1.29%
April	96.96%	1.92%
May	96.76%	-0.20%
June	95.57%	-1.19%
Average Percentage	96.40%	

2009 Yearly EMD Compliance Percentage 96.59%