

DATA FROM THE FREEWAY SERVICE TEAM FROM DEC 2001 - DEC 2009

	2001-02	2003	2004	2005	2006	2007	2008	2009	TOTALS
HOURS WORKED	3,138	3,012	3,048	3,053	3,064	3,000	3,015	3,103	24,433
MILES TRAVELED	69,419	54,827	70,218	67,057	62,672	58,837	54,520	60,246	497,796
FUEL USED (GALLONS)	6,013	7,368	6,257	5,225	4,820	4,669	4,671	4,208	43,231
TOTAL INCIDENTS	4,531	5,611	6,208	6,479	6,508	6,401	6,060	5,841	47,639
TOTAL NOT ANSWERED CALLS				320	697	559	527	480	2,583
CALL VOLUME	1.44	1.86	1.86	2.1	2.1	2.1	2	1.8	2 CALLS/HOUR
AVERAGE TIME SPENT ON EACH CALL	13.2	10.4	9	9	8.5	9.3	9.5	8.5	9 MINS/CALL
AVERAGE CALLS PER DAY	23.6	24.3	25.5	25.5	25.6	25.6	24.1	22.1	24.5 CALLS/DAY
TOTAL CALLS SELF GENERATED	3,338	3,338	4,159	4,368	4,076	3,827	2,979	3,358	26,761
% OF SELF GENERATED	63.2	67.9	67	64	56	55	60	67	62.50%
TOTAL CALLS DISPATCHED	1,536	1,481	1,765	2,108	2,714	2,590	2,447	2,155	16,796
TOTAL CALLS CITIZEN GENERATED	217	233	284	323	415	543	886	328	3,229
STALLED VEHICLES	2,393	2,646	2,586	2,689	2,727	2,682	2,573	2,423	20,719
TAGGED VEHICLES	687	732	684	638	588	490	451	261	4,531
IMMEDIATE ASST %	69	72	74	76	78	81	82	84	77.30%
CRASHES	528	741	813	821	897	814	834	689	6,137
FIRE/EMS	234	185	203	382	359	231	247	210	2,051
DEBRIS	594	934	891	1,002	864	926	871	681	6,763
PEDS/BIKES	105	171	215	198	273	175	168	150	1,455
FUEL GIVEN TO MOTORIST	208	191	202	261	242	228	243	245	1,638
JUMP START	98	81	142	108	118	92	77	59	775
TRANSPORT	162	146	146	180	128	89	102	91	1,044
CITATIONS	25	14	43	46	54	49	31	66	328
WARNINGS	41	75	127	219	206	220	81	222	1,191

COMPILED BY DEP. ERIC NOVOTNY
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