2026 MIDYEAR ANNUAL REPORT

JANUARY - JUNE 2026

Staffing | Call Stats | Calls Dispatched | Quality Assurance

STAFFING



In Jan 2026, we opened our first recruitment process for 14 days. Three moved forward for background checks and received conditional offers, beginning their employment 4/15/2026. One had prior experience while the other two did not.

In May 2026, we opened our second recruitment process for 10 days. Five were moved forward to backgrounds and four were offered conditional offers. Their employment will begin 8/19/2026.

We moved up the second round of hiring for 2026 in anticipation for the dispatch remodel project slated for November and December. We were aiming to get the new hires through classroom and settled in with their CTO prior to relocating and being put under additional pressure during the construction project.

CALL STATS

Call Type	Number of Calls
9-1-1 Calls	**36,632**
Answered 9-1-1 Calls	33,472
Answered 9-1-1 Txt Calls	858
Abandoned 9-1-1 Calls	2,302
Non-Emergency Calls	**54,394**
Answered Non-E Calls	53,875
Abandoned Non-E	519
Outbound Calls	**34,335**

Aurelian Calls	Data
Calls Received	64,510
Calls Transferred to Dispatch	30,790
Median Time to Resolve a Call	3.4 Minutes

The Aurelian AI Call Assistant was implemented January 25, 2026 to aid in processing nonemergency calls.

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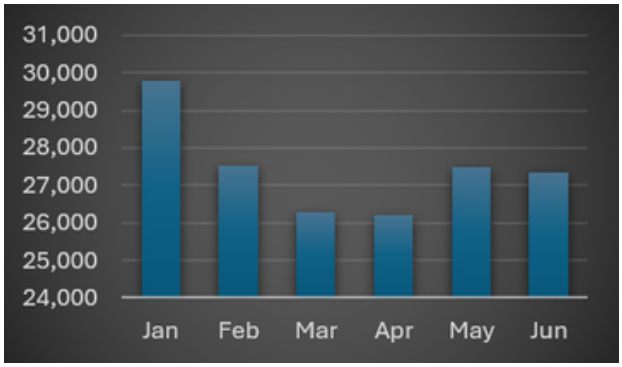
Calls Dispatched

TOTAL NUMBER OF LE EVENTS

Total: 164,608

Average Per Month: 27,435

January:	29,777
February:	27,518
March:	26,279
April:	26,201
May:	27,486
June:	27,347

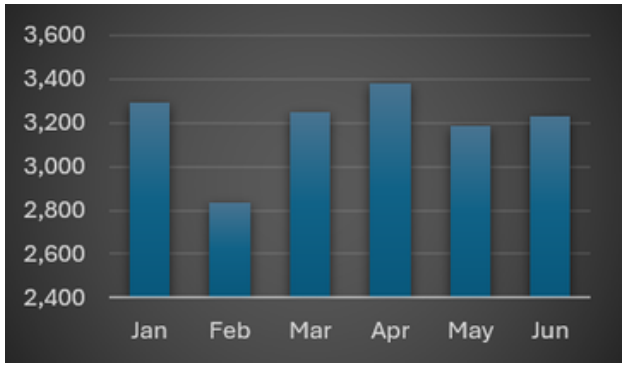


TOTAL NUMBER OF FIRE / EMS EVENTS

Total: 19,167

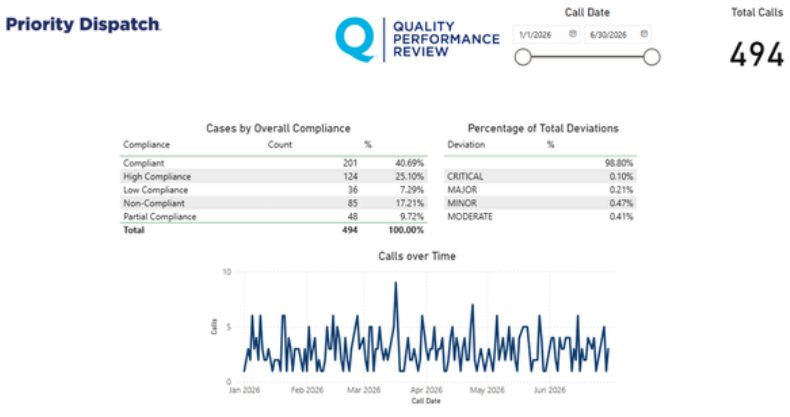
Average Per Month: 3,195

January:	3,293
February:	2,835
March:	3,247
April:	3,377
May:	3,188
June:	3,227

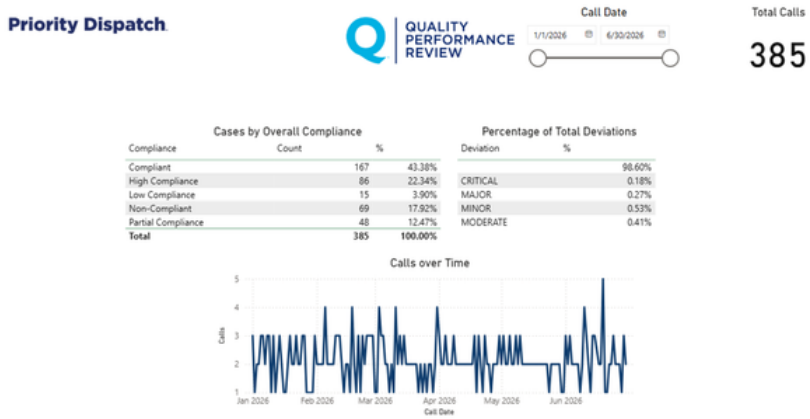


Quality Assurance

Emergency Medical Dispatch



Emergency Fire Dispatch



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