

MPD & MFD Response Times

Q3/Q4 2024 v. Q1/Q2 2024

MPD Call Priority Designations

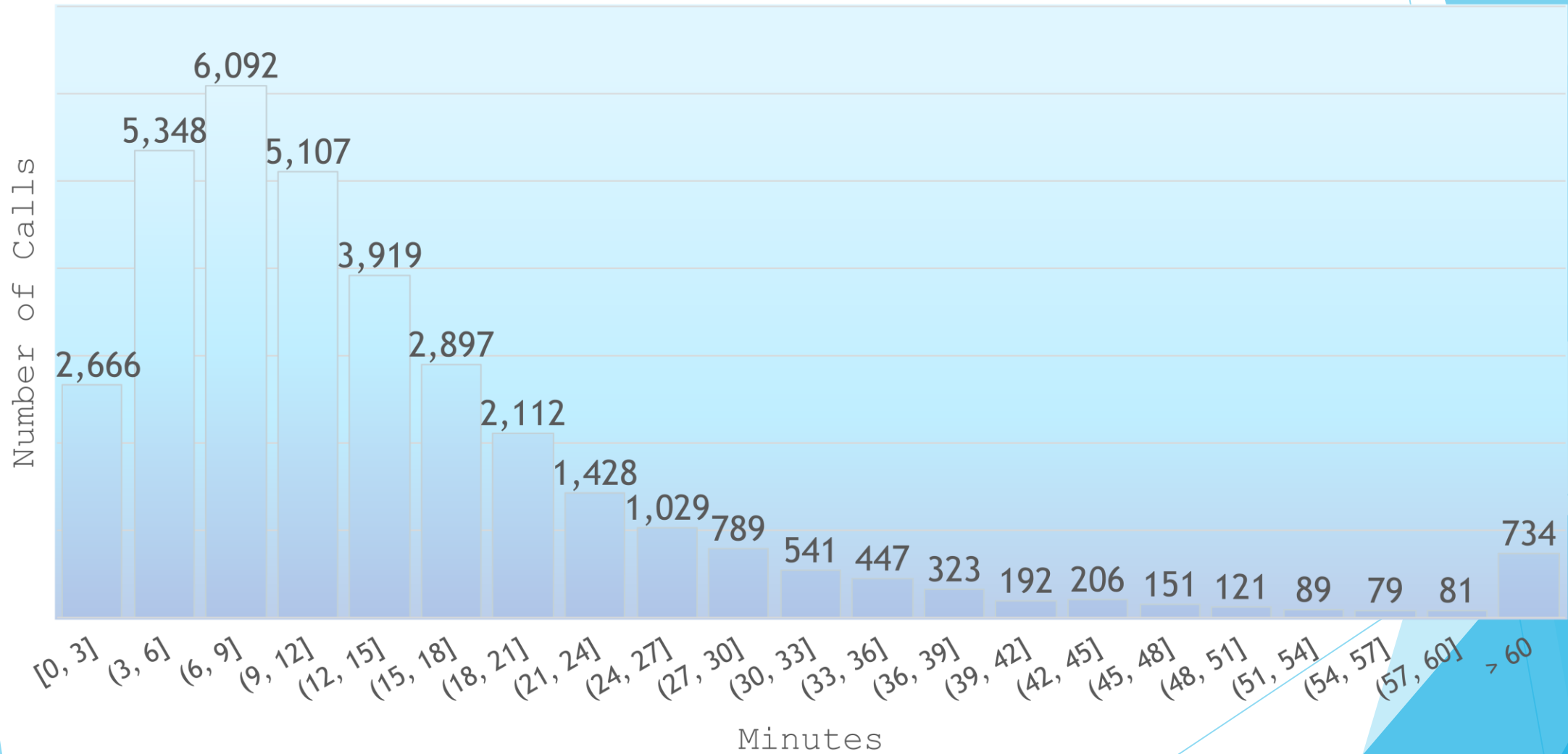
- ▶ Until February 20, 2024, MPD categorized calls using the Tiburon CAD system. Since that date, the CAD system has been updated to the Hexagon I/CAD system. This has resulted in a slightly different classification of priority levels for MPD.
- ▶ Priorities 1 and 2 since February 20 most closely match Priority 1 until that date.

MPD Response Times

High Priority Response Times (Minutes)				
	January-June 2024		July-December 2024	
	Mean	Median	Mean	Median
Call to Dispatch	5	2	7	2
Dispatch to On Scene	9	7	9	7
Call to On Scene	13	10	16	11

	Call to On Scene Response Times (minutes)						
	January 2024 - June 2024			July 2024 - December 2024			
District	Total Calls	Mean	Median	Total Calls	Mean	Median	
1	1,356	11	8	1,551	11	8	
2	4,158	11	8	4,440	13	8	
3	6,391	13	10	7,016	15	11	
4	5,207	17	14	5,155	20	14	
5	6,763	13	10	7,379	15	10	
6	1,741	13	10	1,843	15	10	
7	7,265	14	11	6,873	16	11	
Overall	32,881	13	11	34,257	15	11	

MPD Priority 1 and 2
Call Created to On Scene Times
July-December 2024



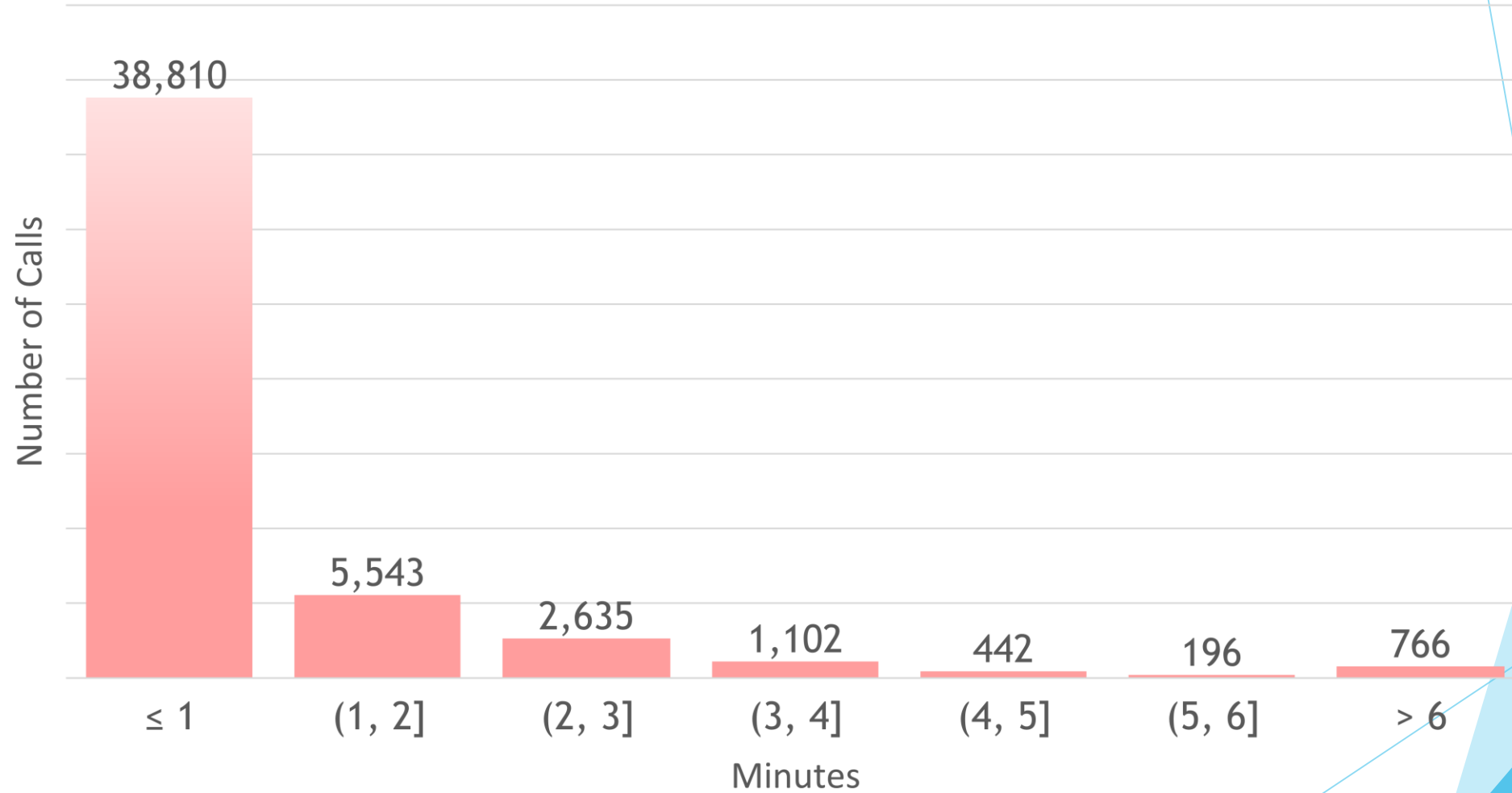
MFD Total Calls for Service

	April – June 2024	July - December 2024
EMS	25,171	49,496
Building Fires	428	829
All Fires	734	1,961

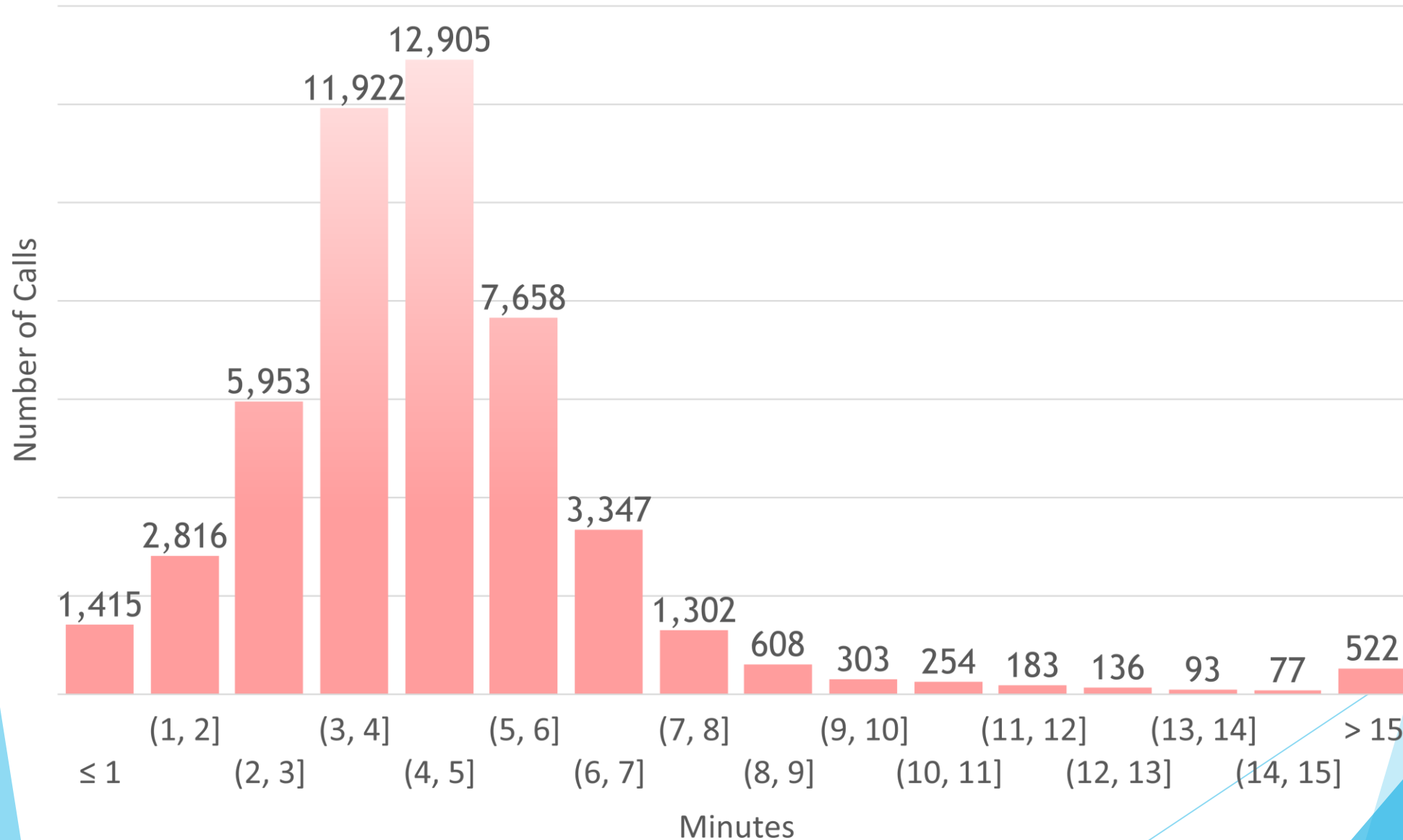
EMS Response Times (Minutes)

	April - June 2024		July-December 2024	
	Mean	Median	Mean	Median
Call Processing	2.1	0.5	1.1	0.4
Travel Time	5.3	4.3	4.5	4.2

MFD Call Processing Times - EMS July 2024 - December 2024



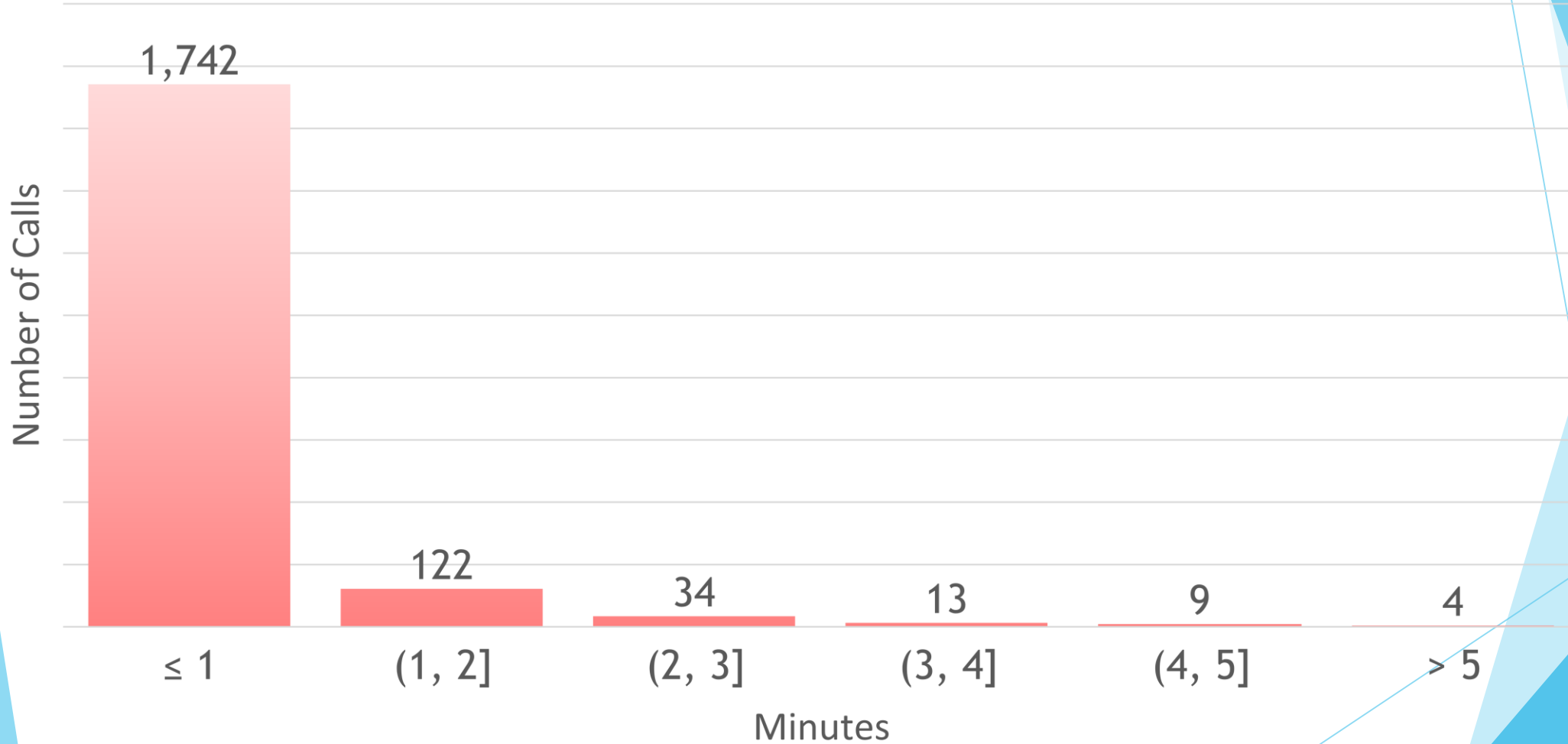
MFD Travel Times - EMS July - December 2024



Response Times - All Fires (Minutes)

	April-June 2024		July-December 2024	
	Mean	Median	Mean	Median
Call Processing	0.4	0.2	0.4	0.2
Travel Time	4.1	3.6	5.2	3.7

MFD Call Processing Times - All Fires July-December 2024



MFD Travel Times - All Fires July-December 2024

