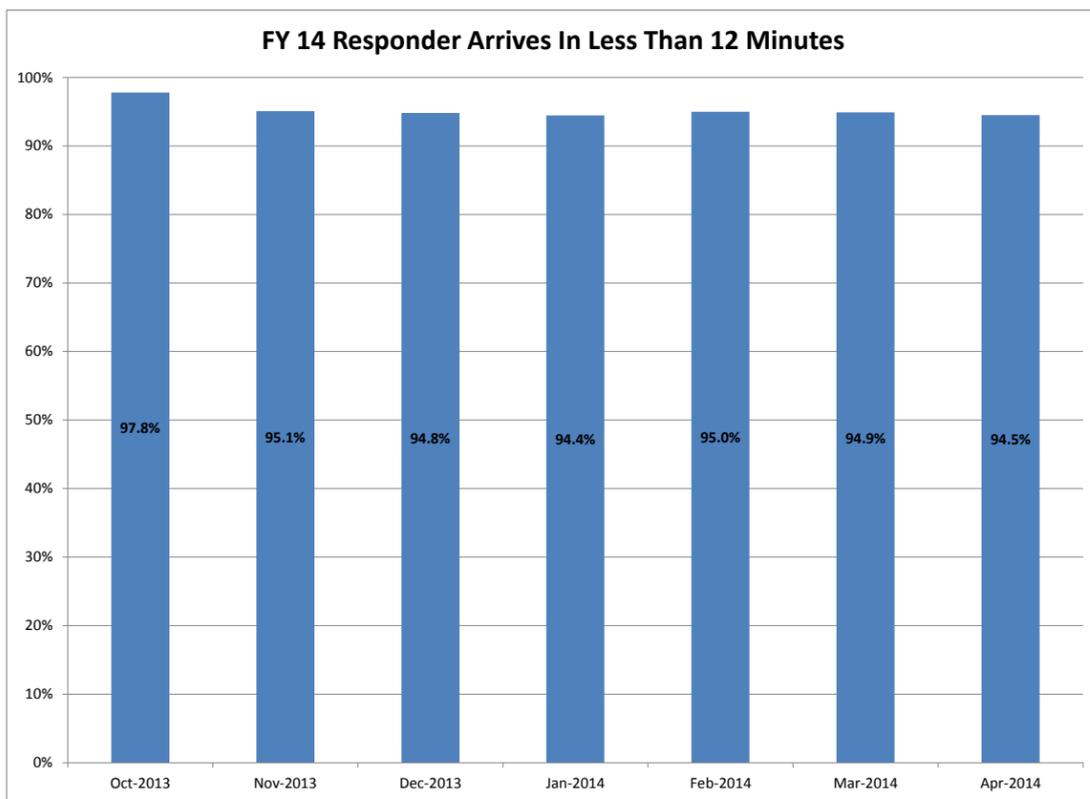
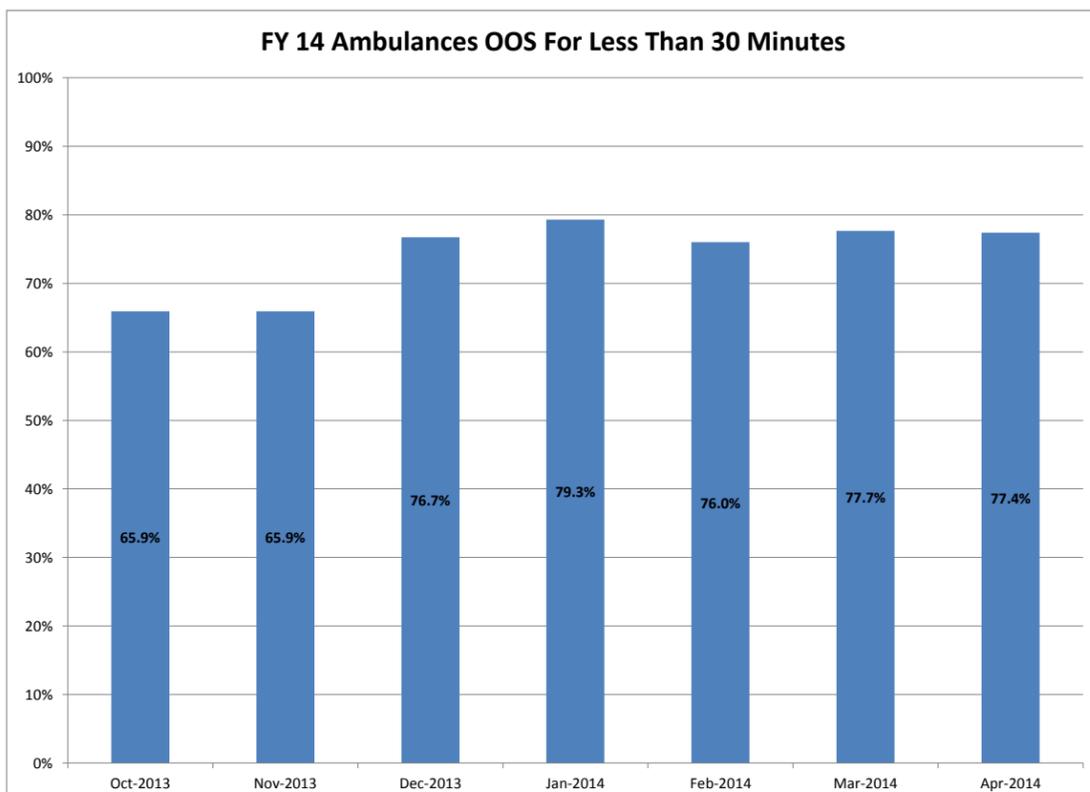


The first graph illustrates how quickly emergency vehicles begin responding to 9-1-1 calls. Commonly called "chute time," this graph shows the percentage of times when fire trucks, ambulances and other vehicles take less than two (2) minutes to begin responding on a call. "Chute time" is measured from the time when a call is dispatched, until the time when an emergency vehicle begins continuous travel to a call.



The second graph illustrates how quickly emergency vehicles respond to 9-1-1 calls. Commonly called "response time," this graph shows the percentage of times when fire trucks, ambulances and other vehicles take less than 12 minutes to arrive at a call. "Response time" is measured from the time when a call is dispatched, until the time when an emergency vehicle arrives at a call.



The third graph illustrates how often Ambulances are placed "out-of-service" and are unavailable to respond for 9-1-1 calls. This graph shows the percentage of times when emergency vehicles are placed "out-of-service" for less than thirty (30) minutes. Reasons for being placed "out-of-service" include refueling, restocking supplies, decontamination or other causes that would prevent an emergency vehicle from being able to safely respond for a 9-1-1 call.