



Peace River Regional District

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REPORT

To: Chair and Directors
Date: January 12, 2010
From: Ron Storie, Manager of Community Services
Subject: **911 Call Count Statistics for 2009**

PURPOSE

This report is being provided for information on 911 Primary Answer Service Point (PASP) Call Count statistics for the year 2009.

UPDATE

- Attached is the 911 Call Counts for 2009 and a year by year summary 911 service.
- 2009 - 911 call volumes showed a 19% decrease in call volume over 2008 for a total of 15746 (Telus 911 figures).
- Fire Calls in 2009 were decreased in comparison to 2008 which represents approximately 19% in call volume (Telus 911 figures) however Fire Department figures show a .5% decrease in volume (this includes calls that go directly to the fire departments from residents).
- Phased narrow banding of communication frequencies for the fire dispatch as required by Transport Canada has been completed in Charlie Lake, Chetwynd and Hudson's Hope, Moberly Lk, Pouce Coupe, Taylor, Tumbler and Tomslake. Other frequencies will be changed over as Fire Departments have the necessary equipment and funds to change their pagers and talk around channels. (PRRD 911 is responsible to get the page out to fire departments, how they notify their fire fighters is each department's responsibility.)

This report was reviewed by the Fire Chief's at their January 12th, 2010 meeting in Pouce Coupe.

January 28, 2010

Ron Storie

Department Head

John Boulton

CAO

PEACE RIVER REGIONAL DISTRICT 9-1-1 CALLS

911 Call Count History

	Total 2002		Total 2003		Total 2004		Total 2005		Total 2006		Total 2007		Total 2008		Total 2009	
	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%
Total 911 Calls	14,075		13,943		17,307		14,747		16,527		25,996		19,516		15,746	
RCMP	9,800	69.63%	9,655	69.25%	13,191	76.22%	9,501	64.43%	10,370	62.75%	18,790	72.28%	13,167	67.47%	9,507	60.38%
Ambulance	2,126	15.10%	2,324	16.67%	2,443	14.12%	3,082	20.90%	3,001	18.16%	4,466	17.18%	3,391	17.38%	3,397	21.57%
Dawson Creek Fire Dispatch	329	2.34%	354	2.54%	332	1.92%	353	2.39%	666	4.03%	403	1.55%	550	2.82%	468	2.97%
Dawson Creek Fire *	340	62%	347	64%	326	64%	407	69%	430	59%	410	65%	420	60%	408	61%
Chetwynd Fire	75	14%	83	15%	109	21%	82	14%	123	17%	89	14%	97	14%	80	12%
Tumbler Ridge Fire	50	9%	58	11%	27	5%	46	8%	85	12%	81	13%	124	18%	110	16%
Pouce Coupe Fire	18	3%	16	3%	16	3%	25	4%	20	3%	19	3%	21	3%	24	4%
Tomslake Fire	16	3%	7	1%	6	1%	5	1%	13	2%	4	1%	16	2%	21	3%
Moberly Lake	30	5%	26	5%	19	4%	18	3%	50	7%	21	3%	18	3%	20	3%
Arras Fire	17	3%	8	1%	7	1%	4	1%	12	2%	6	1%	7	1%	5	1%
	(546)		(545)		(510)		(587)		(733)		(630)		(703)		(668)	
Fort St. John Fire Dispatch	324	2.30%	317	2.27%	417	2.41%	391	2.65%	609	3.68%	436	1.68%	561	2.87%	478	3.04%
Fort St. John Fire *	192	59%	479	80%	606	78%	645	79%	816	78%	577	76%	666	80%	649	75%
Charlie Lake Fire	33	10%	46	8%	71	9%	30	4%	55	5%	41	5%	57	7%	58	7%
Taylor Fire	79	24%	59	10%	72	9%	123	15%	138	13%	112	15%	90	11%	109	13%
Hudson's Hope Fire	20	6%	13	2%	23	3%	21	3%	39	4%	26	3%	24	3%	47	5%
	(324)		(597)		(772)		(819)		(1048)		(756)		(837)		(863)	
Abandoned	1,496	10.63%	1,293	9.27%	1,561	9.02%	1,724	11.69%	1,881	11.38%	1,901	7.31%	1,847	9.46%	1,896	12.04%

* Not all fire response calls go through the 9-1-1 Call Centre, eg. auto-dialer fire alarm systems, old community dialup service.

** 911 System implementation June 2001

January 28, 2010

PEACE RIVER REGIONAL DISTRICT 9-1-1 CALLS

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	Total 2002		Total 2003		Total 2004		Total 2005		Total 2006		Total 2007		Total 2008		Total 2009	
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