



Peace River Regional District REPORT

To: Chairs & Directors

From: Trish Morgan, Manager of Community Services

Date: January 13, 2011

Subject: 2010 9-1-1 Statistics

BACKGROUND/RATIONALE:

This report is being provided for information on the 9-1-1 Primary Answer Service Point (PASP) Call Count statistics for 2010. Attached are the 9-1-1 Call Counts for 2010 and a year by year summary of 9-1-1 call statistics.

- 2010 9-1-1 call volumes showed a 2% decrease in call volume from 2009 for a total of 15492 calls (Telus 911 figures).
- Fire Calls dispatched through PSAP in 2010 decreased by 2% from 2009, while the total number of fire calls reported by the Fire Departments increased by 5% (this includes calls that go directly to the fire departments as a result of auto-dialers and/or direct calls from residents or business owners).

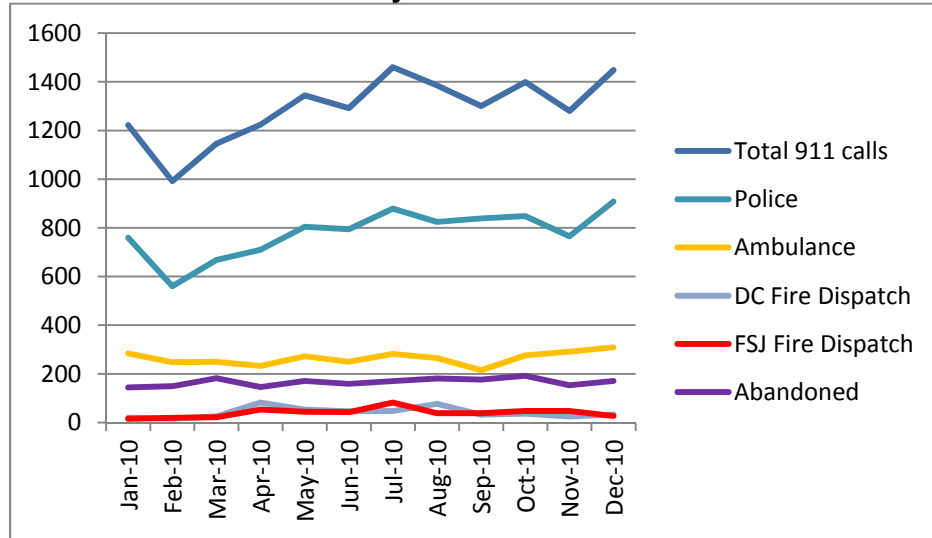
Staff Initials:

Dept. Head:

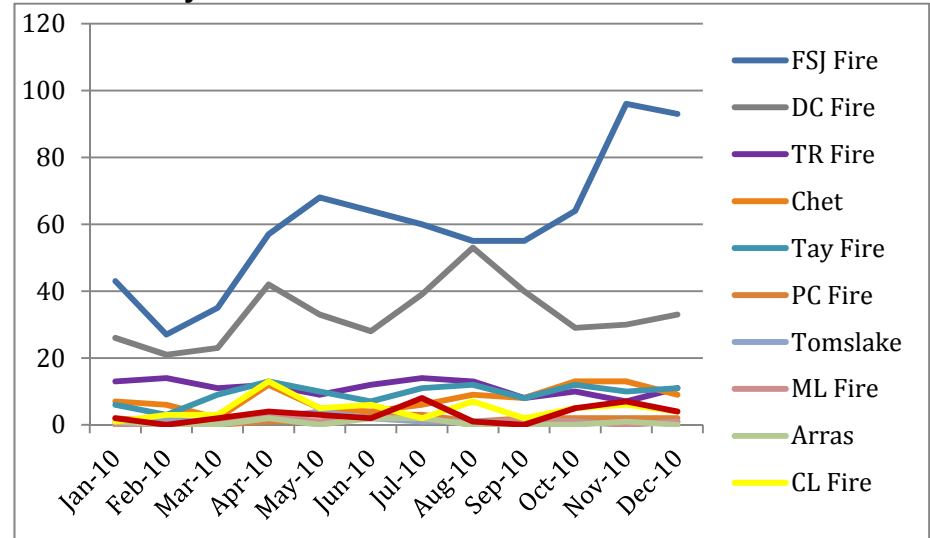
T. Morgan

CAO:

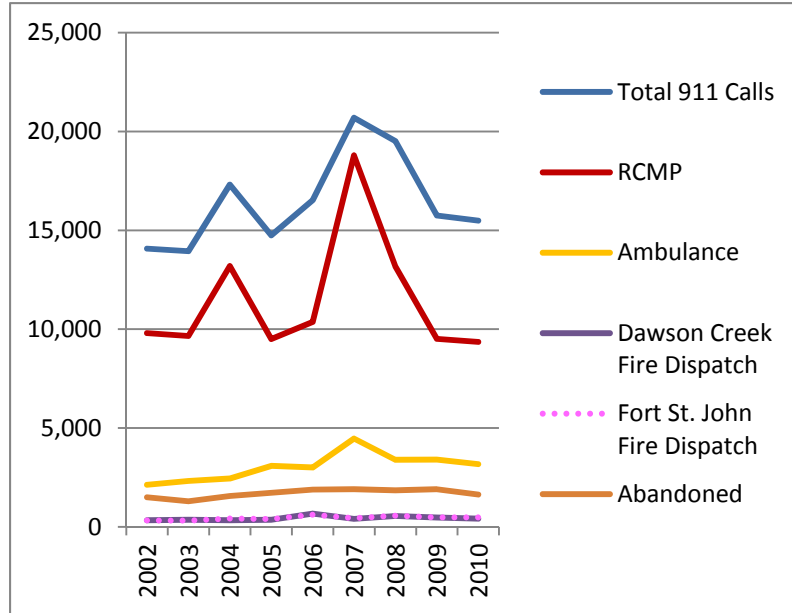
2010 911 Call Count Monthly Trends



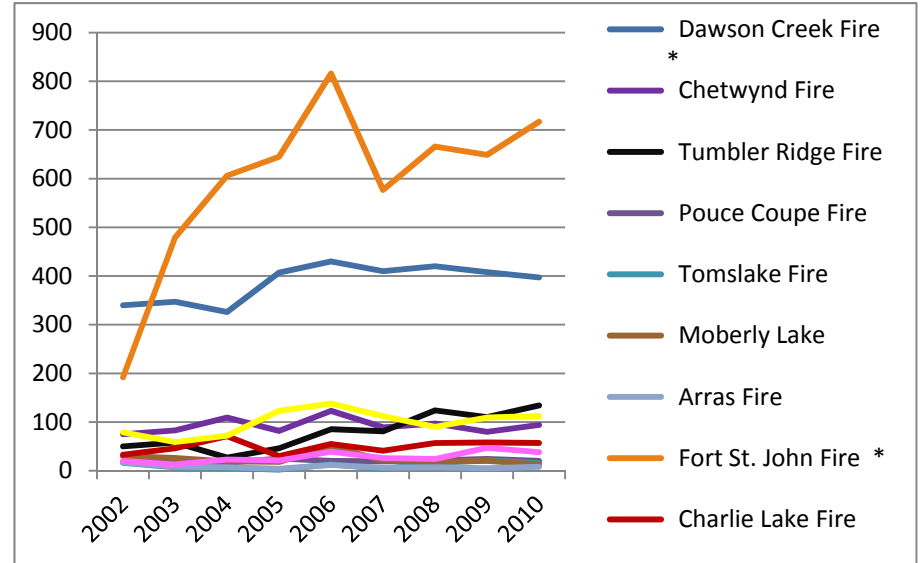
2010 Monthly Fire Call Trends



911 Calls from 2002 to 2010



Fire Calls from 2002 to 2010



2010 Monthly 911 Call Statistics

	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Total-2010
Total 911 calls	1222	992	1146	1224	1344	1292	1460	1385	1300	1399	1280	1448	15,492
Average PSAP Call per second	0:00:05	0:00:05	0:00:05	0:00:05	0:00:05	0:00:05		0:00:05	0:00:05	0:00:05	0:00:05	0:00:05	
Police	759 62%	560 56%	668 58%	710 58%	804 60%	794 61%	879 60%	824 59%	839 65%	848 61%	765 60%	908 63%	9,358 60%
Average RCMP Call per second	0:00:05	0:00:06	0:00:07	0:00:06	0:00:07	0:00:07	0:00:06	0:00:07	0:00:07	0:00:07	0:00:07	0:00:06	
Ambulance	284 23%	248 25%	249 22%	233 19%	272 20%	250 19%	282 19%	265 19%	215 17%	276 20%	291 23%	309 21%	3,174 20%
Average Ambulance Call per second	0:00:07	0:00:07	0:00:08	0:00:07	0:00:08	0:00:07	0:00:08	0:00:08	0:00:08	0:00:07	0:00:07	0:00:08	
DC Fire Dispatch	20 2%	16 2%	25 2%	82 7%	53 4%	46 4%	47 3%	77 6%	32 2%	36 3%	24 2%	33 2%	491 3%
<i>DC Fire</i>	<u>26</u> 53%	<u>21</u> 48%	<u>23</u> 62%	<u>42</u> 57%	<u>33</u> 62%	<u>28</u> 53%	<u>39</u> 58%	<u>53</u> 69%	<u>40</u> 66%	<u>29</u> 52%	<u>30</u> 57%	<u>33</u> 58%	<u>397</u> 58.30%
<i>Chet</i>	<u>7</u> 14%	<u>6</u> 14%	<u>2</u> 5%	<u>12</u> 16%	<u>5</u> 9%	<u>4</u> 8%	<u>6</u> 9%	<u>9</u> 12%	<u>8</u> 13%	<u>13</u> 23%	<u>13</u> 25%	<u>9</u> 16%	<u>94</u> 13.80%
<i>TR Fire</i>	<u>13</u> 27%	<u>14</u> 32%	<u>11</u> 30%	<u>12</u> 16%	<u>9</u> 17%	<u>12</u> 23%	<u>14</u> 21%	<u>13</u> 17%	<u>8</u> 13%	<u>10</u> 18%	<u>7</u> 13%	<u>11</u> 19%	<u>134</u> 19.68%
<i>PC Fire</i>	<u>2</u> 4%	<u>1</u> 2%	<u>0</u> 0%	<u>1</u> 1%	<u>1</u> 2%	<u>3</u> 6%	<u>3</u> 4%	<u>1</u> 1%	<u>2</u> 3%	<u>2</u> 4%	<u>2</u> 4%	<u>2</u> 4%	<u>20</u> 2.94%
<i>Tomslake</i>	<u>0</u> 0%	<u>2</u> 0%	<u>0</u> 0%	<u>2</u> 3%	<u>4</u> 8%	<u>2</u> 4%	<u>1</u> 1%	<u>1</u> 1%	<u>1</u> 2%	<u>1</u> 2%	<u>0</u> 0%	<u>1</u> 2%	<u>15</u> 2.20%
<i>ML Fire</i>	<u>0</u> 0%	<u>0</u> 0%	<u>1</u> 3%	<u>3</u> 4%	<u>1</u> 2%	<u>2</u> 4%	<u>2</u> 3%	<u>0</u> 0%	<u>2</u> 3%	<u>1</u> 2%	<u>0</u> 0%	<u>1</u> 2%	<u>13</u> 1.91%
<i>Arras</i>	<u>1</u> 2%	<u>0</u> 0%	<u>0</u> 0%	<u>2</u> 3%	<u>0</u> 0%	<u>2</u> 4%	<u>2</u> 3%	<u>0</u> 0%	<u>0</u> 0%	<u>0</u> 0%	<u>1</u> 2%	<u>0</u> 0%	<u>8</u> 1.17%
<i>Total</i>	<u>49</u> 100%	<u>44</u> 95%	<u>37</u> 100%	<u>74</u> 100%	<u>53</u> 100%	<u>53</u> 100%	<u>67</u> 100%	<u>77</u> 100%	<u>61</u> 100%	<u>56</u> 100%	<u>53</u> 100%	<u>57</u> 100%	<u>681</u> 100.00%
Average DC Call per second	0:00:07	0:00:06	0:00:08	0:00:06	0:00:06	0:00:07	0:00:07	0:00:07	0:00:07	0:00:07	0:00:07	0:00:07	
FSJ Fire Dispatch	15 1%	19 2%	22 2%	53 4%	44 3%	43 3%	82 6%	38 3%	38 3%	47 3%	47 4%	27 2%	475 3%
<i>FSJ Fire</i>	<u>43</u> 83%	<u>27</u> 82%	<u>35</u> 71%	<u>57</u> 66%	<u>68</u> 79%	<u>64</u> 81%	<u>60</u> 74%	<u>55</u> 73%	<u>55</u> 85%	<u>64</u> 74%	<u>96</u> 81%	<u>93</u> 83%	<u>717</u> 77.60%
<i>CL Fire</i>	<u>1</u> 2%	<u>3</u> 9%	<u>3</u> 6%	<u>13</u> 15%	<u>5</u> 6%	<u>6</u> 8%	<u>2</u> 2%	<u>7</u> 9%	<u>2</u> 3%	<u>5</u> 6%	<u>6</u> 5%	<u>4</u> 4%	<u>57</u> 6.17%
<i>Tay Fire</i>	<u>6</u> 12%	<u>3</u> 9%	<u>9</u> 18%	<u>13</u> 15%	<u>10</u> 12%	<u>7</u> 9%	<u>11</u> 14%	<u>12</u> 16%	<u>8</u> 12%	<u>12</u> 14%	<u>10</u> 8%	<u>11</u> 10%	<u>112</u> 12.12%
<i>HH Fire</i>	<u>2</u> 4%	<u>0</u> 0%	<u>2</u> 4%	<u>4</u> 5%	<u>3</u> 3%	<u>2</u> 3%	<u>8</u> 10%	<u>1</u> 1%	<u>0</u> 0%	<u>5</u> 6%	<u>7</u> 6%	<u>4</u> 4%	<u>38</u> 4.11%
<i>Total</i>	<u>52</u> 100%	<u>33</u> 100%	<u>49</u> 100%	<u>87</u> 100%	<u>86</u> 100%	<u>79</u> 100%	<u>81</u> 100%	<u>75</u> 100%	<u>65</u> 100%	<u>86</u> 100%	<u>119</u> 100%	<u>112</u> 100%	<u>924</u> 100.00%
Average FSJ Call per second	0:00:08	0:00:08	0:00:08	0:00:07	0:00:06	0:00:07	0:00:08	0:00:08	0:00:06	0:00:06	0:00:06	0:00:06	
Abandoned	144 12%	149 15%	182 16%	146 12%	171 13%	159 12%	170 12%	181 13%	176 14%	192 14%	153 12%	171 12%	1994 13%

PEACE RIVER REGIONAL DISTRICT 9-1-1 CALLS

911 Call Count History

	2002		2003		2004		2005		2006		2007		2008		2009		2010	
	Total Calls	%	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		20,691		19,516		15,746		15,492	
RCMP	9,800	69.63%	9,655	69.25%	13,191	76.22%	9,501	64.43%	10,370	62.75%	18,790	90.81%	13,167	67.47%	9,507	60.38%	9,358	60.41%
Ambulance	2,126	15.10%	2,324	16.67%	2,443	14.12%	3,082	20.90%	3,001	18.16%	4,466	21.58%	3,391	17.38%	3,397	21.57%	3,174	20.49%
Dawson Creek Fire Dispatch	329	2.34%	354	2.54%	332	1.92%	353	2.39%	666	4.03%	403	1.95%	550	2.82%	468	2.97%	491	3.17%
Dawson Creek Fire *	340	62%	347	64%	326	64%	407	70%	430	59%	410	65%	420	60%	408	61%	397	58%
Chetwynd Fire	75	14%	83	15%	109	21%	82	14%	123	17%	89	14%	97	14%	80	12%	94	14%
Tumbler Ridge Fire	50	9%	58	11%	27	5%	46	8%	85	12%	81	13%	124	18%	110	16%	134	20%
Pouce Coupe Fire	18	3%	16	3%	16	3%	25	4%	20	3%	19	3%	21	3%	24	4%	20	3%
Tomslake Fire	16	3%	7	1%	6	1%	2	0%	13	2%	4	1%	16	2%	21	3%	15	2%
Moberly Lake	30	5%	26	5%	19	4%	18	3%	50	7%	21	3%	18	3%	20	3%	13	2%
Arras Fire	17	3%	8	1%	7	1%	4	1%	12	2%	6	1%	7	1%	5	1%	8	1%
TOTAL South Peace Fire Calls	546		545		510		584		733		630		703		668		681	
Fort St. John Fire Dispatch	324	2.30%	317	2.27%	417	2.41%	391	2.65%	609	3.68%	436	2.11%	561	2.87%	478	3.04%	475	3.07%
Fort St. John Fire *	192	59%	479	80%	606	78%	645	79%	816	78%	577	76%	666	80%	649	75%	717	78%
Charlie Lake Fire	33	10%	46	8%	71	9%	30	4%	55	5%	41	5%	57	7%	58	7%	57	6%
Taylor Fire	79	24%	59	10%	72	9%	123	15%	138	13%	112	15%	90	11%	109	13%	112	12%
Hudson's Hope Fire	20	6%	13	2%	23	3%	21	3%	39	4%	26	3%	24	3%	47	5%	38	4%
TOTAL North Peace Fire Calls	324		597		772		819		1048		756		837		863		924	
Abandoned	1,496	10.63%	1,293	9.27%	1,561	9.02%	1,724	11.69%	1,881	11.38%	1,901	9.19%	1,847	9.46%	1,896	12.04%	1,994	12.87%

* 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