

UNIFIRE COMMUNICATIONS

END OF THE YEAR REPORT

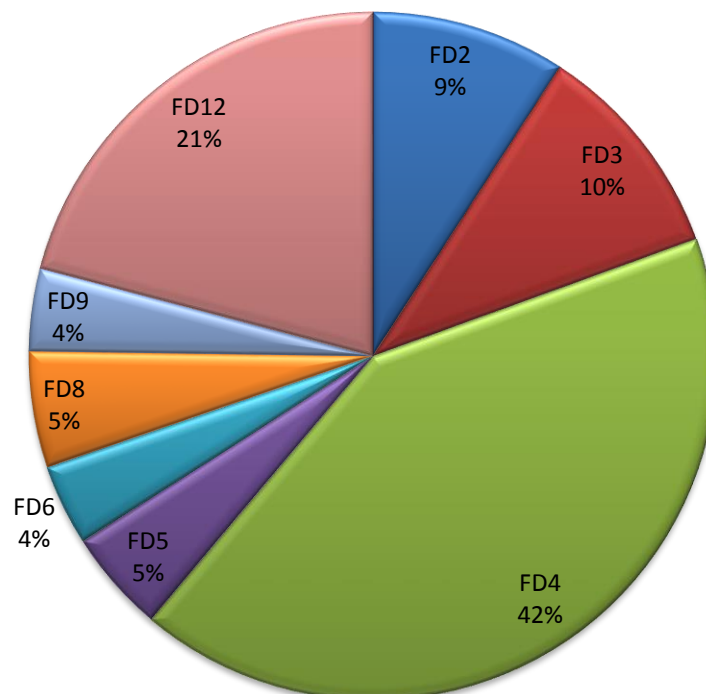


2010

Per District Call Volume Totals

Dist.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Totals
2	102	81	65	74	91	89	88	69	65	112	71	104	1011
3	91	67	112	78	97	89	88	95	104	111	90	121	1143
4	387	364	401	384	399	404	390	379	347	411	339	405	4610
5	49	40	64	34	35	39	49	49	36	45	44	48	532
6	27	27	41	34	40	40	30	35	38	42	29	40	423
7	68	36											104
8	44	45	51	55	45	50	40	41	43	59	61	70	604
9	44	29	35	37	30	36	34	39	39	42	26	38	429
12	188	184	172	176	185	181	202	192	195	238	177	222	2312
Totals	1000	873	941	872	922	928	921	899	867	1060	837	1048	11168

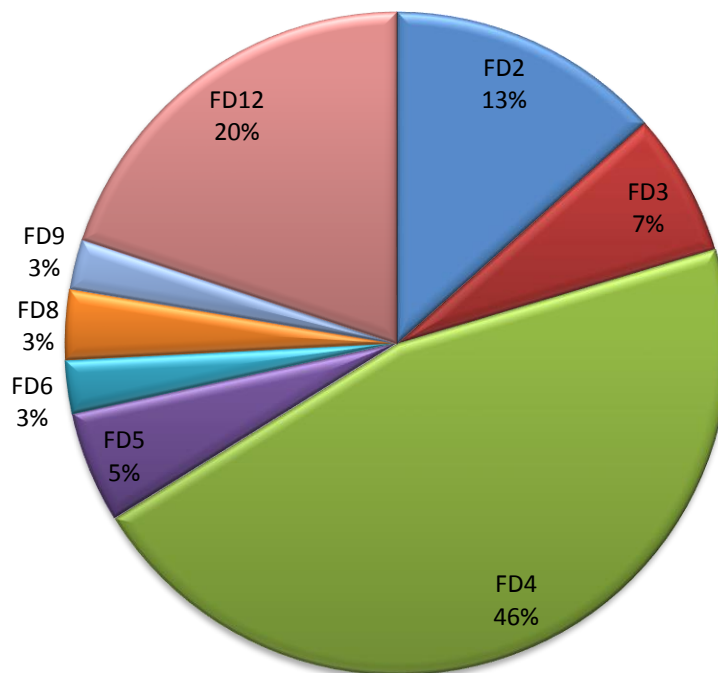
2010 Case #'s by District



Per District Event Totals

Dist.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Totals
2	202	188	190	185	205	229	226	190	192	253	170	237	2467
3	99	74	127	88	111	100	93	104	119	128	98	144	1285
4	714	666	759	706	684	741	712	681	639	779	628	704	8413
5	86	68	121	79	77	82	75	70	63	89	93	98	1001
6	32	30	45	37	42	46	38	36	44	49	31	44	474
7	70	37											107
8	46	48	54	59	45	52	40	42	45	60	65	74	630
9	49	31	37	42	32	39	34	41	40	42	26	39	452
12	271	265	280	280	293	300	319	329	324	392	279	331	3663
Totals	1569	1407	1613	1476	1489	1589	1537	1493	1466	1792	1390	1671	18492

2010 Event #'s by District

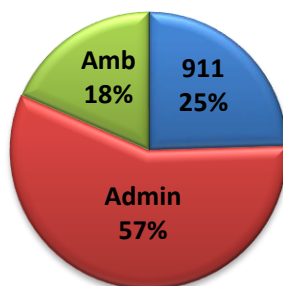


Telephone Statistics

(Note: AT&T upgraded the reporting system mid-January 2010 therefore stats are not complete)

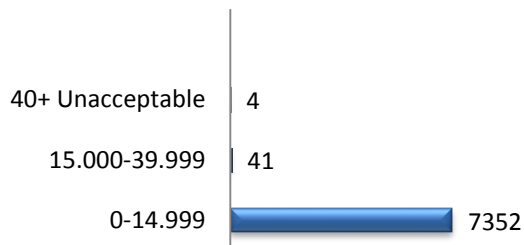
911	7397
Admin	17204
Amb	5577
Totals	30178

Incoming Calls



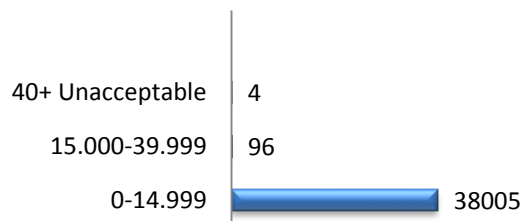
Overall 911 Answer Times

(in seconds)

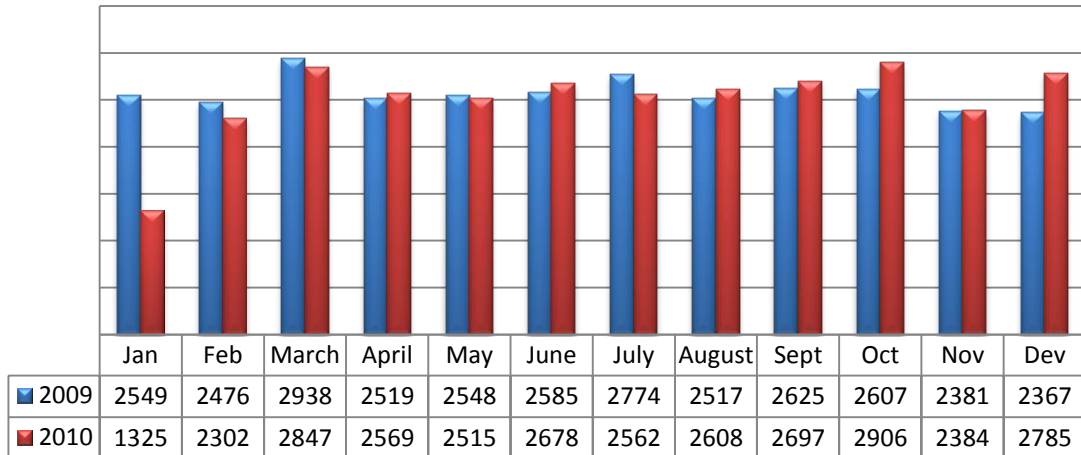


Overall Admin/Amb Answer Times

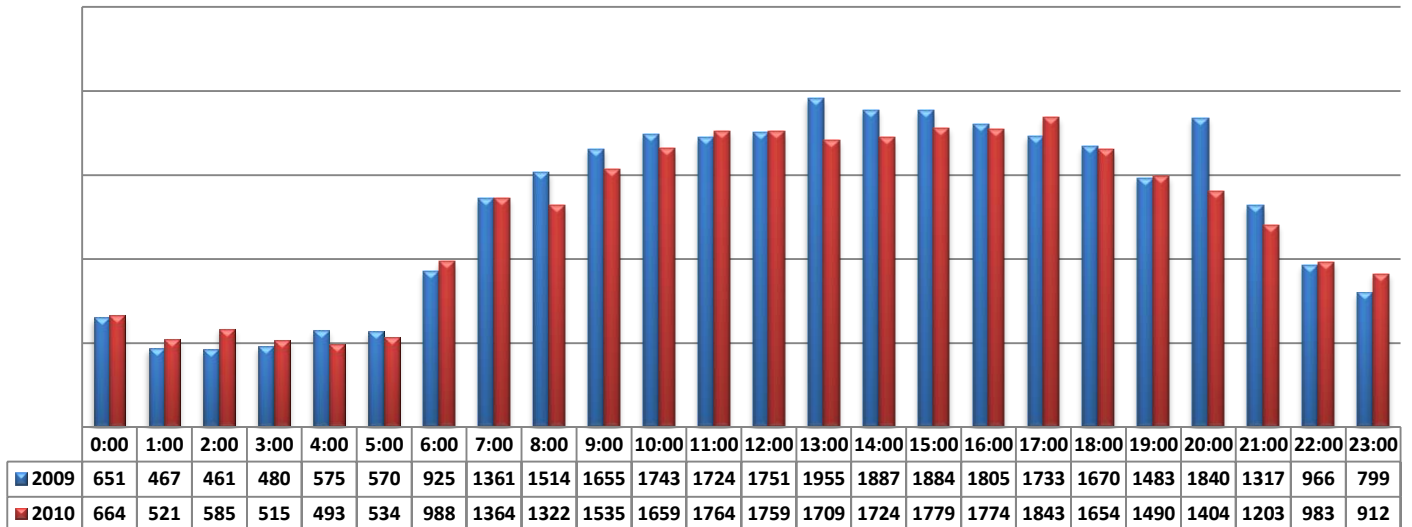
(in seconds)



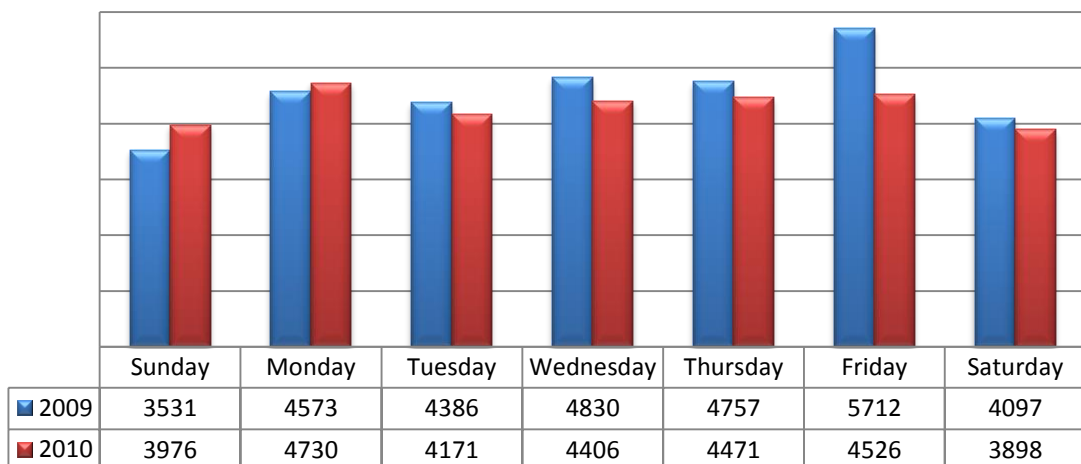
Total Incoming Call Volume by Month

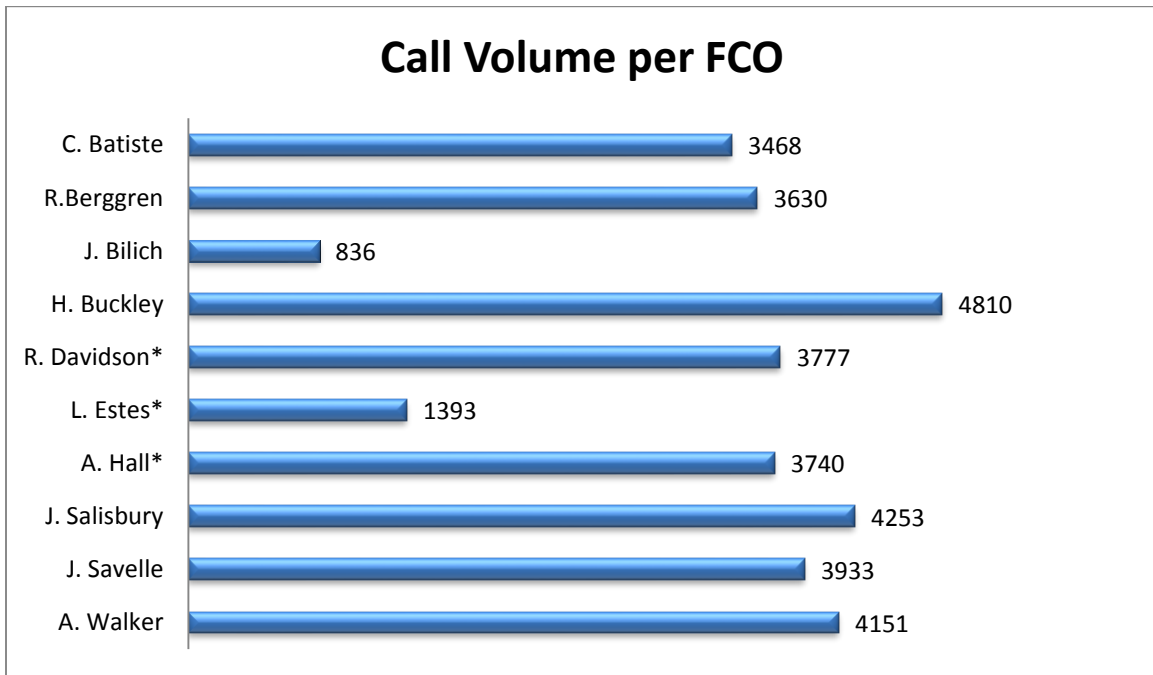


Incoming Call Volume by Hour



Call volume per day of the week





*Denotes employee was hired mid-year

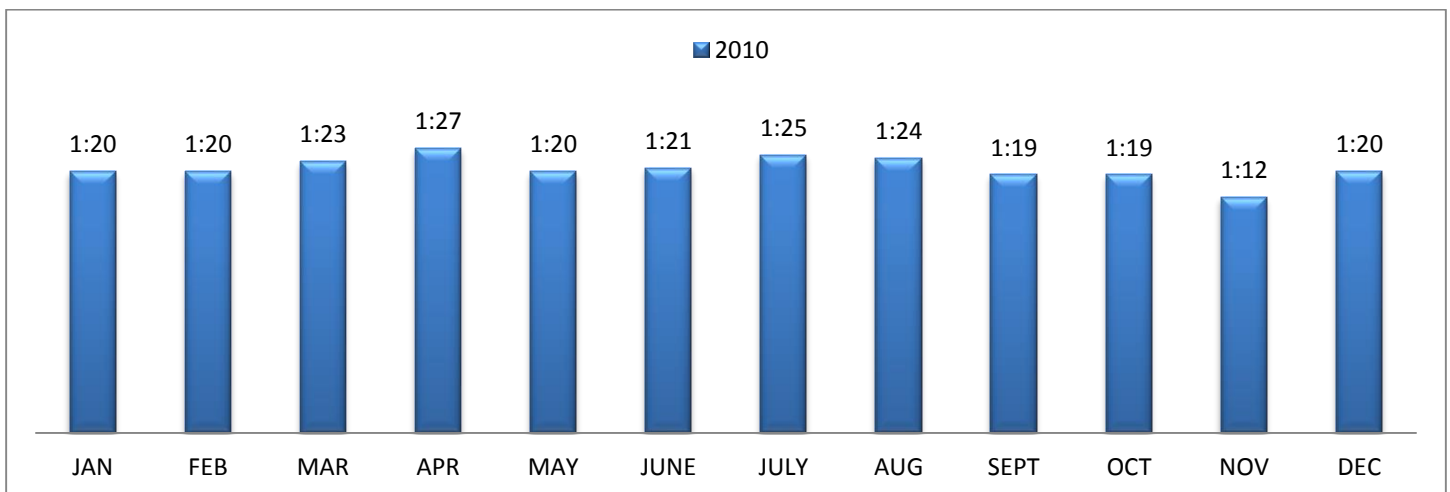
Employee statistics are only listed for current Unifire employees.

Therefore employee totals listed will not equal the overall totals listed above

UniFire made 15,324 outgoing calls in 2010.

Total Call Processing Times (TCP)

The TCP time is the time from the point the communications officers initiates the CAD call taking screen to the time the dispatcher assigns units to the CAD event.



Quality Assurance

