

UNIFIRE COMMUNICATIONS

END OF THE YEAR REPORT

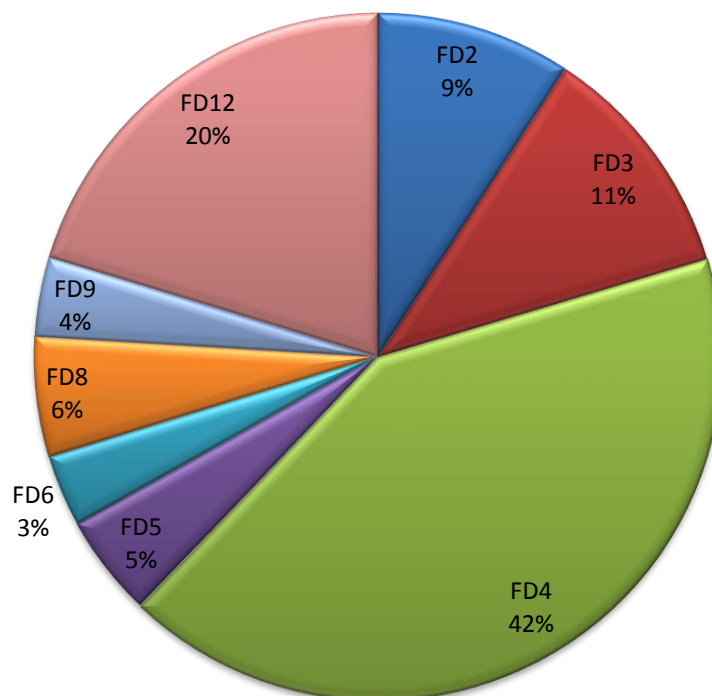


2011

Per District Call Volume Totals

Dist.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Totals
2	75	75	109	86	96	76	80	84	86	97	78	111	1053
3	100	87	130	112	142	110	117	105	95	104	96	91	1289
4	384	384	385	380	437	401	392	404	421	398	389	417	4792
5	46	51	57	38	53	42	54	52	44	33	33	44	547
6	39	39	26	33	30	40	29	34	33	32	21	33	389
8	51	37	37	65	73	80	53	37	51	42	53	68	647
9	49	37	34	33	45	34	25	26	35	37	33	43	431
12	188	182	208	192	211	213	208	209	181	183	149	206	2330
Totals	932	892	986	939	1087	996	958	951	946	926	852	1013	11478

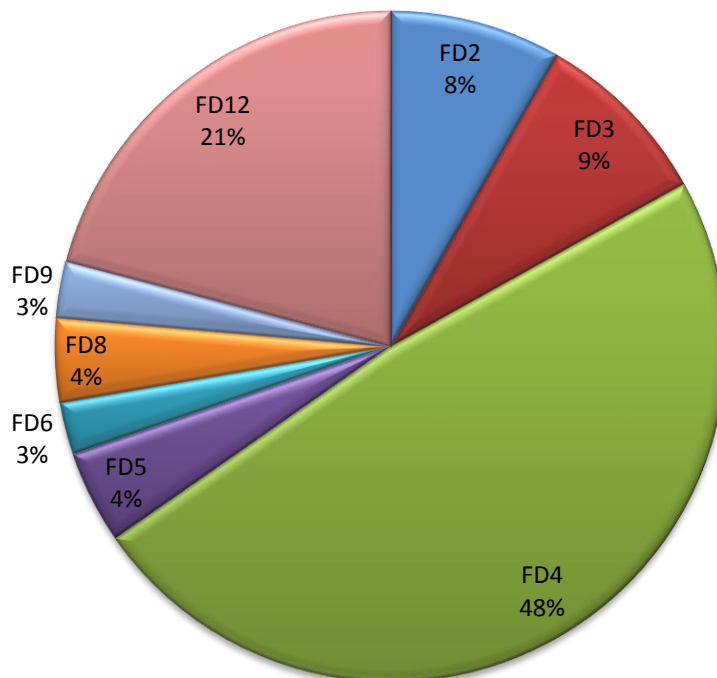
2011 Case #'s by District



Per District Event Totals

Dist.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Totals
2	186	193	155	90	109	87	87	92	92	99	84	117	1391
3	118	102	148	137	167	136	128	112	106	114	103	97	1468
4	738	762	718	681	734	666	673	699	668	634	593	594	8160
5	101	137	82	43	57	46	67	52	46	37	35	49	752
6	44	40	31	33	38	42	34	39	34	35	21	36	427
8	53	40	42	69	77	83	55	41	54	43	56	70	683
9	52	40	36	34	56	35	25	27	40	39	33	44	461
12	293	311	307	286	343	333	302	306	259	283	231	272	3526
Totals	1585	1625	1519	1373	1581	1428	1371	1368	1299	1284	1156	1279	16868

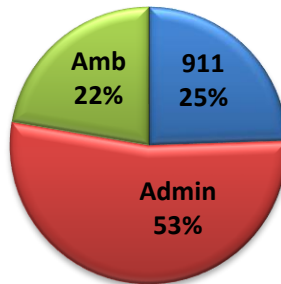
2011 Event #'s by District



Telephone Statistics

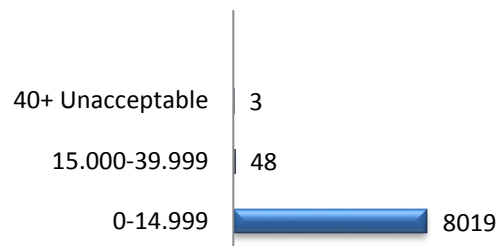
911	8064
Admin	17531
Amb	7344
Totals	32939

Incoming Calls



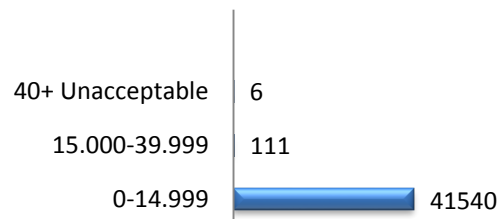
Overall 911 Answer Times

(in seconds)

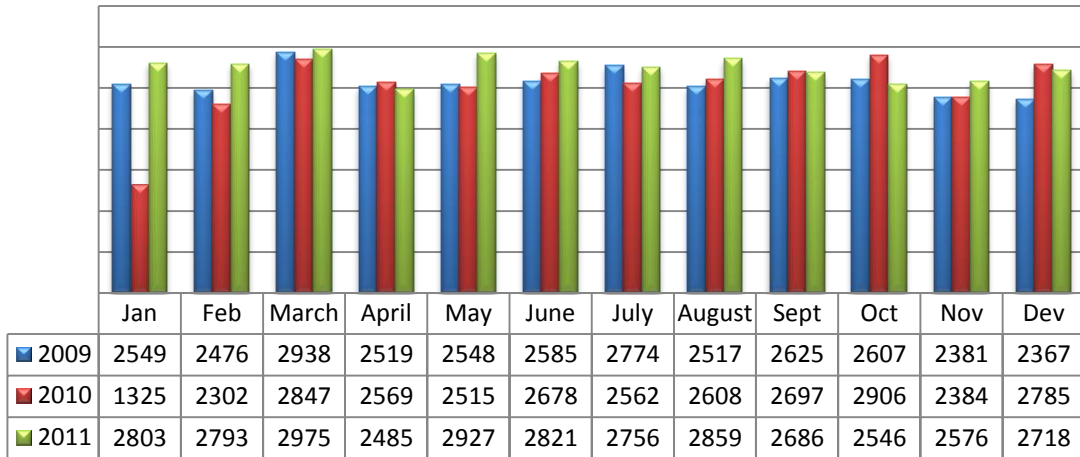


Overall Admin/Amb Answer Times

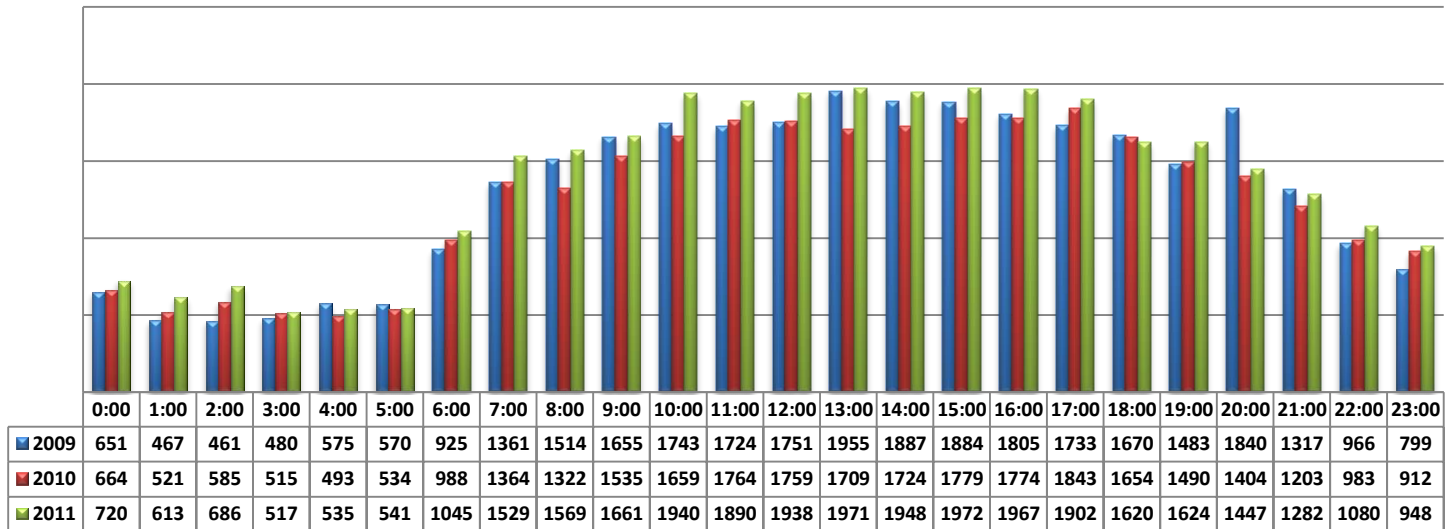
(in seconds)



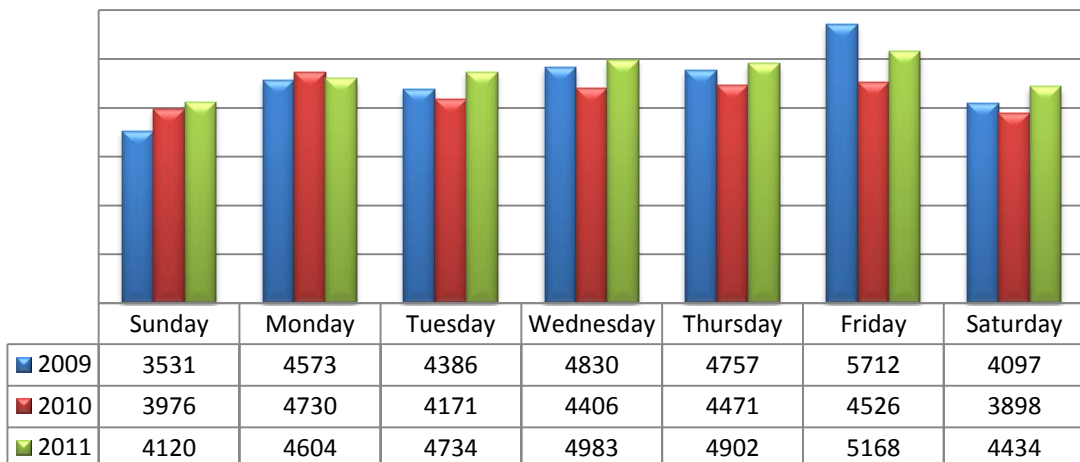
Total Incoming Call Volume by Month



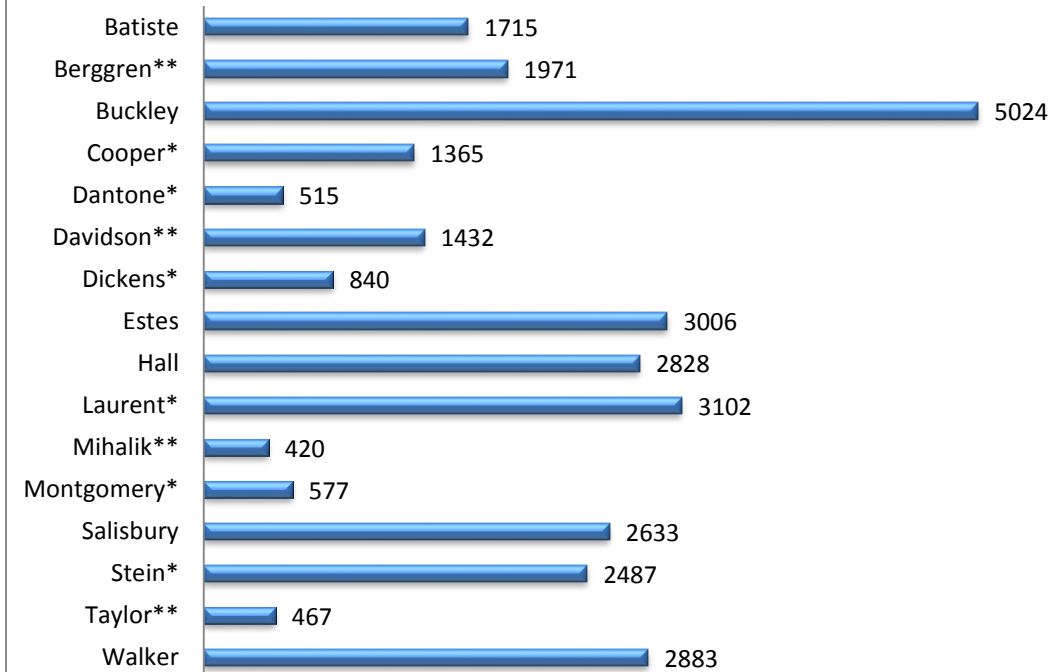
Incoming Call Volume by Hour



Call volume per day of the week



Call Volume per FCO



*Denotes employee was hired mid-year

**Denotes a part-time employee

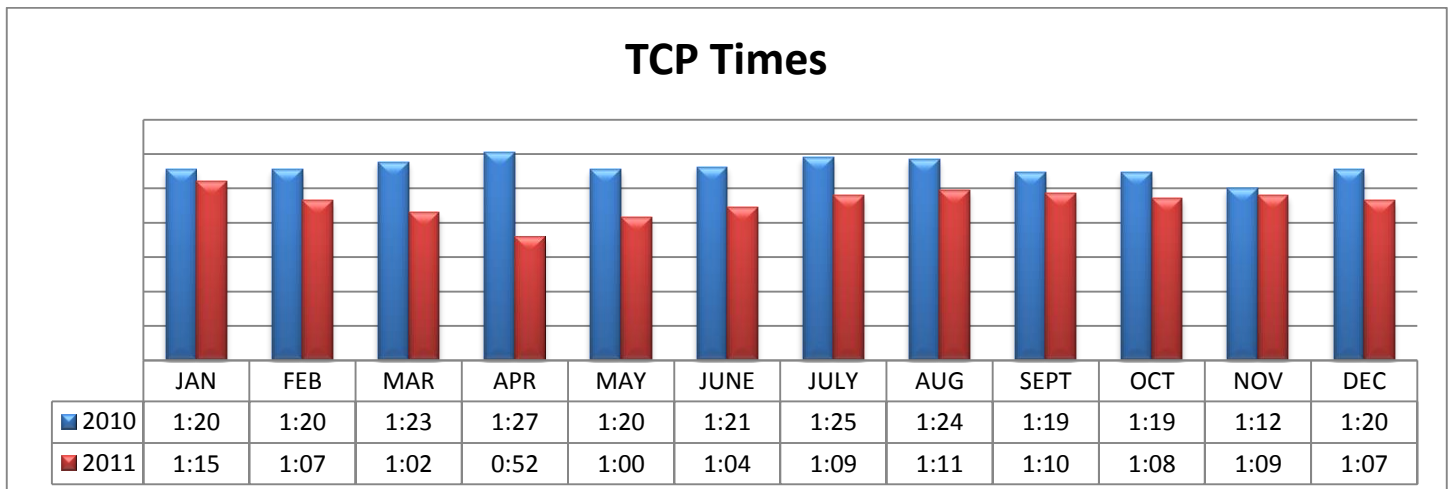
Employee statistics are only listed for current Unifire employees.

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

UniFire made 16,783 outgoing calls in 2011.

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

