

UNIFIRE COMMUNICATIONS

END OF THE YEAR REPORT

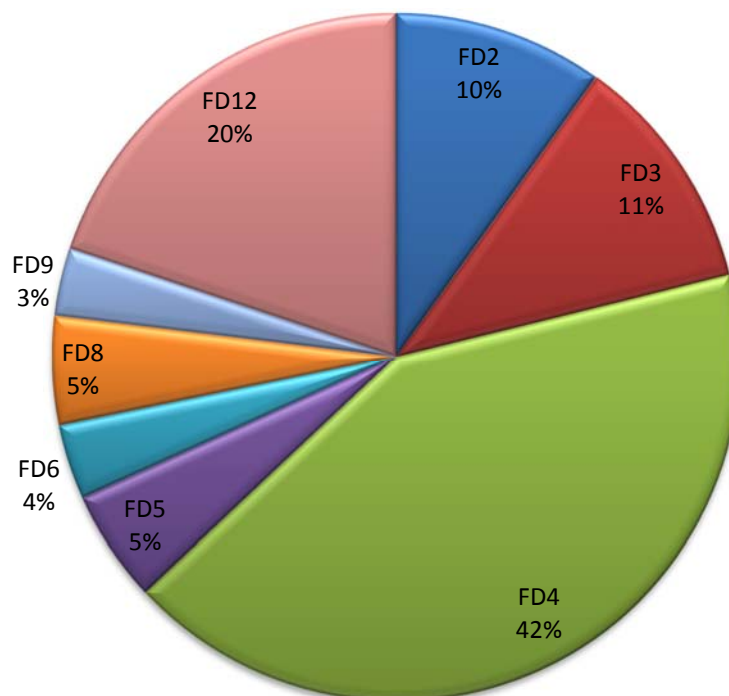


2012

Per District Call Volume Totals

Dist.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Totals
2	100	88	75	98	90	111	117	125	80	94	101	93	1172
3	91	92	95	112	125	102	130	162	101	123	107	97	1337
4	369	356	410	399	385	382	415	550	449	430	406	421	4972
5	52	49	40	48	43	49	56	82	49	57	51	47	623
6	39	26	31	32	45	38	44	38	30	38	28	31	420
8	52	49	55	57	56	49	35	66	54	58	40	40	611
9	23	31	32	31	27	27	45	34	35	24	38	33	380
12	172	186	195	197	215	195	182	201	201	207	203	205	2359
Totals	898	877	933	974	986	953	1024	1258	999	1031	974	967	11874

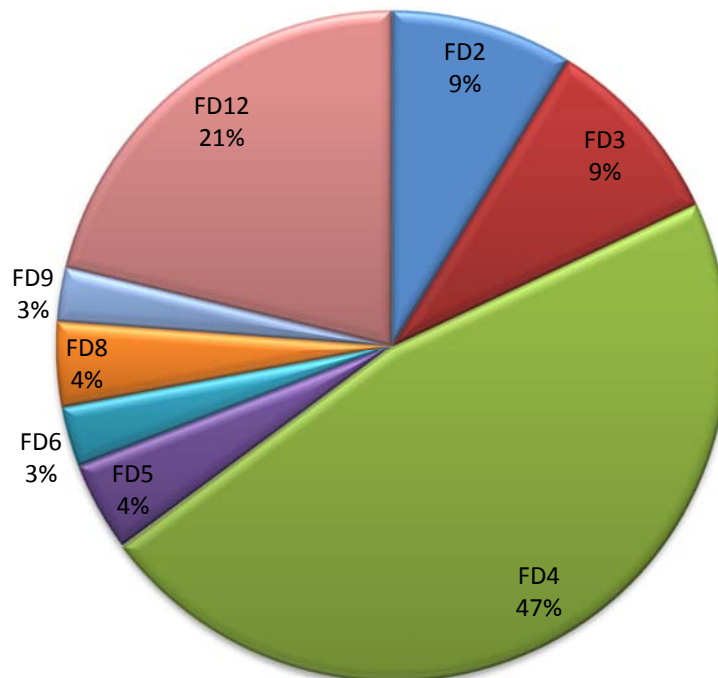
2012 Case #'s by District



Per District Event Totals

Dist.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Totals
2	111	104	94	114	105	131	133	133	98	107	105	97	1332
3	97	96	100	116	133	105	135	171	109	128	112	101	1403
4	572	531	585	575	540	564	592	723	631	631	571	586	7101
5	56	50	44	52	46	53	59	84	50	60	52	48	654
6	39	26	33	33	46	40	49	40	32	39	30	33	440
8	53	50	57	61	57	49	36	68	57	58	40	41	627
9	25	31	35	32	27	29	49	34	37	24	38	35	396
12	244	262	299	263	289	240	242	258	285	300	287	248	3217
Totals	1197	1150	1247	1246	1243	1211	1295	1511	1299	1347	1235	1189	15170

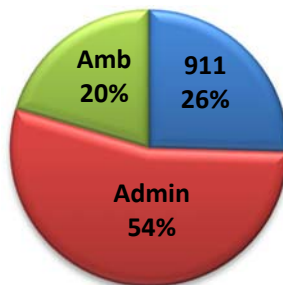
2012 Event #'s by District



Telephone Statistics

911	8208
Admin	17451
Amb	6580
Totals	32239

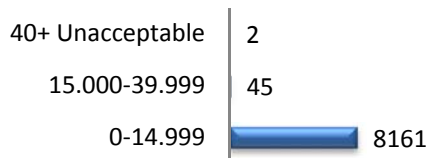
Incoming Calls



Overall 911 Answer Times

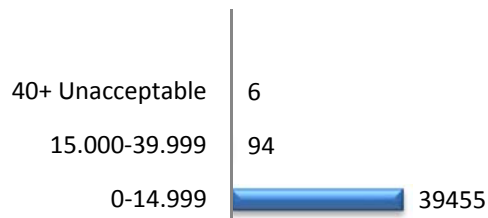
(in seconds)

*Answer times are within NFPA & PIAL guidelines which state:
95% of emergency lines shall be answered within 15 seconds and 99%
within 40 seconds.*

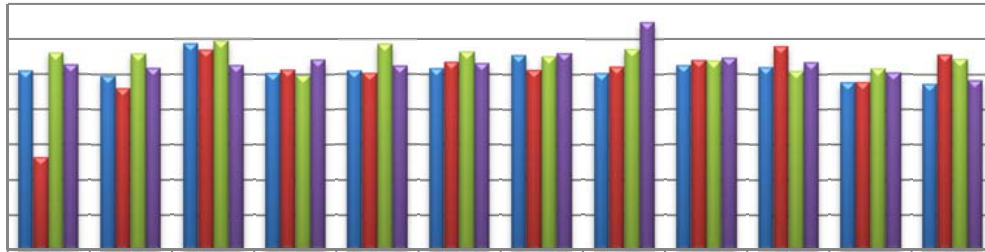


Overall Admin/Amb Answer Times

(in seconds)

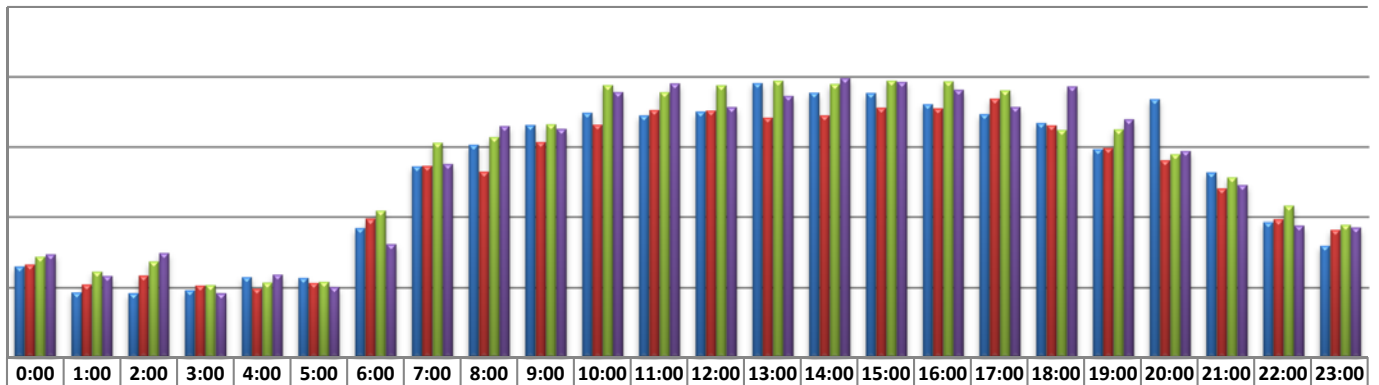


Total Incoming Call Volume by Month



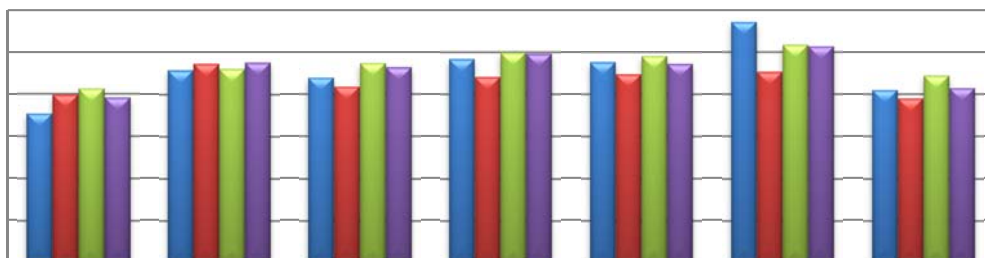
	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dev
2009	2549	2476	2938	2519	2548	2585	2774	2517	2625	2607	2381	2367
2010	1325	2302	2847	2569	2515	2678	2562	2608	2697	2906	2384	2785
2011	2803	2793	2975	2485	2927	2821	2756	2859	2686	2546	2576	2718
2012	2635	2591	2629	2713	2618	2659	2805	3245	2728	2675	2519	2418

Incoming Call Volume by Hour



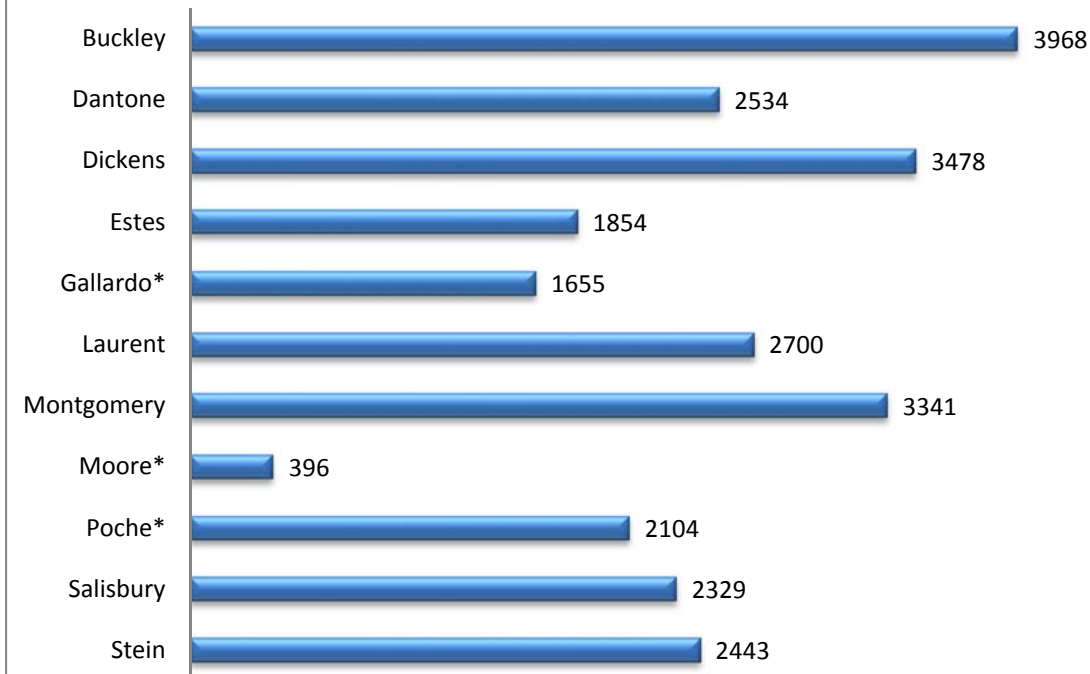
	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
2009	651	467	461	480	575	570	925	1361	1514	1655	1743	1724	1751	1955	1887	1884	1805	1733	1670	1483	1840	1317	966	799
2010	664	521	585	515	493	534	988	1364	1322	1535	1659	1764	1759	1709	1724	1779	1774	1843	1654	1490	1404	1203	983	912
2011	720	613	686	517	535	541	1045	1529	1569	1661	1940	1890	1938	1971	1948	1972	1967	1902	1620	1624	1447	1282	1080	948
2012	737	583	747	461	593	503	810	1377	1648	1628	1892	1952	1783	1864	1991	1964	1906	1784	1931	1696	1471	1228	942	928

Call volume per day of the week



	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2009	3531	4573	4386	4830	4757	5712	4097
2010	3976	4730	4171	4406	4471	4526	3898
2011	4120	4604	4734	4983	4902	5168	4434
2012	3910	4755	4632	4957	4713	5132	4140

Call Volume per FCO



*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

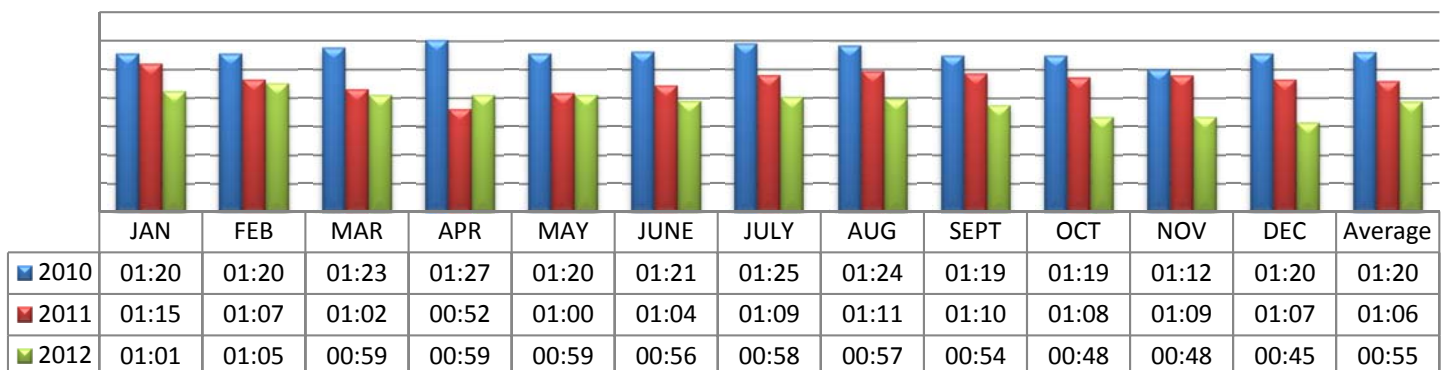
UniFire made 15,524 outgoing calls in 2012.

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.

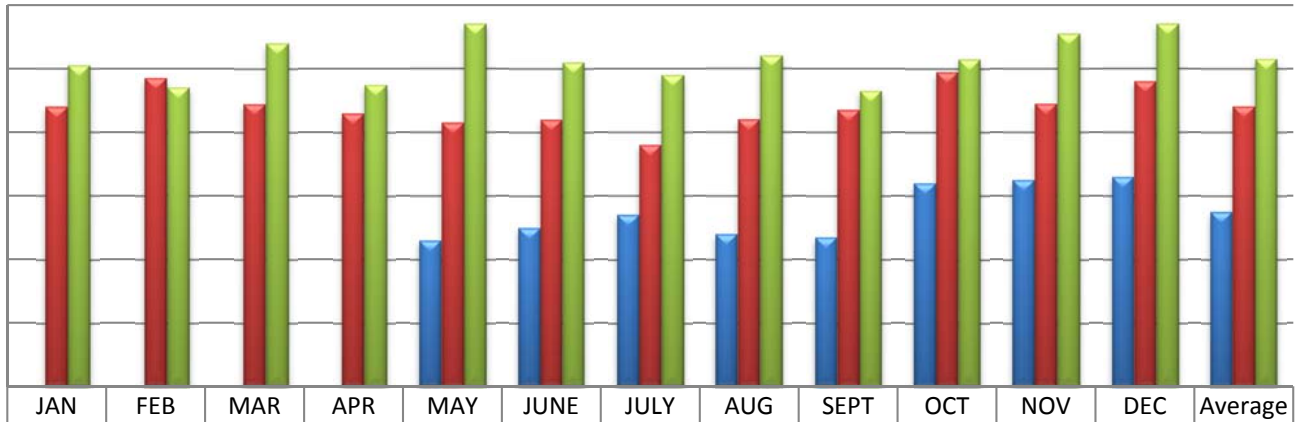
NFPA 1221 states that 90% of emergency alarm processing shall be completed within 60 seconds and 99% within 90 seconds.

TCP Times



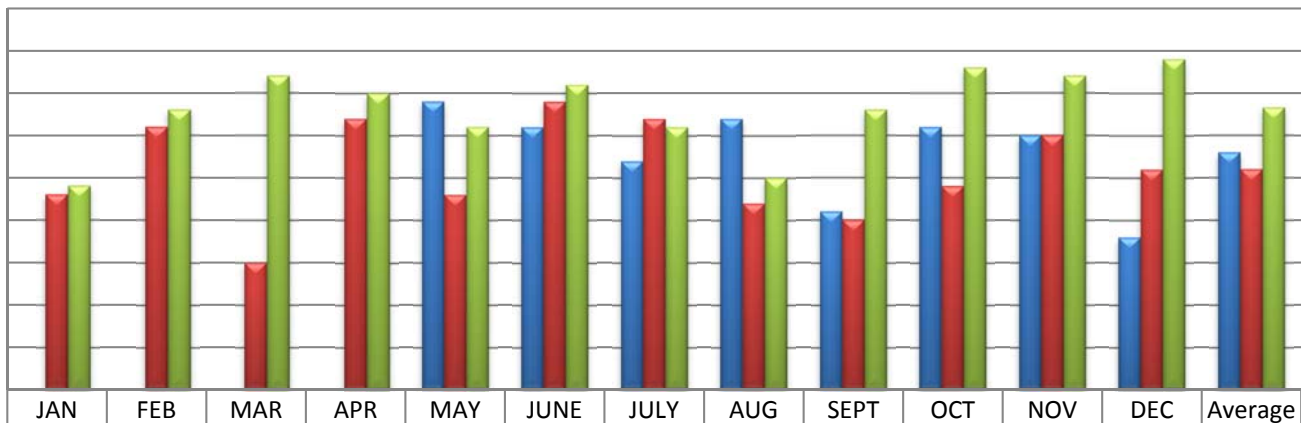
Quality Assurance

QA Phone Scores



	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Average
2010					90.6	91	91.4	90.8	90.7	92.4	92.5	92.6	91.5
2011	94.8	95.7	94.9	94.6	94.3	94.4	93.6	94.4	94.7	95.9	94.9	95.6	94.8
2012	96.1	95.4	96.8	95.5	97.4	96.2	95.8	96.4	95.3	96.3	97.1	97.4	96.3

QA Radio Scores



	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Average
2010					97.9	97.6	97.2	97.7	96.6	97.6	97.5	96.3	97.3
2011	96.8	97.6	96	97.7	96.8	97.9	97.7	96.7	96.5	96.9	97.5	97.1	97.1
2012	96.9	97.8	98.2	98	97.6	98.1	97.6	97	97.8	98.3	98.2	98.4	97.825