

UNIFIRE COMMUNICATIONS

END OF THE YEAR REPORT

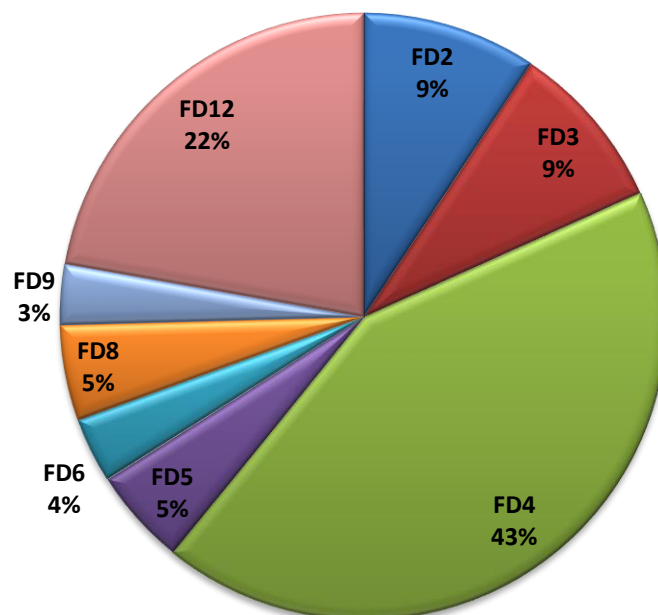


2013

Per District Call Volume Totals

Dist.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Totals
2	92	91	103	70	97	96	87	101	76	87	80	105	1085
3	109	80	100	83	88	72	97	82	75	93	78	87	1044
4	439	370	385	362	427	409	383	430	469	450	427	406	4957
5	58	47	58	38	43	58	56	39	52	52	55	43	599
6	31	41	31	25	34	41	35	38	24	31	40	33	404
8	52	50	58	43	38	43	45	64	53	44	51	53	594
9	22	37	50	22	35	28	40	37	16	23	36	29	375
12	209	220	212	226	226	213	204	227	208	212	222	206	2585
Totals	1012	936	997	869	988	960	947	1018	973	992	989	962	11643

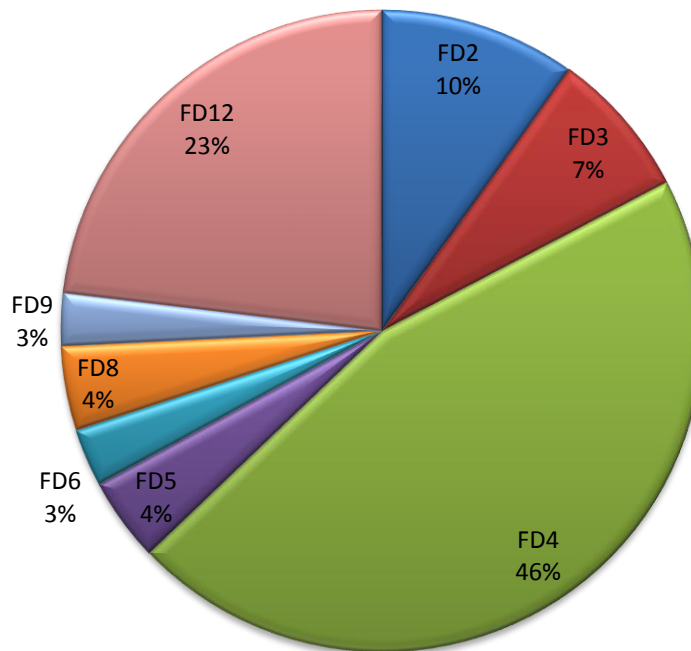
2013 Case #'s by District



Per District Event Totals

Dist.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Totals
2	132	122	144	89	126	125	109	128	104	121	109	121	1430
3	115	83	109	83	88	74	99	86	76	97	80	92	1082
4	605	507	567	497	540	532	535	555	593	579	571	516	6597
5	54	48	60	38	44	58	61	42	53	54	56	43	611
6	33	44	31	27	35	42	38	38	25	32	40	34	419
8	54	54	60	45	39	44	45	69	52	44	53	55	614
9	22	39	51	23	36	29	40	39	17	23	38	29	386
12	263	279	288	305	286	250	294	290	280	292	276	242	3345
Totals	1278	1176	1310	1107	1194	1154	1221	1247	1200	1242	1223	1132	14484

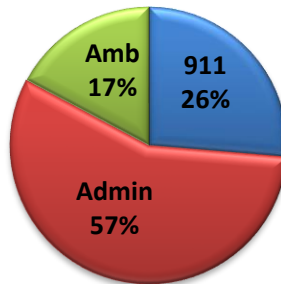
2013 Event #'s by District



Telephone Statistics

911	7991
Admin	17155
Amb	5218
Totals	30364

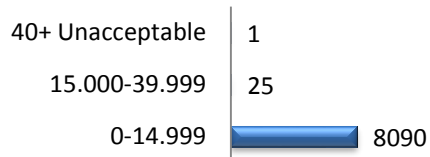
Incoming Calls



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.*

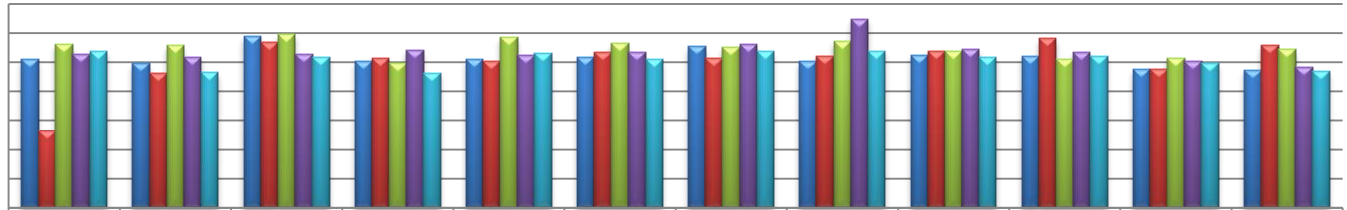


Overall Admin/Amb Answer Times

(in seconds)

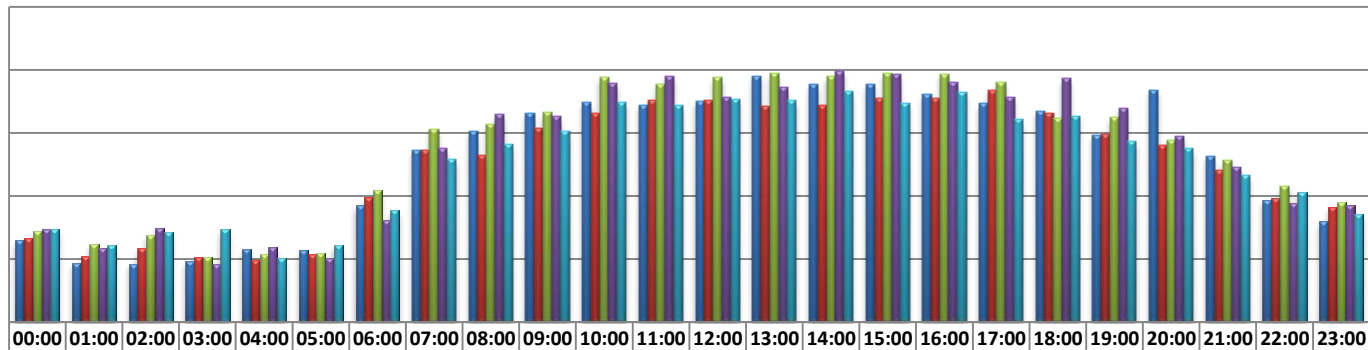


Total Incoming Call Volume by Month



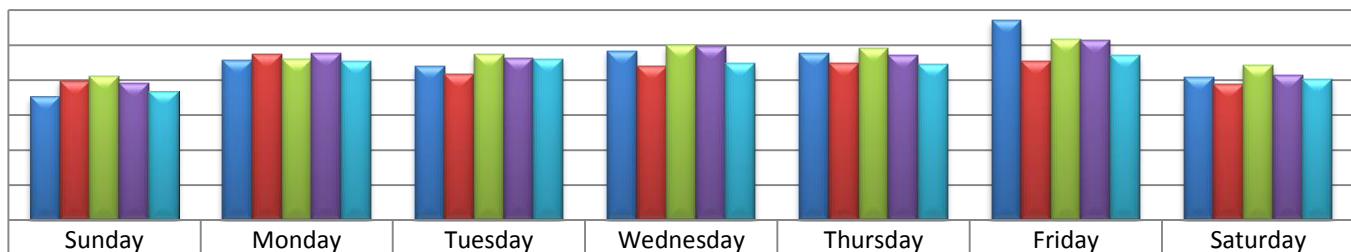
	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dev
2009	2549	2476	2938	2519	2548	2585	2774	2517	2625	2607	2381	2367
2010	1325	2302	2847	2569	2515	2678	2562	2608	2697	2906	2384	2785
2011	2803	2793	2975	2485	2927	2821	2756	2859	2686	2546	2576	2718
2012	2635	2591	2629	2713	2618	2659	2805	3245	2728	2675	2519	2418
2013	2686	2325	2588	2318	2643	2549	2687	2693	2585	2596	2477	2339

Incoming Call Volume by Hour



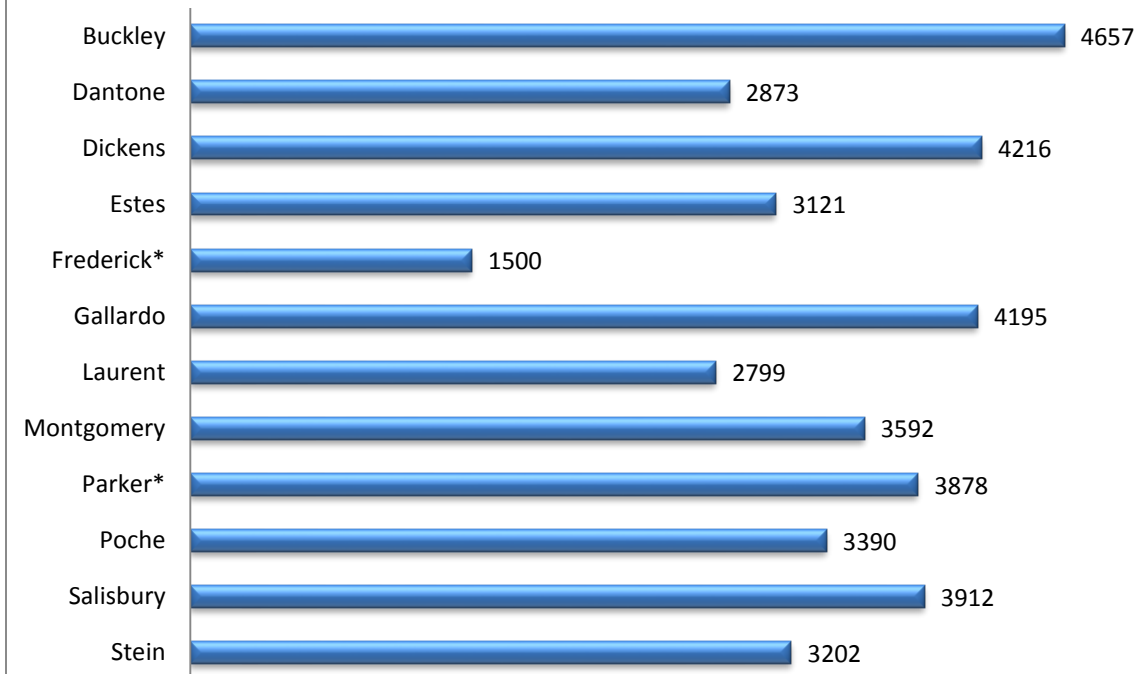
	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
2009	651	467	461	480	575	570	925	1361	1514	1655	1743	1724	1751	1955	1887	1884	1805	1733	1670	1483	1840	1317	966	799
2010	664	521	585	515	493	534	988	1364	1322	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
2013	736	610	715	734	506	610	885	1289	1411	1517	1742	1718	1765	1760	1832	1735	1819	1607	1637	1433	1376	1161	1033	858

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
2013	3687	4526	4612	4468	4457	4717	4022

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 12,563 outgoing calls in 2013.

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.

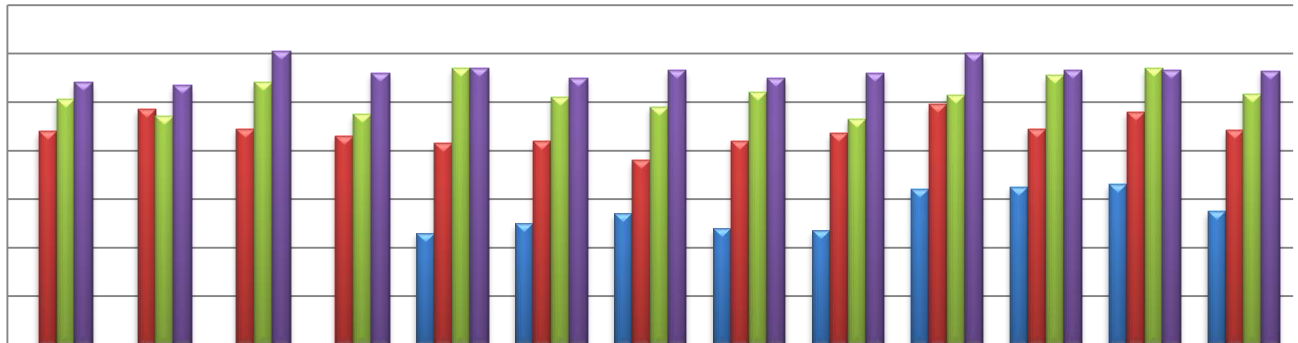
NFPA 1221 states that 90% of emergency alarm processing shall be completed within 60 seconds and 99% within 90 seconds.

TCP Times

	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Average
2010	01:20	01:20	01:23	01:27	01:20	01:21	01:25	01:24	01:19	01:19	01:12	01:20	01:20
2011	01:15	01:07	01:02	00:52	01:00	01:04	01:09	01:11	01:10	01:08	01:09	01:07	01:06
2012	01:01	01:05	00:59	00:59	00:59	00:56	00:58	00:57	00:54	00:48	00:48	00:45	00:55
2013	00:46	00:47	00:44	00:42	00:43	00:44	00:46	00:47	00:44	00:44	00:45	00:44	00:44

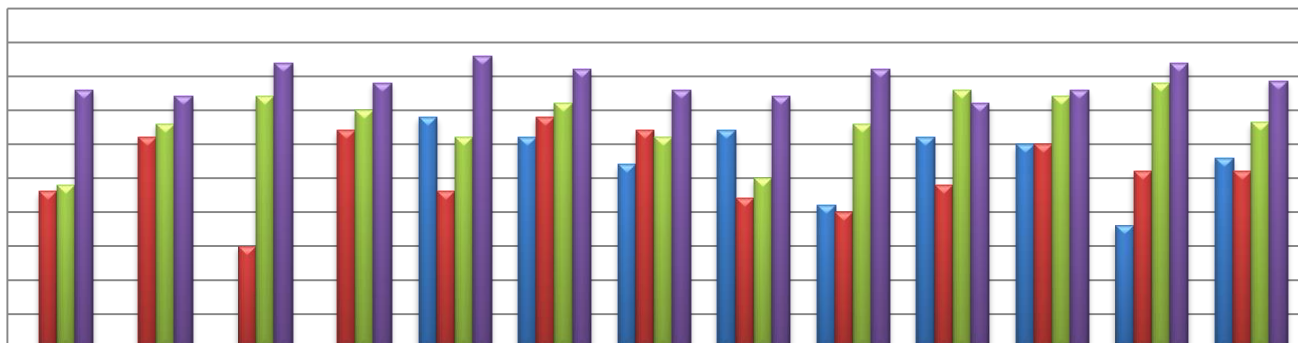
Quality Assurance

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
2013	96.8	96.7	98.1	97.2	97.4	97	97.3	97	97.2	98	97.3	97.3	97.3

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	97.8
2013	98.3	98.2	98.7	98.4	98.8	98.6	98.3	98.2	98.6	98.1	98.3	98.7	98.4