

UNIFIRE COMMUNICATIONS

END OF THE YEAR REPORT

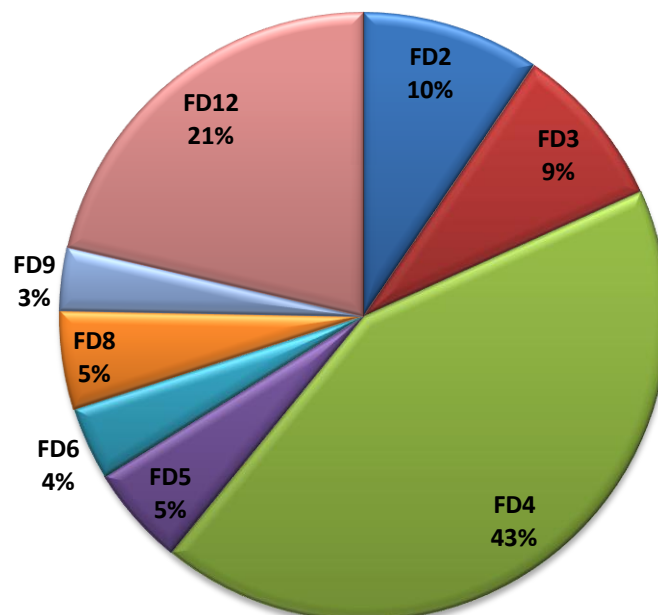


2014

Per District Call Volume Totals

Dist.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Totals
2	85	86	89	85	114	111	104	97	83	101	101	92	1148
3	105	86	96	97	73	86	95	87	74	94	83	85	1061
4	488	382	426	389	408	399	430	424	431	491	424	463	5155
5	68	51	64	36	57	42	47	53	49	74	42	61	644
6	48	43	43	41	37	28	35	39	47	41	31	38	471
8	52	48	48	47	56	37	69	53	61	45	58	53	627
9	45	33	36	20	37	28	25	31	35	25	43	48	406
12	228	215	188	210	204	182	218	224	220	225	246	222	2582
Totals	1119	944	990	925	986	913	1023	1008	1000	1096	1028	1062	12094
COR	541	593	646	581	594	517	556	605	564	579	595	576	6947

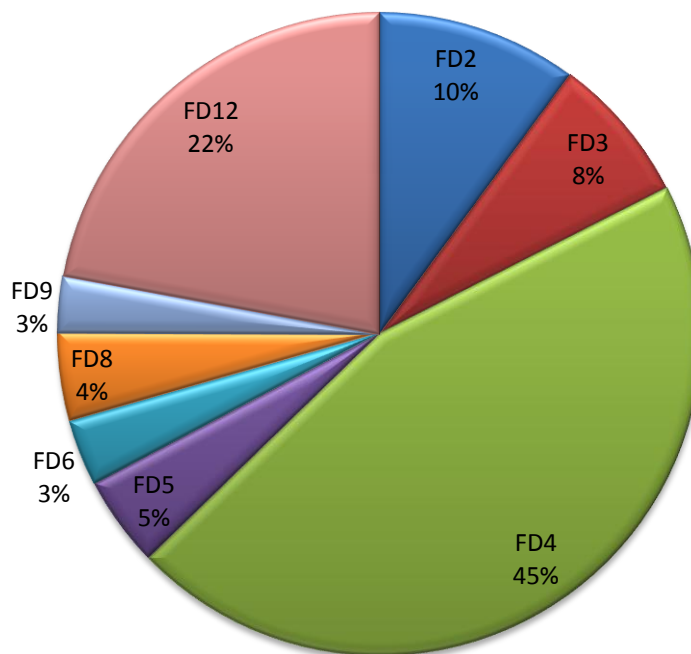
2014 Case #'s by District



Per District Event Totals

Dist.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Totals
2	106	111	114	112	145	134	128	128	115	138	131	114	1476
3	107	87	99	102	76	88	97	89	77	94	84	88	1088
4	607	491	547	493	560	541	544	551	566	627	523	561	6611
5	72	52	64	38	59	43	50	54	50	77	43	65	667
6	49	43	46	40	39	29	36	39	48	44	34	38	485
8	55	51	50	47	59	42	70	55	62	46	59	53	649
9	46	35	36	21	37	28	25	31	36	27	43	49	414
12	277	263	240	256	264	242	287	280	276	286	301	260	3232
Totals	1319	1133	1196	1109	1239	1147	1237	1227	1230	1339	1218	1228	14622

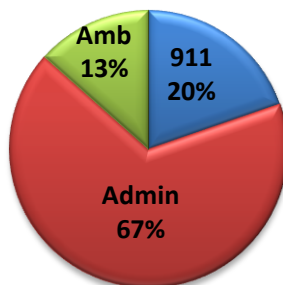
2014 Event #'s by District



Telephone Statistics

911	8297
Admin	28127
Amb	5642
Totals	42066

Incoming Calls

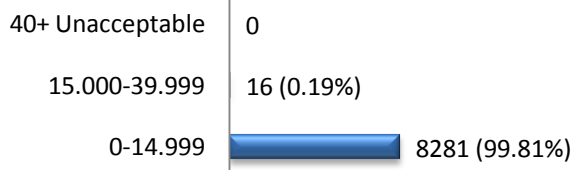


Overall 911 Answer Times

(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.

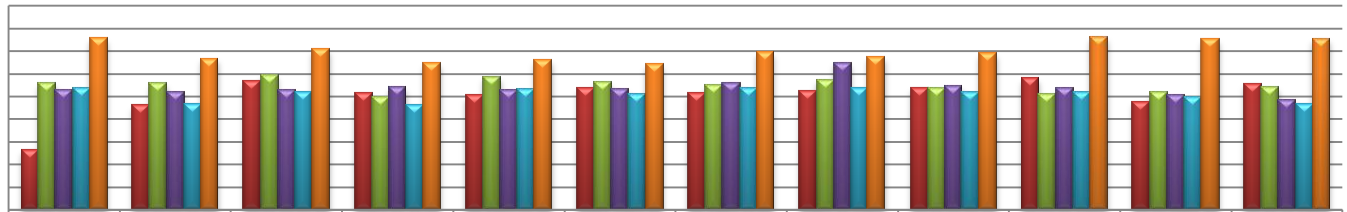


Overall Admin/Amb Answer Times

(in seconds)

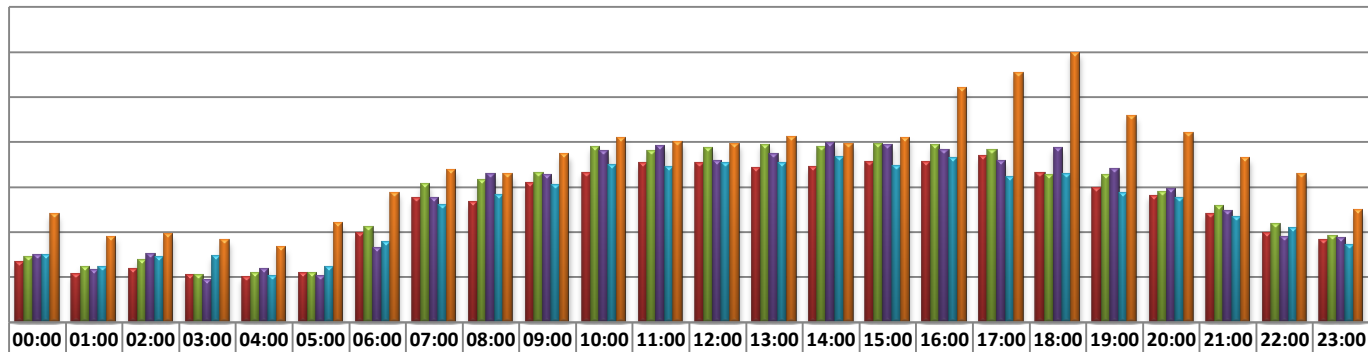


Total Incoming Call Volume by Month



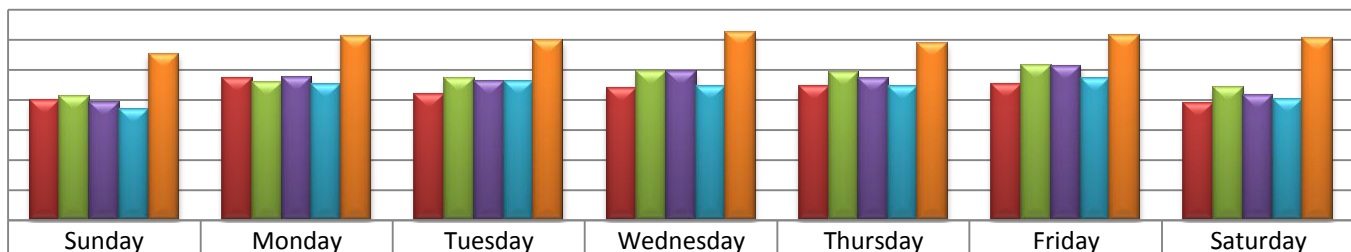
	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec
2010	1325	2302	2847	2569	2515	2678	2562	2608	2697	2906	2384	2785
2011	2803	2793	2975	2485	2927	2821	2756	2859	2686	2546	2576	2718
2012	2635	2591	2629	2713	2618	2659	2805	3245	2728	2675	2519	2418
2013	2686	2325	2588	2318	2643	2549	2687	2693	2585	2596	2477	2339
2014	3783	3337	3543	3240	3297	3204	3480	3367	3446	3818	3770	3781

Incoming Call Volume by Hour



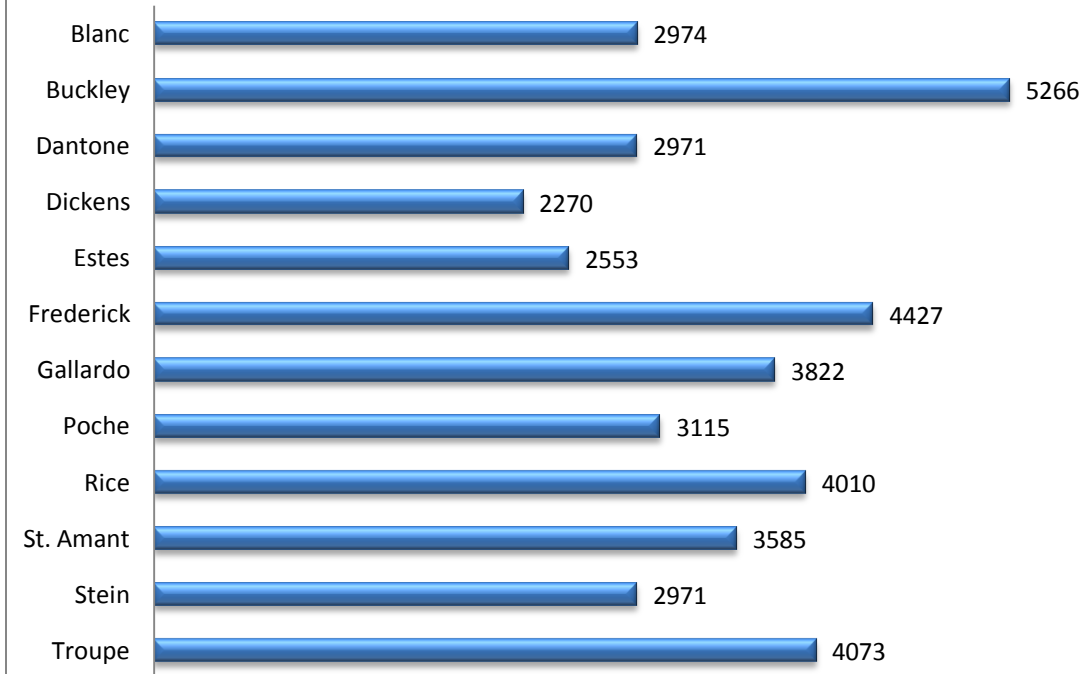
	00:00	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
2010	664	521	585	515	493	534	988	1364	1322	1535	1659	1764	1759	1709	1724	1779	1774	1843	1654	1490	1404	1203	983	912
2011	720	613	686	517	535	541	1045	1529	1569	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
2014	1195	946	975	911	822	1092	1437	1685	1631	1855	2038	2001	1981	2051	1981	2045	2592	2767	2989	2284	2097	1816	1635	1237

Call volume per day of the week



	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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
2014	5526	6138	6008	6258	5913	6167	6056

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

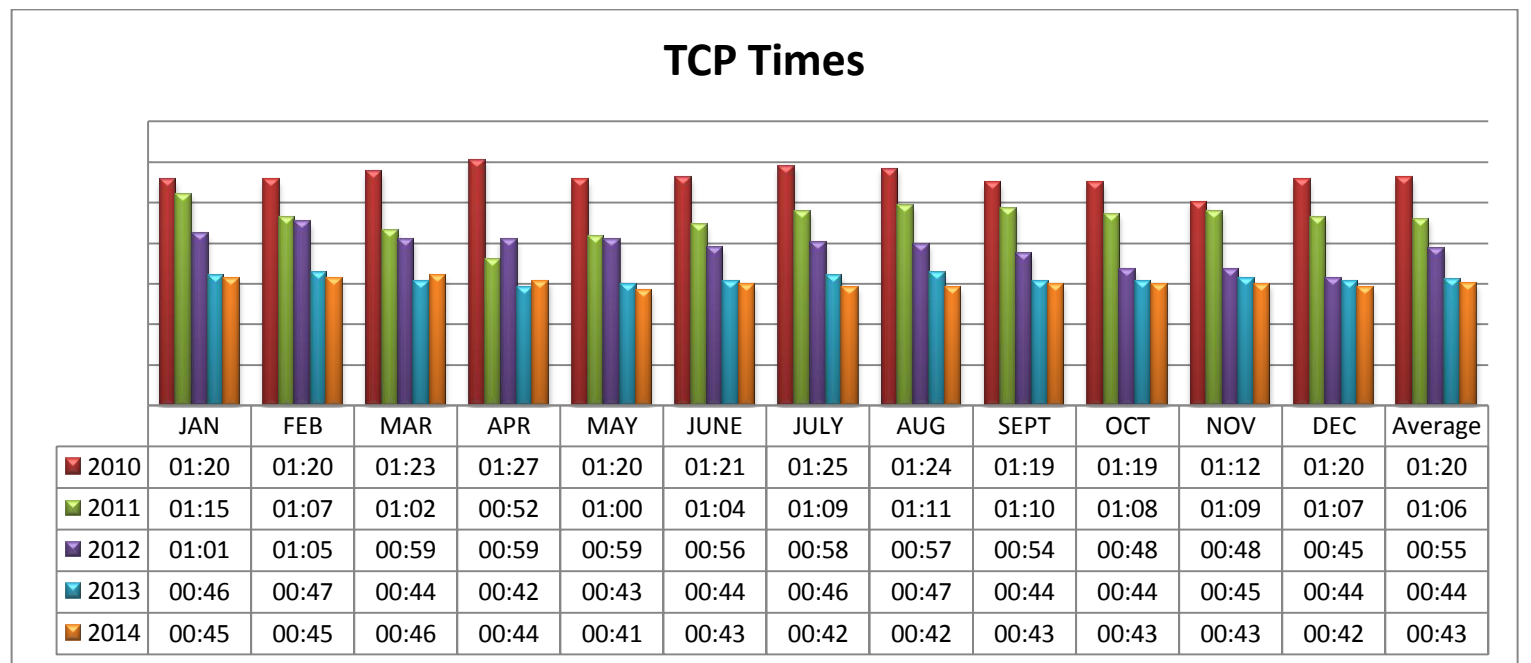
UniFire made 12,077 outgoing calls in 2014.

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.

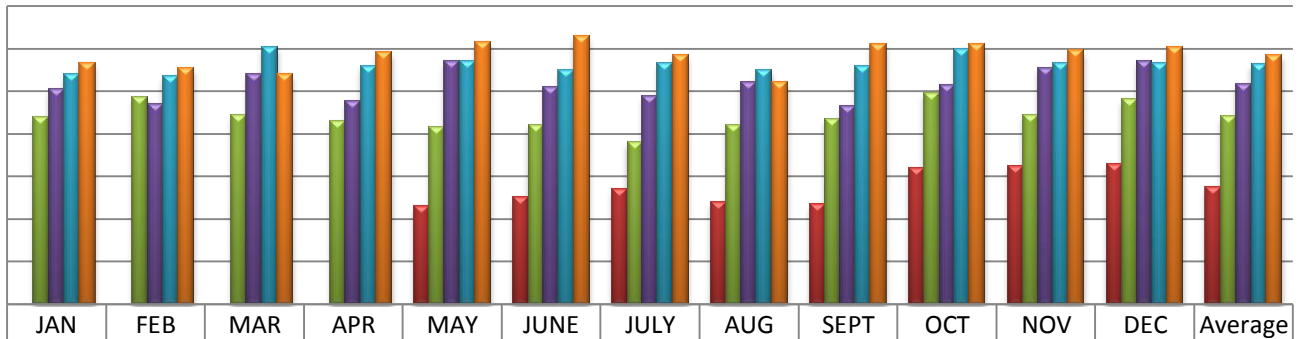
The below time represent the overall monthly average for all of the emergency alarms processed at UniFire.

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



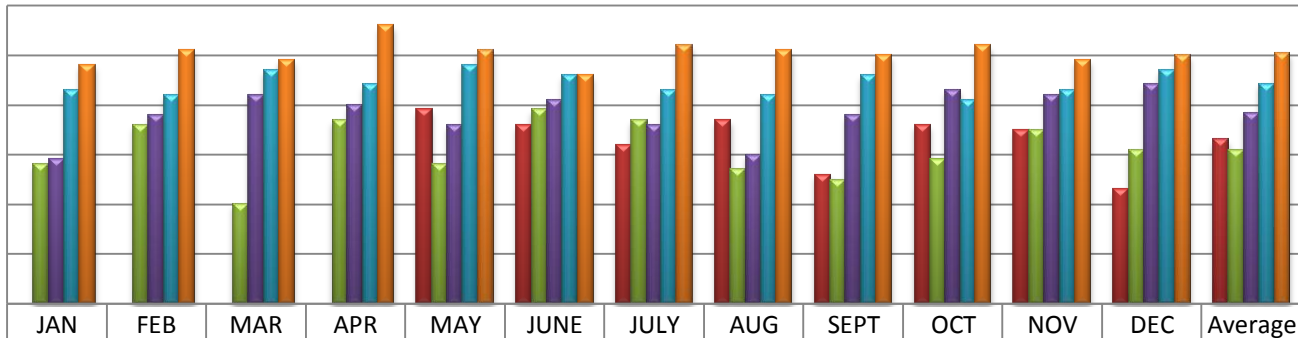
Quality Assurance

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
2014	97.3	97.1	96.8	97.8	98.3	98.6	97.7	96.4	98.2	98.2	97.9	98.1	97.7

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
2014	98.8	99.1	98.9	99.6	99.1	98.6	99.2	99.1	99	99.2	98.9	99	99.0