

UNIFIRE COMMUNICATIONS

END OF THE YEAR REPORT

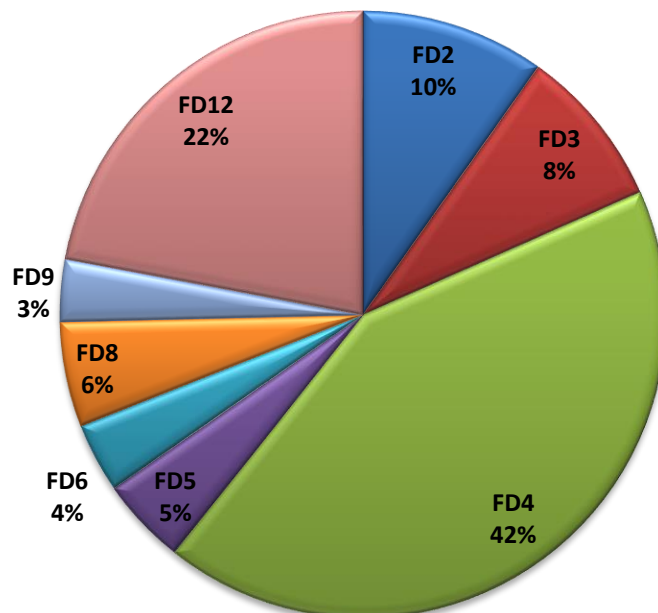


2015

Per District Call Volume Totals

Dist.	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Totals
2	113	107	100	106	112	97	85	114	101	101	101	102	1239
3	96	73	102	86	93	84	98	95	104	86	83	83	1083
4	441	377	467	429	492	468	464	409	429	471	424	475	5346
5	41	49	47	41	51	62	63	39	45	56	47	43	584
6	36	30	50	40	44	48	31	38	37	37	32	46	469
8	47	56	54	58	62	58	63	74	50	67	51	67	707
9	39	35	47	42	25	36	36	29	25	32	42	30	418
12	216	200	193	243	256	226	290	275	199	259	197	232	2786
Totals	1029	927	1060	1045	1135	1079	1130	1073	990	1109	977	1078	12632
COR	665	530	655	633	612	578	560	560	587	573	562	491	7006

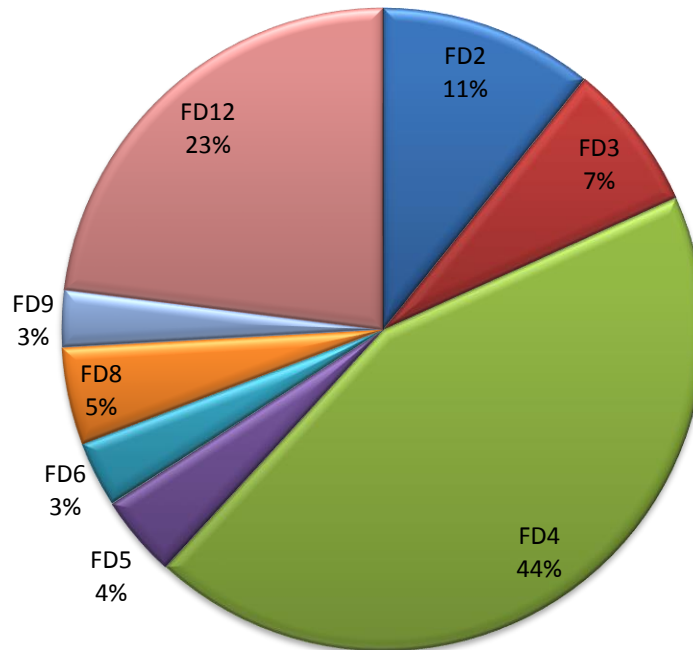
2015 Case #'s by District



Per District Event Totals

Dist.	Jan.	Feb.	Mar	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Totals
2	139	135	132	121	146	138	119	143	139	123	137	125	1597
3	100	74	103	89	98	84	102	100	104	88	84	83	1109
4	535	482	569	520	570	553	553	514	501	581	502	574	6454
5	42	50	49	43	54	62	67	40	47	61	51	43	609
6	37	33	51	40	44	49	32	38	40	44	37	45	490
8	47	59	54	60	61	61	66	75	52	67	52	71	725
9	39	37	48	42	25	38	37	30	25	33	43	30	427
12	265	237	247	276	297	270	341	340	256	344	252	284	3409
Totals	1204	1107	1253	1191	1295	1255	1317	1280	1164	1341	1158	1255	14820

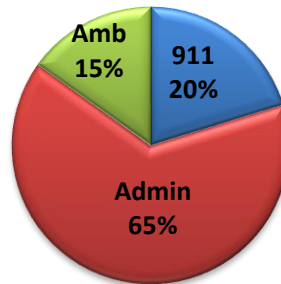
2015 Event #'s by District



Telephone Statistics

911	8785
Admin	28030
Amb	6544
Totals	43359

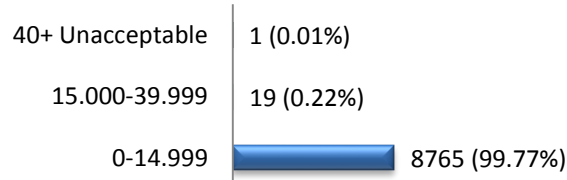
Incoming Calls



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.*

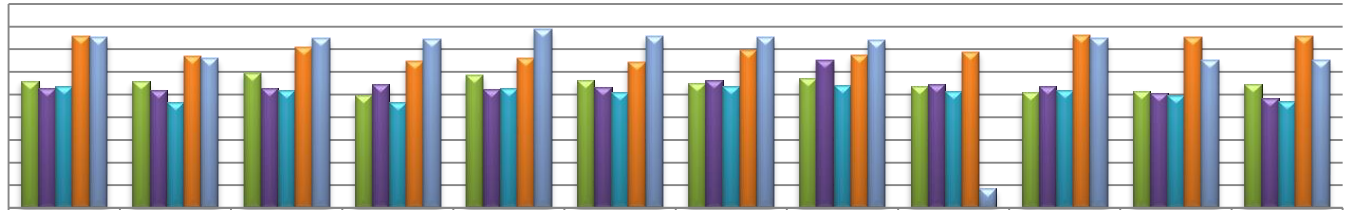


Overall Admin/Amb Answer Times

(in seconds)

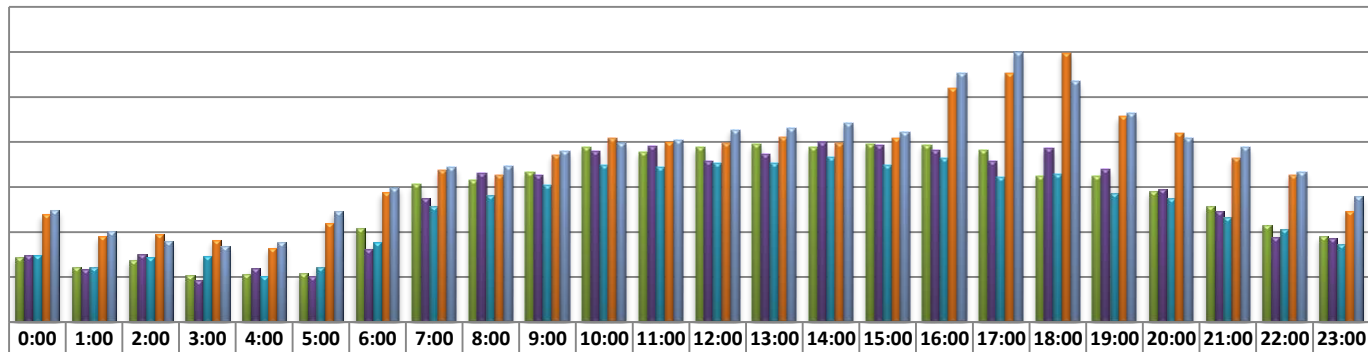


Total Incoming Call Volume by Month



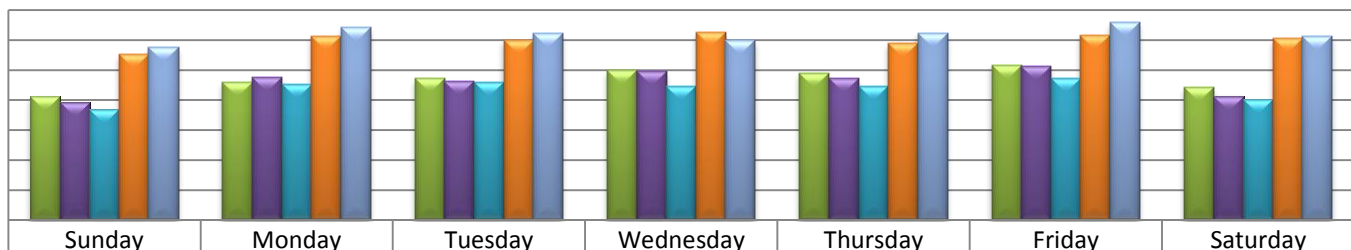
	Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec
2011	2803	2793	2975	2485	2927	2821	2756	2859	2686	2546	2576	2718
2012	2635	2591	2629	2713	2618	2659	2805	3245	2728	2675	2519	2418
2013	2686	2325	2588	2318	2643	2549	2687	2693	2585	2596	2477	2339
2014	3783	3337	3543	3240	3297	3204	3480	3367	3446	3818	3770	3781
2015	3758	3293	3741	3724	3938	3781	3766	3689	422	3731	3254	3264

Incoming Call Volume by Hour



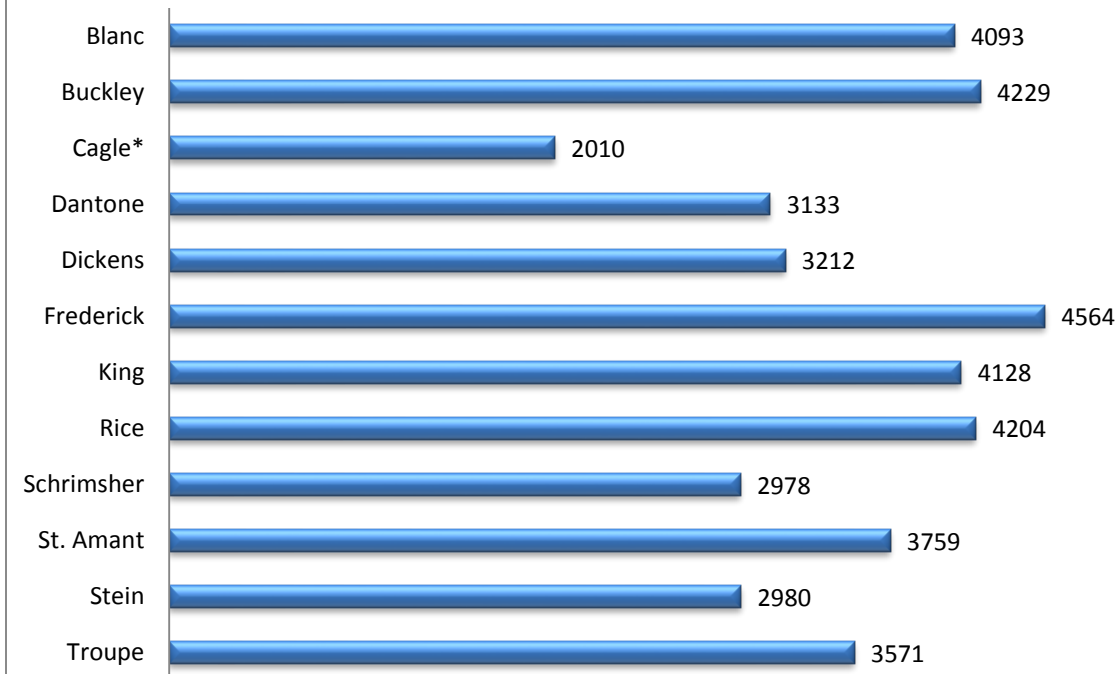
	0:00	1:00	2:00	3:00	4:00	5:00	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00
2011	720	613	686	517	535	541	1045	1529	1569	1661	1940	1890	1938	1971	1948	1972	1967	1902	1620	1624	1447	1282	1080	948
2012	737	583	747	461	593	503	810	1377	1648	1628	1892	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
2015	1242	1009	899	842	885	1230	1493	1716	1733	1898	1988	2025	2136	2150	2213	2108	2761	2993	2673	2316	2045	1942	1669	1395

Call volume per day of the week



	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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
2015	5755	6426	6216	5986	6238	6601	6139

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

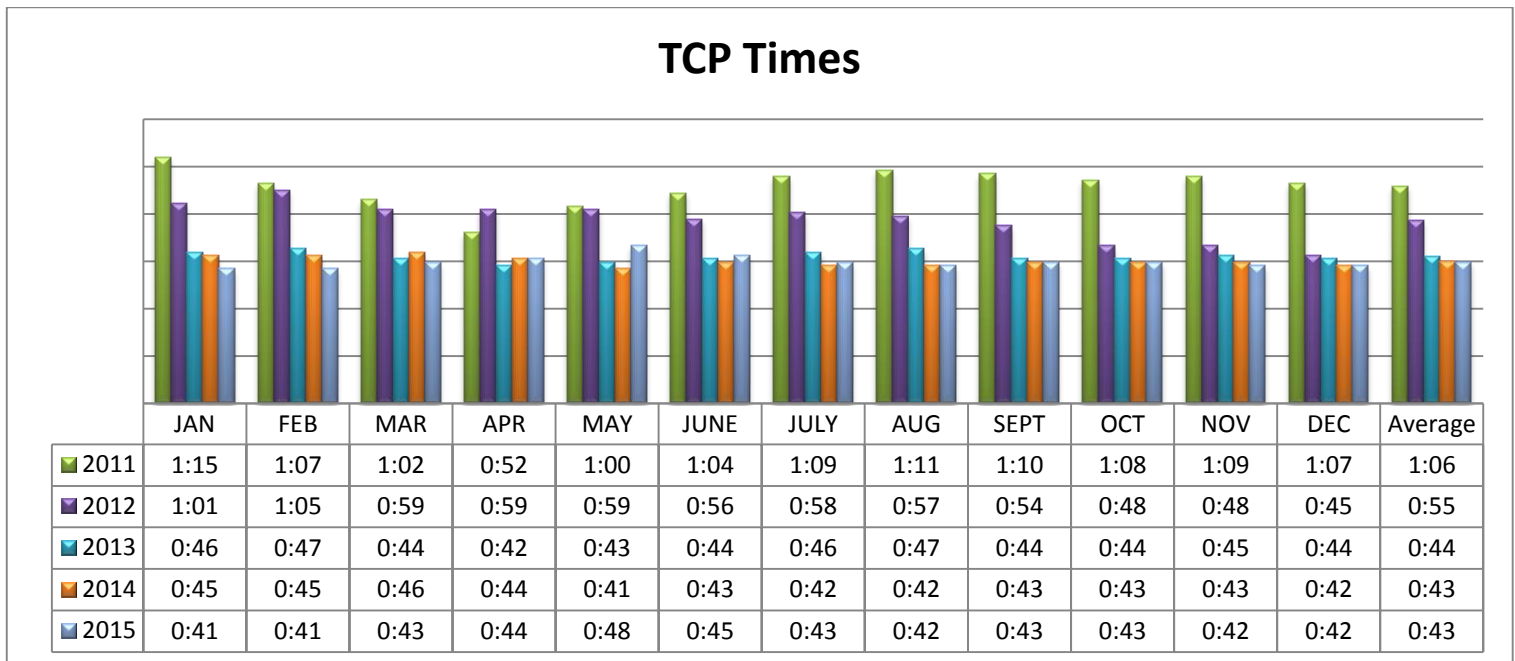
UniFire made 10,594 outgoing calls in 2015.

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.

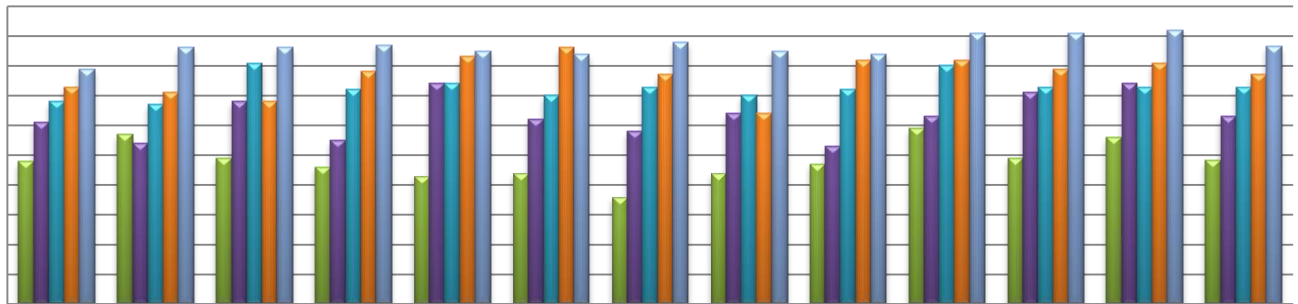
The below time represent the overall monthly average for all of the emergency alarms processed at UniFire.

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



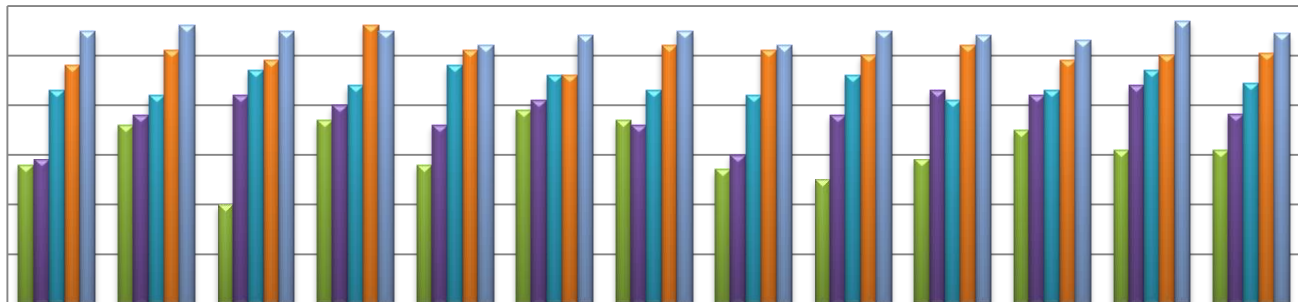
Quality Assurance

QA Phone Scores



	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Average
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
2015	97.9	98.6	98.6	98.7	98.5	98.4	98.8	98.5	98.4	99.1	99.1	99.2	98.7

QA Radio Scores



	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Average
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
2015	99.5	99.6	99.5	99.5	99.2	99.4	99.5	99.2	99.5	99.4	99.3	99.7	99.4