



State of Rhode Island and Providence Plantations

Rhode Island Department of Public Safety

E-9-1-1 Uniform Emergency Telephone System

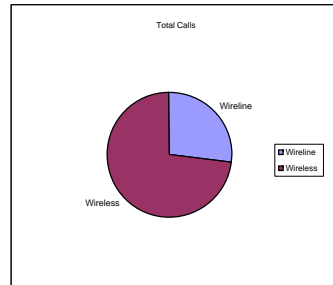
2011 Call Volume Report

Incoming 911 Calls

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Wireline	14386	13387	13842	13580	15311	14788	15971	15574	15244	12983	18984	20997	185047
Wireless	31826	41066	43017	44271	49253	46650	46028	49513	42903	43678	29378	30283	497866
TTY	18	19	17	20	24	21	23	24	21	19	20	21	247
Totals	46230	54472	56876	57871	64588	61459	62022	65111	58168	56680	48382	51301	683160

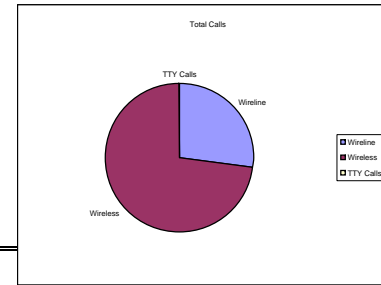
Description

**Total
Calls**
Wireline
185047
Wireless
497866



**Desc. Total
Calls**
Wireline 27
Wireless 73
TTY Calls 0

Total Incoming Calls 100%





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Emergency Calls													
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Calls
Police	24466	22212	21811	23269	26378	25484	28224	28996	25976	24944	23200	24129	299089
Fire	2030	1546	1565	1468	1567	1690	1840	3293	1729	1744	1550	1685	21707
Rescue	9927	9024	9440	9423	9928	9785	10575	10485	9759	9874	9217	9861	117298
Primary Totals	36423	32782	32816	34160	37873	36959	40639	42774	37464	36562	33967	35675	438094
Secondary Calls													
Police	2362	2323	2314	2417	3205	3242	3323	3568	2934	2869	2217	2376	33150
Fire	263	254	357	434	461	438	450	616	501	296	330	465	4865
Rescue	512	515	580	666	732	810	959	825	816	906	683	818	8822
Secondary Totals	3137	3092	3251	3517	4398	4490	4732	5009	4251	4071	3230	3659	46837
Total Ancillary Calls	23633	16881	18902	21579	27956	21482	21612	23719	21576	25065	19174	20576	262155



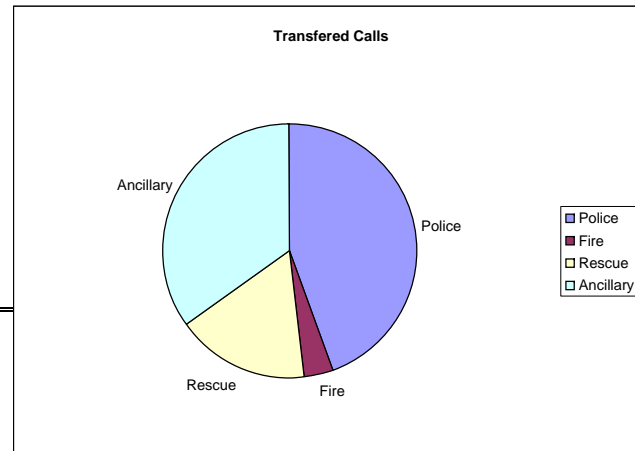
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Transferred Calls	Desc.	Total Calls
	Police	44%
	Fire	4%
	Rescue	17%
	Ancillary	35%
Total Call Taker Handled Calls		100%



Total Transfers* 747086

* This number does not include "Abandoned Calls" = **18953**