



State of Rhode Island and Providence Plantations

Rhode Island Department of Public Safety

E-9-1-1 Uniform Emergency Telephone System

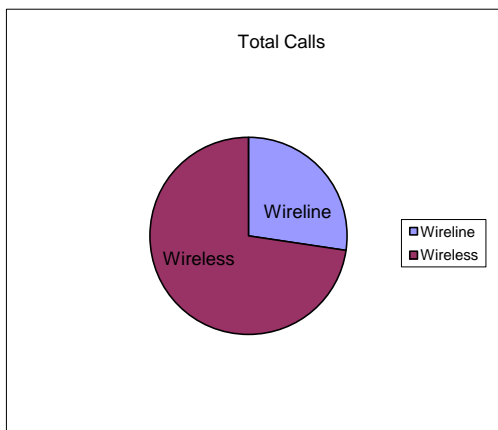
2012 Call Volume Report

Incoming 911 Calls

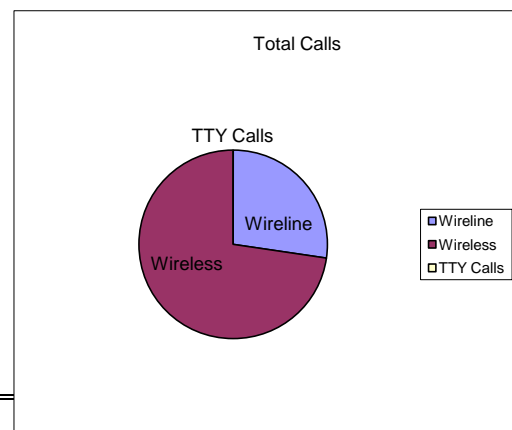
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Calls
Wireline	13281	11237	11771	11346	12080	11800	13878	12366	12040	11669	11834	12599	145901
Wireless	27526	26582	30886	32097	36326	36026	35932	36277	33128	33668	28747	30415	387610
TTY	15	21	16	12	35	24	31	14	24	23	22	20	257
Totals	40822	37840	42673	43455	48441	47850	49841	48657	45192	45360	40603	43034	533768

Description
Wireline
Wireless

Total Calls
145901
387610



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	22158	20181	23882	23865	27582	25764	27235	29110	23889	25749	21815	24880	296110
Fire	1588	1368	1592	1786	1570	1664	1934	1663	1581	2140	1722	1689	20297
Rescue	9945	9193	10006	9998	10263	10540	10874	10717	10325	10228	9574	10751	122414
Primary Totals	33691	30742	35480	35649	39415	37968	40043	41490	35795	38117	33111	37320	438821
Secondary Calls													
Police	2062	1992	2254	2421	2665	2633	2610	2968	2880	2614	2333	2278	29710
Fire	313	444	459	745	325	464	579	355	351	521	292	310	5158
Rescue	618	656	755	882	678	828	861	1121	1162	1104	949	1010	10624
Secondary Totals	2993	3092	3468	4048	3668	3925	4050	4444	4393	4239	3574	3598	45492
Total Ancillary Calls	19783	20378	22463	24811	25169	24910	26244	25352	24916	24658	21586	21126	281396



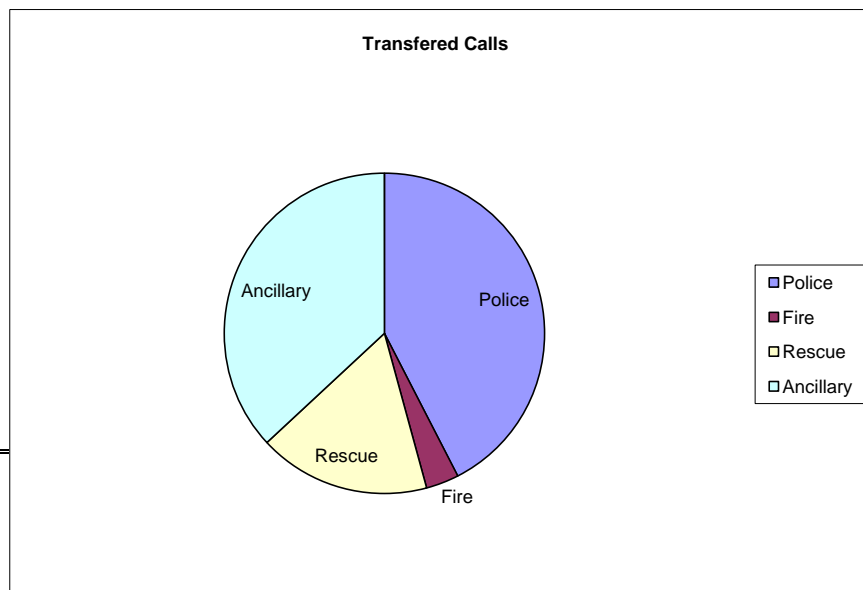
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Transferred Calls	Desc.	Total Calls
	Police	43%
	Fire	3%
	Rescue	17%
	Ancillary	37%
Total Call Taker Handled Calls		100%



Total Transfers 765709

* This number does not include "Abandoned Calls" = **6042**