



State of Rhode Island and Providence Plantations

Rhode Island Department of Public Safety

E-9-1-1 Uniform Emergency Telephone System

2017 Call Volume Report

Incoming 911 Calls

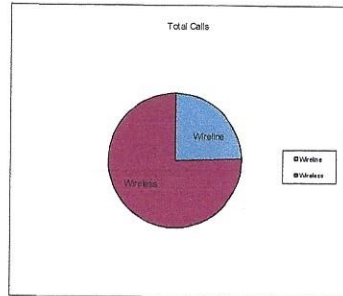
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Calls
Wireline	10275	8780	9184	11335	9213	9454	9328	9220	8883	9211	8672	9115	112670
Wireless	24130	25372	26317	29119	30120	32273	33405	31410	29767	31220	27194	27803	348130
TTY	17	0	0	0	0	0	0	0	0	0	0	0	17
Totals	34422	34152	35501	40454	39333	41727	42733	40630	38650	40431	35866	36918	460817

Description

**Total
Calls**

Wireline
Wireless

112670
348130



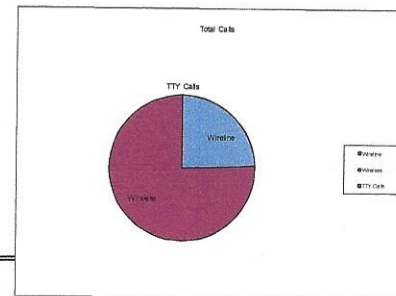
Desc.

**Total
Calls**

Wireline
Wireless
TTY Calls

24
76
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	19354	16339	16914	18526	19927	17425	18896	17746	16917	17267	14769	15022	209102
Fire	1402	1394	1610	2342	2769	1948	1908	1879	1716	2546	1766	2094	23374
Rescue	10801	8029	8161	7306	7144	9189	10334	10121	9880	9867	9547	9889	110268
Primary Totals	31557	25762	26685	28174	29840	28562	31138	29746	28513	29680	26082	27005	342744
Secondary Calls													
Police	2010	2313	2440	2487	2859	2906	3072	2216	1510	1733	1403	1473	26422
Fire	202	289	396	595	512	437	511	416	204	302	301	303	4468
Rescue	1065	943	1040	1064	1119	1104	1180	842	578	630	497	553	10615
Secondary Totals	3277	3545	3876	4146	4490	4447	4763	3474	2292	2665	2201	2329	41505
Total Ancillary Calls	12947	16287	17848	22377	19185	19185	19585	18295	15031	15755	14738	14255	205488



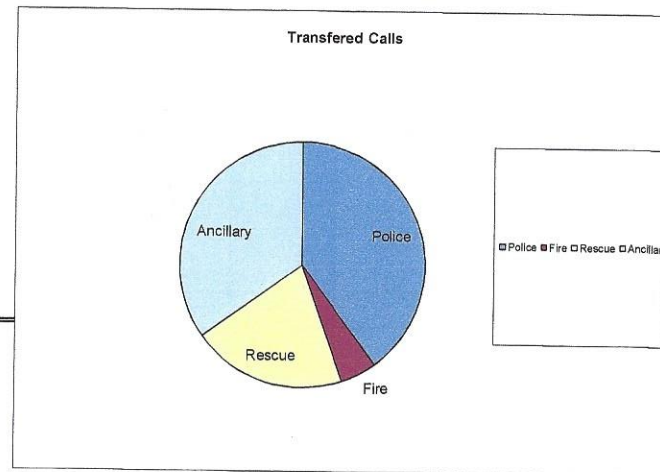
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Transferred Calls	Desc.	Total Calls
	Police	40%
	Fire	5%
	Rescue	20%
	Ancillary	35%
Total Call Taker Handled Calls		100%



* This number does not include "Abandoned Calls" = 4827