



# State of Rhode Island and Providence Plantations

## Rhode Island Department of Public Safety

### E 9-1-1 Uniform Emergency Telephone System Division

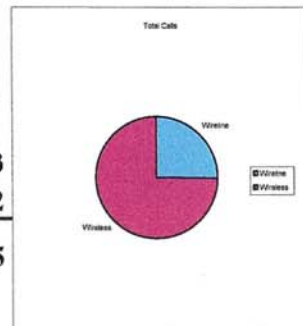
### 2013 Call Volume Report

### Incoming 911 Calls

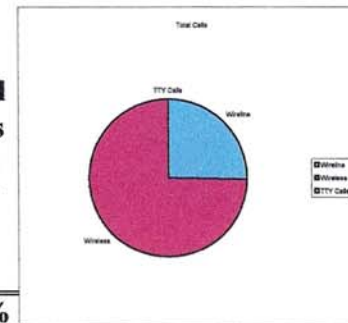
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Calls
Wireline	11612	10559	10588	10299	11299	11490	12145	11316	11385	10952	10250	10738	<b>132633</b>
Wireless	21707	29815	34678	28228	29910	42668	34302	42509	30887	28528	36783	29877	<b>389892</b>
TTY	15	13	16	29	28	18	28	21	29	22	17	18	<b>254</b>
<b>Totals</b>	<b>33334</b>	<b>40387</b>	<b>45282</b>	<b>38556</b>	<b>41237</b>	<b>54176</b>	<b>46475</b>	<b>53846</b>	<b>42301</b>	<b>39502</b>	<b>47050</b>	<b>40633</b>	<b>522779</b>

Total Incoming Calls **\*\*522779**

Description	Total Calls
Wireline	132633
Wireless	389892
<b>Total Wireline and Wireless Calls (*) (**)</b>	<b>522525</b>



Desc.	Total Calls
Wireline	25.3
Wireless	74.7
TTY Calls	0



**Total Incoming Calls 100%**

\*This total does not include 254 TTY Calls.

\*\*This total does not include 4827 Abandoned Calls.



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### Transferred 911 Calls

Emergency Calls													
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Calls
Police	21224	21486	23349	23277	26774	27993	29649	27851	24680	24440	22780	22958	296461
Fire	1847	2236	1431	1538	1742	1702	1953	1637	1630	1549	1788	1750	20803
Rescue	10541	9433	9706	9056	10208	10258	11220	10509	10096	10071	9369	9854	120321
<b>Primary Totals</b>	<b>33612</b>	<b>33155</b>	<b>34486</b>	<b>33871</b>	<b>38724</b>	<b>39953</b>	<b>42822</b>	<b>39997</b>	<b>36406</b>	<b>36060</b>	<b>33937</b>	<b>34562</b>	<b>437585</b>
Secondary Calls													
Police	2169	2165	2045	2222	2703	2796	2861	3460	2897	2768	2514	2454	31054
Fire	330	391	331	530	417	342	425	483	525	450	426	348	4998
Rescue	1018	842	851	966	1064	1065	1112	1328	1321	1366	1347	1108	13388
<b>Secondary Totals</b>	<b>3517</b>	<b>3398</b>	<b>3227</b>	<b>3718</b>	<b>4184</b>	<b>4203</b>	<b>4398</b>	<b>5271</b>	<b>4743</b>	<b>4584</b>	<b>4287</b>	<b>3910</b>	<b>49440</b>
<b>Total Ancillary Calls</b>	<b>20336</b>	<b>20734</b>	<b>22685</b>	<b>23361</b>	<b>24487</b>	<b>24087</b>	<b>27165</b>	<b>24871</b>	<b>22545</b>	<b>22629</b>	<b>21751</b>	<b>20970</b>	<b>275621</b>

Total Transferred Calls 762646



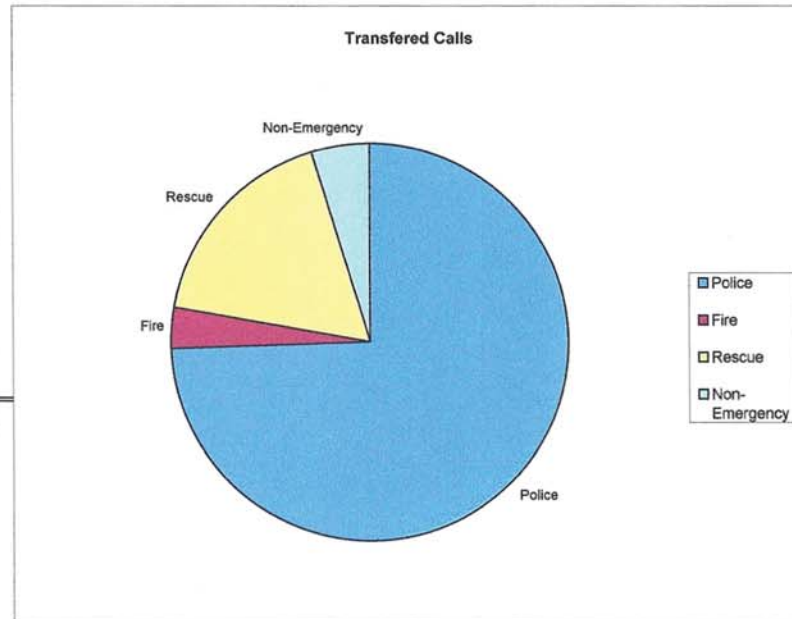
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#### 2013 Call Volume Report

Transferred Calls	Desc.	Total Calls
	Police	74%
	Fire	3%
	Rescue	18%
	Non-Emergency	5%
	<b>Total</b>	<b>100%</b>



**Total Transfers 762646**