



State of Rhode Island and Providence Plantations

Rhode Island Department of Public Safety

E-9-1-1 Uniform Emergency Telephone System

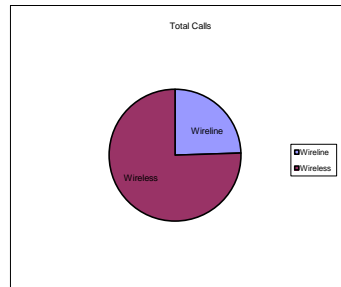
2014 Call Volume Report

Incoming 911 Calls

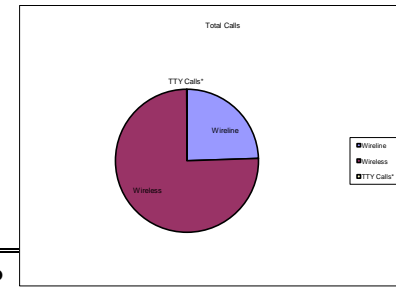
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Calls
Wireline	10692	9587	10455	10099	10803	10871	11413	10945	10630	10212	9424	10106	125237
Wireless	28767	27574	28013	29407	33131	35329	37691	37159	34283	33657	30562	30733	386306
TTY	11	20	18	13	30	27	24	24	23	38	21	18	267
Totals	39470	37181	38486	39519	43964	46227	49128	48128	44936	43907	40007	40857	511810

Description
Wireline
Wireless

Total Calls
125237
386306



Desc.	Total Calls
Wireline	24.5
Wireless	75.5
TTY Calls*	0
Total Incoming Calls	100%



*Please note - this is significantly less than 1% and as such has been rounded down to zero.



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Emergency Calls													
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Calls
Police	21715	20600	21681	22561	25661	26906	29457	28638	26103	25267	22461	22905	293955
Fire	1887	1439	1664	1504	1530	1803	1711	1557	1616	1555	1725	1501	19492
Rescue	10048	9384	9683	9250	10248	10133	10629	10466	10125	10119	9216	10502	119803
Primary Totals	33650	31423	33028	33315	37439	38842	41797	40661	37844	36941	33402	34908	433250
Secondary Calls													
Police	1835	2151	2433	2303	3003	3018	3087	3595	3045	3078	2697	2570	32815
Fire	355	454	383	545	653	461	484	408	534	419	406	439	5541
Rescue	994	1028	1040	1021	1477	1220	1102	1345	1289	1322	1271	1214	14323
Secondary Totals	3184	3633	3856	3869	5133	4699	4673	5348	4868	4819	4374	4223	52679
Total Ancillary Calls	16237	19221	20384	20658	22727	24689	27990	26980	31678	23929	20607	20316	275416



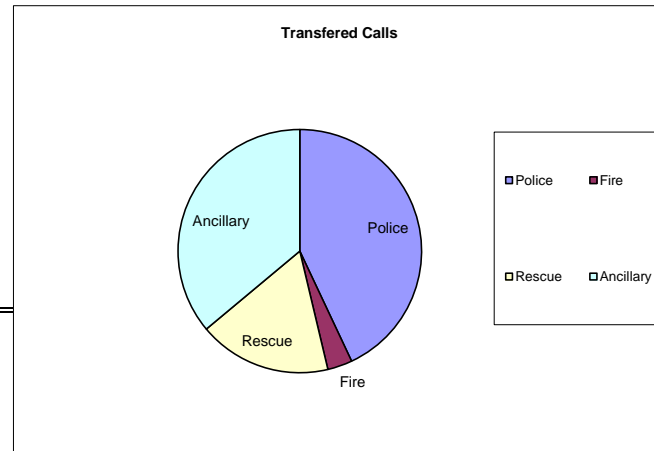
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Transferred Calls	Desc.	Total Calls
	Police	43%
	Fire	3%
	Rescue	18%
	Ancillary	36%
Total Call Taker Handled Calls		100%



Total Transfers* 761345

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