



State of Rhode Island and Providence Plantations

Rhode Island Department of Public Safety

E-9-1-1 Uniform Emergency Telephone System

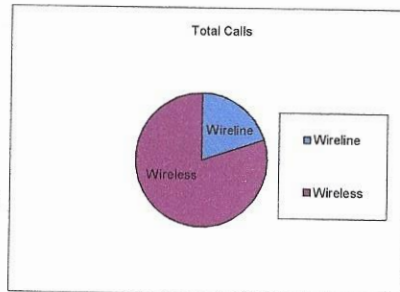
2018 Call Volume Report

Incoming 911 Calls

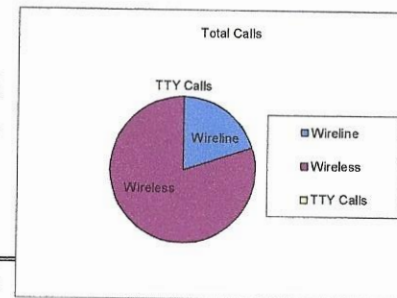
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total Calls
Wireline	9021	7588	8347	7660	8085	7831	7873	7697	7417	7412	6685	6639	92255
Wireless	28801	24238	31138	27501	32306	31810	35326	34342	32190	31129	29804	30378	368963
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
Totals	37822	31826	39485	35161	40391	39641	43199	42039	39607	38541	36489	37017	461218

Description
Wireline
Wireless

Total Calls
92255
368963



Desc.	Total Calls
Wireline	20
Wireless	80
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	14673	12247	14730	14005	16756	16676	17478	16750	16116	15755	14808	14617	184611
Fire	2296	1328	2407	1365	1473	1505	1786	1718	1716	1636	1618	1619	20467
Rescue	10703	9217	10173	9864	10811	10190	11003	11029	10372	10439	9940	10366	124107
Primary Totals	27672	22792	27310	25234	29040	28371	30267	29497	28204	27830	26366	26602	329185
Secondary Calls													
Police	1412	1270	1693	1233	1415	1311	1457	1348	1462	1520	1345	1295	16761
Fire	351	243	560	261	368	259	326	261	278	295	297	289	3788
Rescue	480	408	394	373	570	459	480	546	590	745	561	539	6145
Secondary Totals	2243	1921	2647	1867	2353	2029	2263	2155	2330	2560	2203	2123	26694
Total Ancillary Calls	11774	10712	13457	12433	13533	14172	16033	15255	13636	12787	12134	11846	157772



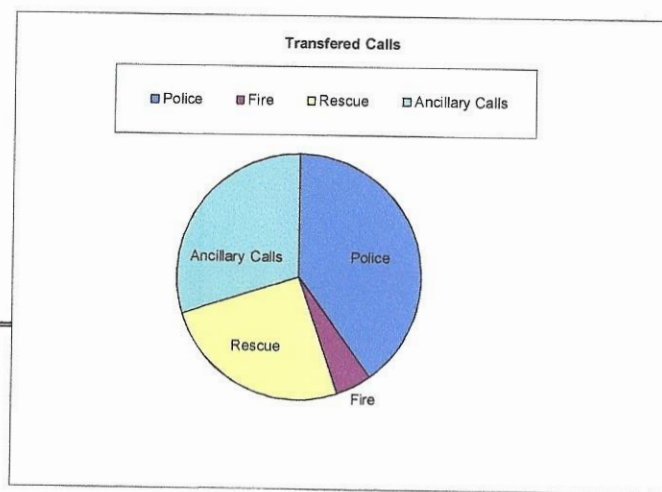
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2018 Call Volume Report

Transferred Calls	Desc.	Total Calls
	Police	40%
	Fire	5%
	Rescue	25%
	Ancillary Calls	30%
Total Call Taker Handled Calls		100%



Total Transfers 513651