



# Peace River Regional District REPORT

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**To:** Chair & Directors  
**From:** Trish Morgan, Manager of Community Services  
**Date:** January 18, 2012  
**Subject:** 2011 9-1-1 Statistics

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## **FOR DIRECTORS' INFORMATION:**

This report is being provided for information on the 9-1-1 Primary Safety Answer Point (PSAP) call count statistics for 2011.

### **Call Volume Summary:**

In 2011 9-1-1 call volumes showed a 15% increase in call volume over 2010 for a total of 17,830 calls. The greatest increase was seen in the number of calls for RCMP assistance which grew by 20% over 2010, while the number of ambulance calls increased by 8%. Fire calls called into PSAP (i.e., called into 9-1-1) in 2011 decreased in both the South Peace by 22% in and in the North Peace by 29% from 2010. While there was a decrease in the number of fires reported through the 9-1-1 PSAP, the total number of fire calls dispatched increased by 6% for South Peace Fire Dispatch and increased by 32% for North Peace Fire Dispatch. It should be noted that not all fire calls go through the 9-1-1 PSAP as the fire departments and dispatch providers also receive fire calls as a result of auto-dialers and/or direct calls from residents or business owners. The number of abandoned calls, where 9-1-1 was dialed and when answered at PSAP there was no caller on the line, increased by 20%.

### **Call Answer Time Summary:**

On average calls made to the 9-1-1 PSAP were answered within 5 seconds of the call being placed. This exceeds the standard required by the Regional District's contract with the RCMP, who operates the 9-1-1 call centre, which stipulates that calls must be answered within 10 seconds 90 % of the time. South and North Peace Fire Dispatch also exceeded the National Fire Protection Association standard, which suggests that 95% of alarms received on emergency lines shall be answered within 15 seconds and 99% of alarms shall be answered within 40 seconds, as they were answered within 7 and 6 seconds respectively.

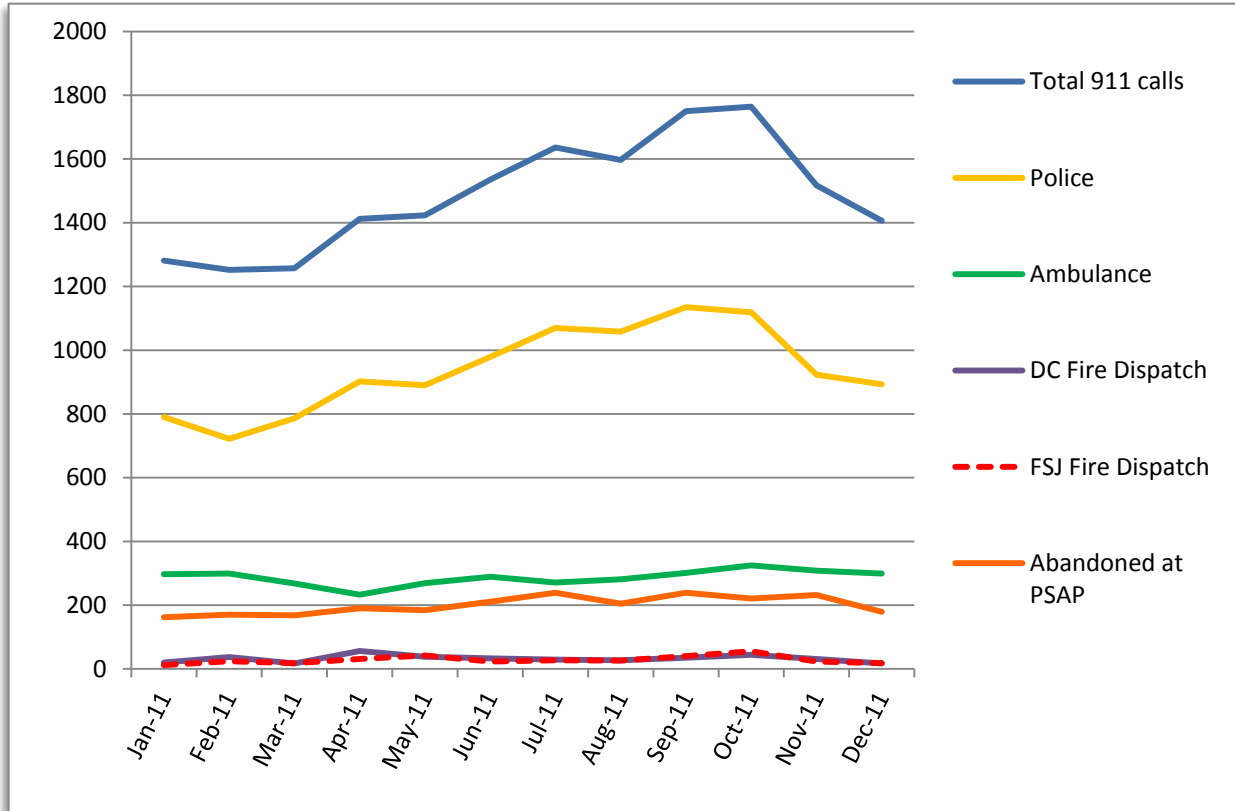
Attached are the 9-1-1 call counts for 2011 and a year by year summary of 9-1-1 call statistics.

Staff Initials:

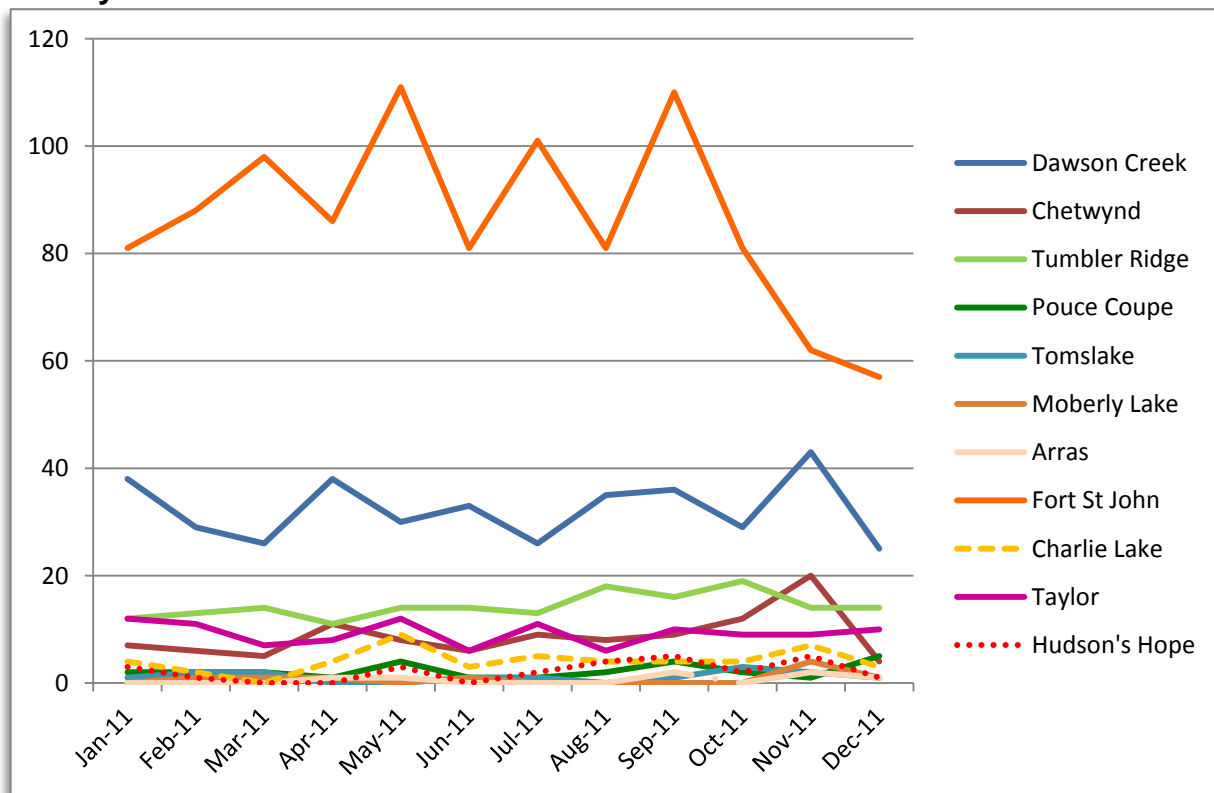
Dept. Head:

CAO:

## 2011 9-1-1 Call Count Monthly Trends



## 2011 Monthly Fire Call Trends



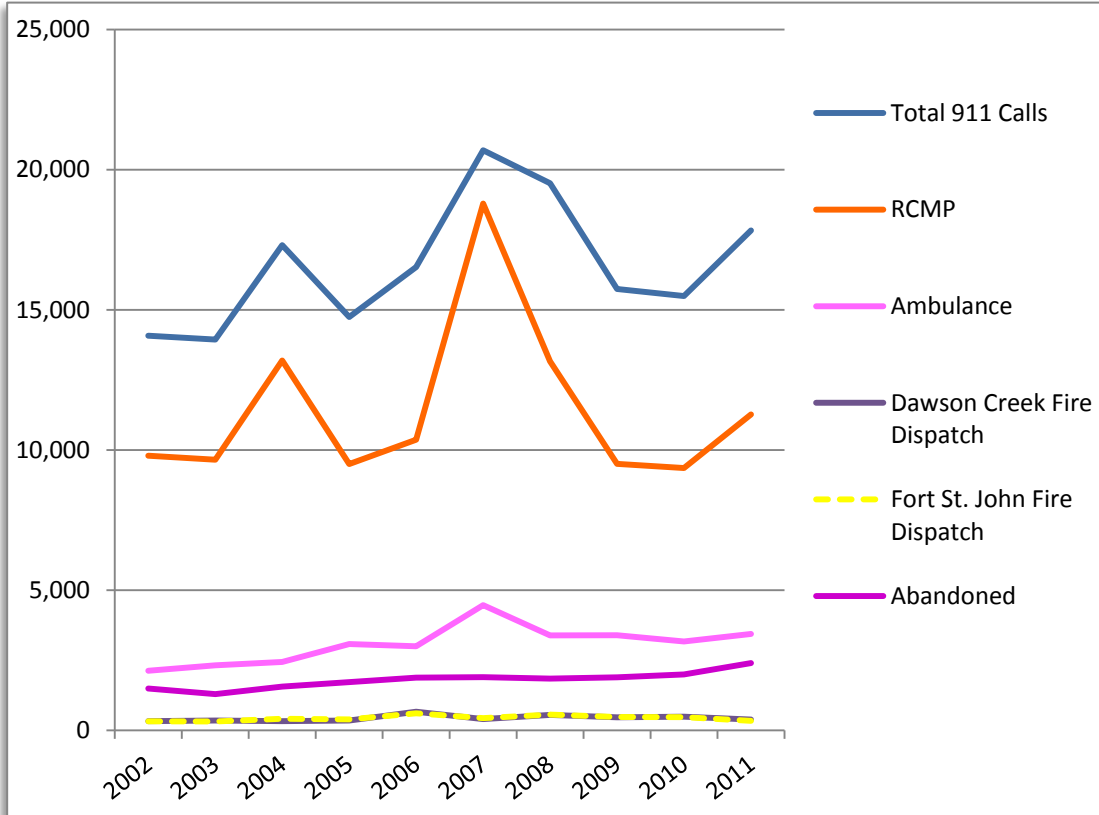
Staff Initials:

Dept. Head:

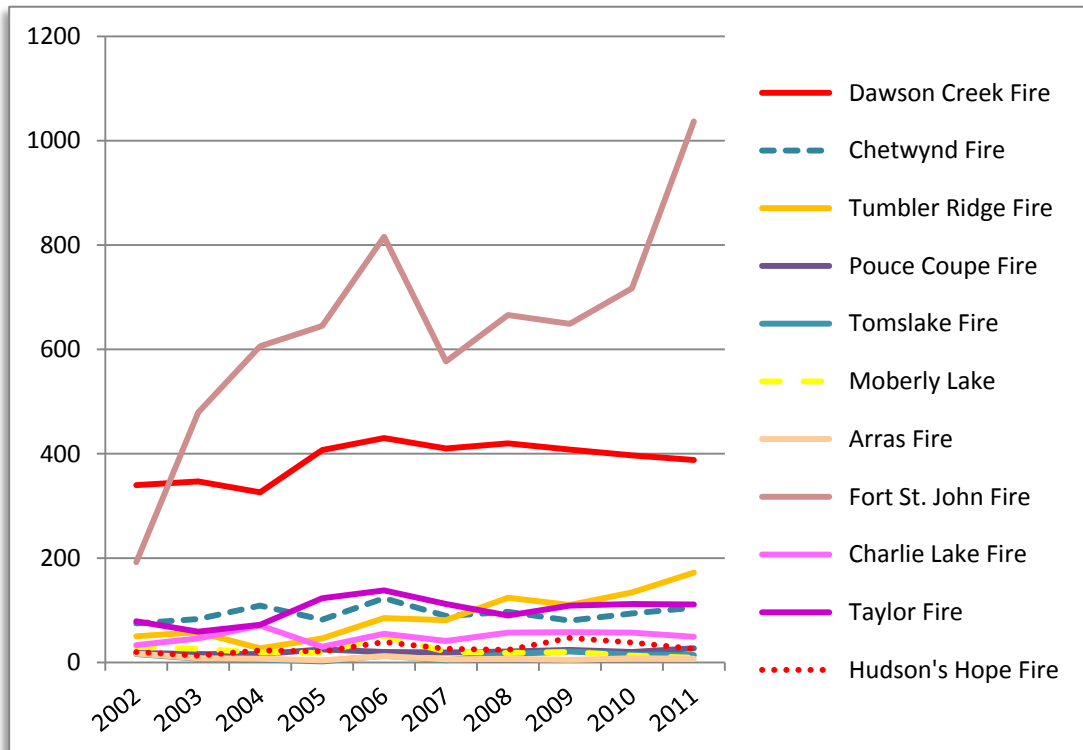
CAO:

January 26, 2012

### 911 Calls from 2002 to 2011



### Fire Calls from 2002 to 2011



January 26, 2012

# PEACE RIVER REGIONAL DISTRICT

## Monthly Call Count for 2011

	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Total-2011
<b>Total 911 calls</b>	<b>1281</b>	<b>1252</b>	<b>1257</b>	<b>1412</b>	<b>1423</b>	<b>1535</b>	<b>1636</b>	<b>1597</b>	<b>1750</b>	<b>1764</b>	<b>1517</b>	<b>1406</b>	<b>17,830</b>
Average PSAP Call per second	0:00:05	0:00:05	0:00:05	0:00:05	0:00:05	0:00:05	0:00:05	0:00:05	0:00:05	0:00:05	0:00:05	0:00:05	0:00:05
<b>Police</b>	<b>790 62%</b>	<b>722 58%</b>	<b>786 63%</b>	<b>902 64%</b>	<b>890 63%</b>	<b>979 64%</b>	<b>1070 65%</b>	<b>1058 66%</b>	<b>1135 65%</b>	<b>1119 63%</b>	<b>923 61%</b>	<b>893 64%</b>	<b>11,267 63%</b>
Average RCMP Call per second	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06
<b>Ambulance</b>	<b>297 23%</b>	<b>299 24%</b>	<b>268 21%</b>	<b>233 17%</b>	<b>269 19%</b>	<b>289 19%</b>	<b>271 17%</b>	<b>281 18%</b>	<b>301 17%</b>	<b>325 18%</b>	<b>308 20%</b>	<b>299 21%</b>	<b>3,440 19%</b>
Average Ambulance Call per second	0:00:07	0:00:07	0:00:08	0:00:08	0:00:08	0:00:08	0:00:10	0:00:08	0:00:08	0:00:09	0:00:09	0:00:08	0:00:08
<b>DC Fire Dispatch</b>	<b>20 2%</b>	<b>37 3%</b>	<b>17 1%</b>	<b>56 4%</b>	<b>38 3%</b>	<b>33 2%</b>	<b>29 2%</b>	<b>27 2%</b>	<b>35 2%</b>	<b>44 2%</b>	<b>31 2%</b>	<b>17 1%</b>	<b>384 2%</b>
<i>DC Fire</i>	<i>38 63%</i>	<i>29 55%</i>	<i>26 52%</i>	<i>38 60%</i>	<i>30 53%</i>	<i>33 59%</i>	<i>26 52%</i>	<i>35 56%</i>	<i>36 53%</i>	<i>29 45%</i>	<i>43 50%</i>	<i>25 49%</i>	<i>388 53.74%</i>
<i>Chet</i>	<i>7 12%</i>	<i>6 11%</i>	<i>5 10%</i>	<i>11 17%</i>	<i>8 14%</i>	<i>6 11%</i>	<i>9 18%</i>	<i>8 13%</i>	<i>9 13%</i>	<i>12 18%</i>	<i>20 23%</i>	<i>4 8%</i>	<i>105 14.54%</i>
<i>TR Fire</i>	<i>12 20%</i>	<i>13 25%</i>	<i>14 28%</i>	<i>11 17%</i>	<i>14 25%</i>	<i>14 25%</i>	<i>13 26%</i>	<i>18 29%</i>	<i>16 24%</i>	<i>19 29%</i>	<i>14 16%</i>	<i>14 27%</i>	<i>172 23.82%</i>
<i>PC Fire</i>	<i>2 3%</i>	<i>2 4%</i>	<i>2 4%</i>	<i>1 2%</i>	<i>4 7%</i>	<i>1 2%</i>	<i>1 2%</i>	<i>2 3%</i>	<i>4 6%</i>	<i>2 3%</i>	<i>1 1%</i>	<i>5 10%</i>	<i>27 3.74%</i>
<i>Tomslake</i>	<i>1 2%</i>	<i>2 4%</i>	<i>2 4%</i>	<i>0 0%</i>	<i>0 0%</i>	<i>1 2%</i>	<i>1 2%</i>	<i>0 0%</i>	<i>1 1%</i>	<i>3 5%</i>	<i>2 2%</i>	<i>1 2%</i>	<i>14 1.94%</i>
<i>ML Fire</i>	<i>0 0%</i>	<i>1 2%</i>	<i>1 2%</i>	<i>1 2%</i>	<i>0 0%</i>	<i>1 2%</i>	<i>0 0%</i>	<i>0 0%</i>	<i>0 0%</i>	<i>0 0%</i>	<i>4 5%</i>	<i>1 2%</i>	<i>9 1.25%</i>
<i>Arras</i>	<i>0 0%</i>	<i>0 0%</i>	<i>0 0%</i>	<i>1 2%</i>	<i>1 2%</i>	<i>0 0%</i>	<i>0 0%</i>	<i>0 0%</i>	<i>2 3%</i>	<i>0 0%</i>	<i>2 2%</i>	<i>1 2%</i>	<i>7 0.97%</i>
<i>Total</i>	<i>60 100%</i>	<i>53 100%</i>	<i>50 100%</i>	<i>63 100%</i>	<i>57 100%</i>	<i>56 100%</i>	<i>50 100%</i>	<i>63 100%</i>	<i>68 100%</i>	<i>65 100%</i>	<i>86 100%</i>	<i>51 100%</i>	<i>722 100.00%</i>
Average DC Call per second	0:00:07	0:00:06	0:00:07	0:00:07	0:00:07	0:00:08	0:00:08	0:00:07	0:00:06	0:00:07	0:00:08	0:00:07	0:00:07
<b>FSJ Fire Dispatch</b>	<b>12 1%</b>	<b>24 2%</b>	<b>18 1%</b>	<b>31 2%</b>	<b>42 3%</b>	<b>23 1%</b>	<b>27 2%</b>	<b>26 2%</b>	<b>40 2%</b>	<b>55 3%</b>	<b>23 2%</b>	<b>18 1%</b>	<b>339 2%</b>
<i>FSJ Fire</i>	<i>81 81%</i>	<i>88 86%</i>	<i>98 93%</i>	<i>86 88%</i>	<i>111 82%</i>	<i>81 90%</i>	<i>101 85%</i>	<i>81 85%</i>	<i>110 85%</i>	<i>81 84%</i>	<i>62 75%</i>	<i>57 80%</i>	<i>1037 84.79%</i>
<i>CL Fire</i>	<i>4 4%</i>	<i>2 2%</i>	<i>0 0%</i>	<i>4 4%</i>	<i>2 7%</i>	<i>3 3%</i>	<i>5 4%</i>	<i>4 4%</i>	<i>4 3%</i>	<i>4 4%</i>	<i>7 8%</i>	<i>3 4%</i>	<i>49 4.01%</i>
<i>Tay Fire</i>	<i>12 12%</i>	<i>11 11%</i>	<i>7 7%</i>	<i>8 8%</i>	<i>12 9%</i>	<i>6 7%</i>	<i>11 9%</i>	<i>6 6%</i>	<i>10 8%</i>	<i>9 9%</i>	<i>9 11%</i>	<i>10 14%</i>	<i>111 9.08%</i>
<i>HH Fire</i>	<i>3 3%</i>	<i>1 1%</i>	<i>0 0%</i>	<i>0 0%</i>	<i>3 2%</i>	<i>0 0%</i>	<i>2 2%</i>	<i>4 4%</i>	<i>5 4%</i>	<i>2 2%</i>	<i>5 6%</i>	<i>1 1%</i>	<i>26 2.13%</i>
<i>Total</i>	<i>100 100%</i>	<i>102 100%</i>	<i>105 100%</i>	<i>98 100%</i>	<i>135 100%</i>	<i>90 100%</i>	<i>119 100%</i>	<i>95 100%</i>	<i>129 100%</i>	<i>96 100%</i>	<i>83 100%</i>	<i>71 100%</i>	<i>1223 100.00%</i>
Average FSJ Call per second	0:00:08	0:00:06	0:00:07	0:00:07	0:00:06	0:00:06	0:00:06	0:00:07	0:00:06	0:00:06	0:00:08	0:00:06	0:00:06
<b>Abandoned at PSAP</b>	<b>162 13%</b>	<b>170 14%</b>	<b>168 13%</b>	<b>190 13%</b>	<b>184 13%</b>	<b>211 14%</b>	<b>239 15%</b>	<b>205 13%</b>	<b>239 14%</b>	<b>221 13%</b>	<b>232 15%</b>	<b>179 13%</b>	<b>2400 13%</b>

\* Abandoned calls include only those calls where a 911 call was placed and when answered at PSAP there was no caller on the line

# PEACE RIVER REGIONAL DISTRICT 9-1-1 CALLS

## 911 Call Count History

	2002		2003		2004		2005		2006		2007		2008		2009		2010		2011	
	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%
<b>Total 911 Calls</b>	<b>14,075</b>		<b>13,943</b>		<b>17,307</b>		<b>14,747</b>		<b>16,527</b>		<b>20,691</b>		<b>19,516</b>		<b>15,746</b>		<b>15,492</b>		<b>17,830</b>	
<b>RCMP</b>	<b>9,800</b>	<b>69.63%</b>	<b>9,655</b>	<b>69.25%</b>	<b>13,191</b>	<b>76.22%</b>	<b>9,501</b>	<b>64.43%</b>	<b>10,370</b>	<b>62.75%</b>	<b>18,790</b>	<b>90.81%</b>	<b>13,167</b>	<b>67.47%</b>	<b>9,507</b>	<b>60.38%</b>	<b>9,358</b>	<b>60.45%</b>	<b>11,267</b>	<b>63.19%</b>
<b>Ambulance</b>	<b>2,126</b>	<b>15.10%</b>	<b>2,324</b>	<b>16.67%</b>	<b>2,443</b>	<b>14.12%</b>	<b>3,082</b>	<b>20.90%</b>	<b>3,001</b>	<b>18.16%</b>	<b>4,466</b>	<b>21.58%</b>	<b>3,391</b>	<b>17.38%</b>	<b>3,397</b>	<b>21.57%</b>	<b>3,174</b>	<b>20.41%</b>	<b>3,440</b>	<b>19.29%</b>
<b>Dawson Creek Fire Dispatch</b>	<b>329</b>	<b>2.34%</b>	<b>354</b>	<b>2.54%</b>	<b>332</b>	<b>1.92%</b>	<b>353</b>	<b>2.39%</b>	<b>666</b>	<b>4.03%</b>	<b>403</b>	<b>1.95%</b>	<b>550</b>	<b>2.82%</b>	<b>468</b>	<b>2.97%</b>	<b>491</b>	<b>3.17%</b>	<b>384</b>	<b>2.15%</b>
Dawson Creek Fire *	340	62%	347	64%	326	64%	407	70%	430	59%	410	65%	420	60%	408	61%	397	58%	388	54%
Chetwynd Fire	75	14%	83	15%	109	21%	82	14%	123	17%	89	14%	97	14%	80	12%	94	14%	105	15%
Tumbler Ridge Fire	50	9%	58	11%	27	5%	46	8%	85	12%	81	13%	124	18%	110	16%	134	20%	172	24%
Pouce Coupe Fire	18	3%	16	3%	16	3%	25	4%	20	3%	19	3%	21	3%	24	4%	20	3%	27	4%
Tomslake Fire	16	3%	7	1%	6	1%	2	0%	13	2%	4	1%	16	2%	21	3%	15	2%	14	2%
Moberly Lake	30	5%	26	5%	19	4%	18	3%	50	7%	21	3%	18	3%	20	3%	13	2%	9	1%
Arras Fire	17	3%	8	1%	7	1%	4	1%	12	2%	6	1%	7	1%	5	1%	8	1%	7	1%
<b>TOTAL South Peace Fire Calls</b>	<b>546</b>		<b>545</b>		<b>510</b>		<b>584</b>		<b>733</b>		<b>630</b>		<b>703</b>		<b>668</b>		<b>681</b>		<b>722</b>	
<b>Fort St. John Fire Dispatch</b>	<b>324</b>	<b>2.30%</b>	<b>317</b>	<b>2.27%</b>	<b>417</b>	<b>2.41%</b>	<b>391</b>	<b>2.65%</b>	<b>609</b>	<b>3.68%</b>	<b>436</b>	<b>2.11%</b>	<b>561</b>	<b>2.87%</b>	<b>478</b>	<b>3.04%</b>	<b>475</b>	<b>3.04%</b>	<b>339</b>	<b>1.90%</b>
Fort St. John Fire *	192	59%	479	80%	606	78%	645	79%	816	78%	577	76%	666	80%	649	75%	717	78%	1037	85%
Charlie Lake Fire	33	10%	46	8%	71	9%	30	4%	55	5%	41	5%	57	7%	58	7%	57	6%	49	4%
Taylor Fire	79	24%	59	10%	72	9%	123	15%	138	13%	112	15%	90	11%	109	13%	112	12%	111	9%
Hudson's Hope Fire	20	6%	13	2%	23	3%	21	3%	39	4%	26	3%	24	3%	47	5%	38	4%	26	2%
<b>TOTAL North Peace Fire Calls</b>	<b>324</b>		<b>597</b>		<b>772</b>		<b>819</b>		<b>1048</b>		<b>756</b>		<b>837</b>		<b>863</b>		<b>924</b>		<b>1223</b>	
<b>Abandoned</b>	<b>1,496</b>	<b>10.63%</b>	<b>1,293</b>	<b>9.27%</b>	<b>1,561</b>	<b>9.02%</b>	<b>1,724</b>	<b>11.69%</b>	<b>1,881</b>	<b>11.38%</b>	<b>1,901</b>	<b>9.19%</b>	<b>1,847</b>	<b>9.46%</b>	<b>1,896</b>	<b>12.04%</b>	<b>1,994</b>	<b>12.95%</b>	<b>2,400</b>	<b>13.46%</b>

\* Not all fire response calls go through the 9-1-1 Call Centre, eg. auto-dialer fire alarm systems, old community dialup service.

\*\* 911 System implementation June 2001