

PEACE RIVER REGIONAL DISTRICT 9-1-1 CALLS

911 Call Count History

	2002		2003		2004		2005		2006		2007		2008		2009		2010		2011		2012		2013		2014	
	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%	Total Calls	%
Total 911 Calls	14,075		13,943		17,944		15,051		16,527		14,349		15,355		15,746		15,492		17,830		18,835		16,738		17,736	
RCMP	9,800	70%	9,655	69%	13,191	74%	9,501	63%	10,370	63%	8,717	61%	9,000	59%	9,507	60%	9,358	60%	11,267	60%	11,362	60%	9,743	58%	10,122	57%
BC Ambulance	2,126	15%	2,324	17%	2,443	14%	3,082	20%	3,001	18%	2,952	21%	3,385	22%	3,397	22%	3,174	20%	3,440	21%	3,893	21%	4,017	24%	4,163	23%
Dawson Creek Fire Dispatch	329	2%	354	3%	332	2%	353	2%	666	4%	400	3%	550	4%	468	3%	491	3%	384	3%	483	3%	380	2%	511	3%
Dawson Creek Fire *	340	62%	347	64%	326	64%	407	70%	430	59%	410	65%	420	60%	408	61%	397	58%	388	58%	391	51%	367	51%	428	55%
Chetwynd Fire	75	14%	83	15%	109	21%	82	14%	123	17%	89	14%	97	14%	80	12%	94	14%	105	16%	127	16%	121	17%	129	17%
Tumbler Ridge Fire	50	9%	58	11%	27	5%	46	8%	85	12%	81	13%	124	18%	110	16%	134	20%	172	20%	194	41%	178	25%	159	20%
Pouce Coupe Fire	18	3%	16	3%	16	3%	25	4%	20	3%	19	3%	21	3%	24	4%	20	3%	27	3%	27	3%	26	3%	30	4%
Tomslake Fire	16	3%	7	1%	6	1%	2	0%	13	2%	4	1%	16	2%	21	3%	15	2%	14	2%	11	22%	12	19%	9	6%
Moberly Lake	30	5%	26	5%	19	4%	18	3%	50	7%	21	3%	18	3%	20	3%	13	2%	9	1%	14	11%	13	9%	16	20%
Arras Fire	17	3%	8	1%	7	1%	4	1%	12	2%	6	1%	7	1%	5	1%	8	1%	7	1%	9	17%	9	20%	8	15%
TOTAL South Peace Fire Calls	546		545		510		584		733		630		703		668		681		722		773		726		779	
Fort St. John Fire Dispatch	324	2%	317	2%	417	2%	391	3%	609	4%	435	3%	561	4%	478	3%	475	3%	339	3%	471	3%	432	3%	431	2%
Fort St. John Fire *	192	59%	479	80%	606	78%	645	79%	816	78%	577	76%	666	80%	649	75%	717	78%	1037	78%	807	78%	784	76%	812	73%
Charlie Lake Fire	33	10%	46	8%	71	9%	30	4%	55	5%	41	5%	57	7%	58	7%	57	6%	49	5%	51	5%	63	6%	145	13%
Taylor Fire	79	24%	59	10%	72	9%	123	15%	138	13%	112	15%	90	11%	109	13%	112	12%	111	12%	127	12%	140	14%	81	7%
Hudson's Hope Fire	20	6%	13	2%	23	3%	21	3%	39	4%	26	3%	24	3%	47	5%	38	4%	26	5%	52	5%	46	4%	53	5%
Wildfire Management																									19	2%
TOTAL North Peace Fire Calls	324		597		772		819		1048		756		837		863		924		1223		1037		1033		1110	
Non-PSAP Agency																									51	0.3%
Abandoned	1,496	11%	1,293	9%	1,561	9%	1,724	11%	1,881	11%	1,845	13%	1,859	12%	1,896	12%	1,994	13%	2,400	14%	2,626	14%	2,119	13%	2,432	14%

* Not all fire response calls go through the 9-1-1 Call Centre, eg. auto-dialer fire alarm systems, old community dialup service, therefore there may be some variance between the total number of calls a fire department responded to if they were not provided assistance from dispatch

** 911 system was implemented June 2001

PEACE RIVER REGIONAL DISTRICT

Monthly Call Count for 2014

	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Total 2014
Total 911 calls	1,480	1,137	1,249	1,315	1,517	1,596	1,640	1,786	1,603	1,569	1,399	1,445	17,736
Average PSAP Call per second	0:00:04 1:49:19	0:00:04 1:23:29	0:00:05 1:53:14	0:00:05 1:44:17	0:00:05 2:18:05	0:00:05 2:23:01	0:00:05 2:29:26	0:00:05 2:30:15	0:00:06 2:32:51	0:00:06 2:33:52	0:00:05 2:02:13	0:00:06 2:23:06	0:00:05
RCMP	790 53% 1:09:04	625 55% 0:54:16	697 56% 1:04:06	732 56% 1:08:54	855 56% 1:27:22	938 59% 1:36:04	966 59% 1:33:28	1,079 60% 1:43:13	932 58% 1:39:34	908 58% 1:41:43	773 55% 1:17:25	827 57% 1:36:20	10,122 57.1%
Average RCMP Call per second	0:00:05	0:00:05	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06	0:00:07	0:00:06	0:00:07	0:00:06
BC Ambulance	380 26% 0:59:24	266 23% 0:40:53	291 23% 0:46:17	320 24% 0:51:11	370 24% 0:56:46	357 22% 0:55:49	369 23% 0:58:11	385 22% 1:03:22	385 24% 1:01:58	330 21% 0:51:51	360 26% 0:58:39	350 24% 0:56:09	4,163 23.5%
Average Ambulance Call per second	0:00:09	0:00:09	0:00:10	0:00:10	0:00:09	0:00:09	0:00:09	0:00:10	0:00:10	0:00:09	0:00:10	0:00:10	0:00:10
DC Fire Dispatch	40 3% 0:04:35	43 4% 0:04:36	14 1% 0:01:35	47 4% 0:05:58	46 3% 0:05:29	71 4% 0:07:22	51 3% 0:05:48	39 2% 0:02:37	52 3% 0:04:49	53 3% 0:06:07	33 2% 0:03:26	22 2% 0:02:03	511 2.9%
<i>DC Fire</i>	32 60%	33 57%	21 38%	19 39%	36 55%	48 60%	48 55%	41 57%	27 51%	41 59%	34 53%	48 67%	428 54.94%
<i>Chet</i>	3 6%	8 14%	14 0.25%	7 14%	11 17%	9 11%	16 18%	16 22%	8 15%	14 20%	11 17%	12 17%	129 16.56%
<i>TR Fire</i>	14 26%	12 21%	17 30%	16 33%	11 17%	16 20%	17 20%	11 15%	13 25%	8 12%	16 25%	8 11%	159 20.41%
<i>PC Fire</i>	2 4%	2 3%	1 2%	0 0%	3 5%	3 4%	5 6%	2 3%	4 8%	4 6%	2 3%	2 3%	30 3.85%
<i>Tomslake</i>	0 0%	1 2%	1 2%	1 2%	3 4%	3 4%	0 0%	1 1%	0 0%	0 0%	1 2%	0 0%	9 1.16%
<i>ML Fire</i>	2 4%	1 2%	2 4%	6 12%	1 2%	1 1%	1 1%	0 0%	0 0%	1 1%	0 0%	1 1%	16 2.05%
<i>Arras</i>	0 0%	1 2%	0 0%	0 0%	3 5%	0 0%	0 0%	1 1%	1 2%	1 1%	0 0%	1 1%	8 1.03%
<i>Total</i>	53 100%	58 100%	56 100%	49 100%	66 100%	80 100%	87 100%	72 100%	53 100%	69 100%	64 100%	72 100%	779 100.00%
Average DC Call per second	0:00:07	0:00:06	0:00:07	0:00:08	0:00:07	0:00:06	0:00:07	0:00:04	0:00:06	0:00:07	0:00:06	0:00:06	0:00:06
FSJ Fire Dispatch	33 2% 0:03:49	29 3% 0:03:53	31 2% 0:04:38	26 2% 0:03:27	65 4% 0:08:30	24 2% 0:03:01	33 2% 0:04:21	41 2% 0:04:44	45 3% 0:04:50	48 3% 0:06:01	34 2% 0:03:34	22 2% 0:02:33	431 2.4%
<i>FSJ Fire</i>	65 72%	60 81%	59 69%	52 84%	54 55%	73 70%	69 67%	75 71%	53 72%	79 83%	105 84%	68 72%	812 73.15%
<i>Tay Fire</i>	15 17%	8 11%	12 14%	5 8%	17 17%	13 13%	19 18%	18 17%	8 11%	5 5%	11 9%	14 15%	145 13.06%
<i>CL Fire</i>	3 3%	2 3%	5 6%	4 6%	10 10%	11 11%	9 9%	9 9%	7 9%	8 8%	4 3%	9 10%	81 7.30%
<i>HH Fire</i>	7 8%	4 5%	9 11%	1 2%	8 8%	5 5%	3 3%	0 0%	6 8%	3 3%	5 4%	2 2%	53 4.77%
<i>WMB</i>	0	0	0	0	10	2	3	3	0	0	0	1	19
<i>Total</i>	90 100%	74 100%	85 100%	62 100%	99 90%	104 98%	103 97%	105 97%	74 100%	95 100%	125 100%	94 99%	1110 98.29%
Average FSJ Call per second	0:00:07	0:00:08	0:00:09	0:00:08	0:00:08	0:00:08	0:00:08	0:00:07	0:00:06	0:00:08	0:00:06	0:00:07	0:00:07
Transferred to Non-PSAP Agency	6	5	6	4	11	5	7	11	6	11	2	3	77
Abandoned at PSAP	231 16%	169 15%	210 17%	186 14%	170 11%	201 13%	214 13%	231 13%	183 11%	219 14%	197 14%	221 15%	2,432 13.7%

* 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

Monthly Call Count for 2013

	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Total 2013
Total 911 calls	1,207	1,260	1,354	1,162	1,538	1,391	1,562	1,542	1,456	1,462	1,344	1,460	16,738
Average PSAP Call per second	0:00:05 1:39:45	0:00:05 1:38:39	0:00:05 1:53:14	0:00:05 1:35:33	0:00:05 2:05:20	0:00:05 1:54:15	0:00:05 2:15:10	0:00:05 2:13:57	0:00:05 2:05:30	0:00:05 2:07:28	0:00:05 1:49:06	0:00:05 1:56:19	0:00:05
RCMP	723 60% 1:08:09	763 61% 1:08:02	809 60% 1:17:24	659 57% 1:01:56	880 57% 1:19:36	801 58% 1:16:15	968 62% 1:33:28	942 61% 1:30:54	836 57% 1:20:48	863 59% 1:24:10	722 54% 1:09:45	777 53% 1:12:23	9,743 58.2%
Average RCMP Call per second	0:00:06	0:00:05	0:00:06	0:00:06	0:00:05	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06	0:00:06
BC Ambulance	295 24% 0:44:46	270 21% 0:40:56	318 23% 0:44:24	274 24% 0:41:28	309 20% 0:49:20	322 23% 0:47:54	368 24% 0:52:41	409 27% 1:00:57	344 24% 0:55:16	335 23% 0:50:39	378 28% 0:57:12	395 27% 1:01:03	4,017 24.0%
Average Ambulance Call per second	0:00:09	0:00:09	0:00:09	0:00:09	0:00:10	0:00:09	0:00:09	0:00:09	0:00:10	0:00:09	0:00:09	0:00:09	0:00:09
DC Fire Dispatch	13 1% 0:01:49	20 2% 0:02:57	22 2% 0:02:44	40 3% 0:03:31	113 7% 0:12:29	30 2% 0:02:28	16 1% 0:01:51	28 2% 0:02:37	27 2% 0:03:00	26 2% 0:03:46	23 2% 0:02:34	22 2% 0:02:22	380 2.3%
<i>DC Fire</i>	<i>31 50%</i>	<i>36 59%</i>	<i>23 53%</i>	<i>26 45%</i>	<i>39 44%</i>	<i>22 42%</i>	<i>29 53%</i>	<i>37 51%</i>	<i>31 58%</i>	<i>27 59%</i>	<i>38 58%</i>	<i>34 49%</i>	<i>373 51.24%</i>
<i>Chet</i>	<i>10 16%</i>	<i>9 15%</i>	<i>6 0.14</i>	<i>14 24%</i>	<i>16 18%</i>	<i>9 17%</i>	<i>6 11%</i>	<i>12 16%</i>	<i>7 13%</i>	<i>8 17%</i>	<i>11 17%</i>	<i>11 16%</i>	<i>119 16.35%</i>
<i>TR Fire</i>	<i>18 29%</i>	<i>13 21%</i>	<i>10 23%</i>	<i>11 19%</i>	<i>16 18%</i>	<i>15 28%</i>	<i>16 29%</i>	<i>18 25%</i>	<i>11 21%</i>	<i>7 15%</i>	<i>14 22%</i>	<i>23 33%</i>	<i>172 23.63%</i>
<i>PC Fire</i>	<i>3 5%</i>	<i>1 2%</i>	<i>4 9%</i>	<i>2 3%</i>	<i>5 6%</i>	<i>4 8%</i>	<i>3 5%</i>	<i>6 8%</i>	<i>0 0%</i>	<i>2 4%</i>	<i>0 0%</i>	<i>1 1%</i>	<i>31 4.26%</i>
<i>Tomslake</i>	<i>0 0%</i>	<i>1 2%</i>	<i>0 0%</i>	<i>2 3%</i>	<i>5 6%</i>	<i>1 2%</i>	<i>1 2%</i>	<i>0 0%</i>	<i>1 2%</i>	<i>0 0%</i>	<i>1 2%</i>	<i>1 1%</i>	<i>13 1.79%</i>
<i>ML Fire</i>	<i>0 0%</i>	<i>1 2%</i>	<i>0 0%</i>	<i>2 3%</i>	<i>5 6%</i>	<i>0 0%</i>	<i>0 0%</i>	<i>0 0%</i>	<i>2 4%</i>	<i>1 2%</i>	<i>1 2%</i>	<i>0 0%</i>	<i>12 1.65%</i>
<i>Arras</i>	<i>0 0%</i>	<i>0 0%</i>	<i>0 0%</i>	<i>1 2%</i>	<i>3 3%</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>0 0%</i>	<i>8 1.10%</i>
<i>Total</i>	<i>62 100%</i>	<i>61 100%</i>	<i>43 100%</i>	<i>58 100%</i>	<i>89 100%</i>	<i>53 100%</i>	<i>55 100%</i>	<i>73 100%</i>	<i>53 100%</i>	<i>46 100%</i>	<i>65 100%</i>	<i>70 100%</i>	<i>728 100.00%</i>
Average DC Call per second	0:00:08	0:00:09	0:00:07	0:00:05	0:00:07	0:00:05	0:00:07	0:00:06	0:00:07	0:00:09	0:00:07	0:00:06	0:00:07
FSJ Fire Dispatch	19 2% 0:02:09	22 2% 0:02:50	24 2% 0:03:34	33 3% 0:03:24	64 4% 0:07:31	42 3% 0:04:56	22 1% 0:02:56	29 2% 0:03:41	55 4% 0:06:11	48 3% 0:05:24	22 2% 0:02:34	52 4% 0:06:03	432 2.6%
<i>FSJ Fire</i>	<i>52 73%</i>	<i>52 81%</i>	<i>42 79%</i>	<i>73 82%</i>	<i>87 62%</i>	<i>70 72%</i>	<i>63 73%</i>	<i>58 78%</i>	<i>75 77%</i>	<i>68 76%</i>	<i>72 82%</i>	<i>72 78%</i>	<i>784 76.04%</i>
<i>Tay Fire</i>	<i>10 14%</i>	<i>10 16%</i>	<i>7 13%</i>	<i>8 9%</i>	<i>19 15%</i>	<i>11 11%</i>	<i>15 17%</i>	<i>9 12%</i>	<i>12 12%</i>	<i>11 12%</i>	<i>12 14%</i>	<i>14 15%</i>	<i>138 13.39%</i>
<i>CL Fire</i>	<i>1 1%</i>	<i>2 3%</i>	<i>3 6%</i>	<i>4 4%</i>	<i>17 13%</i>	<i>9 9%</i>	<i>1 1%</i>	<i>4 5%</i>	<i>8 8%</i>	<i>8 9%</i>	<i>3 3%</i>	<i>3 3%</i>	<i>63 6.11%</i>
<i>HH Fire</i>	<i>8 11%</i>	<i>0 0%</i>	<i>1 2%</i>	<i>4 4%</i>	<i>6 5%</i>	<i>7 7%</i>	<i>7 8%</i>	<i>3 4%</i>	<i>3 3%</i>	<i>3 3%</i>	<i>1 1%</i>	<i>3 3%</i>	<i>46 4.46%</i>
<i>Total</i>	<i>71 100%</i>	<i>64 100%</i>	<i>53 100%</i>	<i>89 100%</i>	<i>129 100%</i>	<i>97 100%</i>	<i>86 100%</i>	<i>74 100%</i>	<i>98 100%</i>	<i>90 100%</i>	<i>88 100%</i>	<i>92 100%</i>	<i>1031 100.00%</i>
Average FSJ Call per second	0:00:07	0:00:08	0:00:09	0:00:06	0:00:07	0:00:07	0:00:08	0:00:08	0:00:07	0:00:07	0:00:07	0:00:07	0:00:07
Transferred to Non-PSAP Agency	1	4	2	0	11	3	6	8	4	4	2	6	51
Abandoned at PSAP	156 13%	185 15%	179 13%	156 13%	161 10%	193 14%	182 12%	126 8%	190 13%	186 13%	197 15%	208 14%	2,119 12.7%

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