

COWLITZ  
COUNTY  
911  
CENTER



ANNUAL REPORT  
2010

# COWLITZ COUNTY 911 CENTER

## TOTAL TELEPHONE CALLS RECEIVED

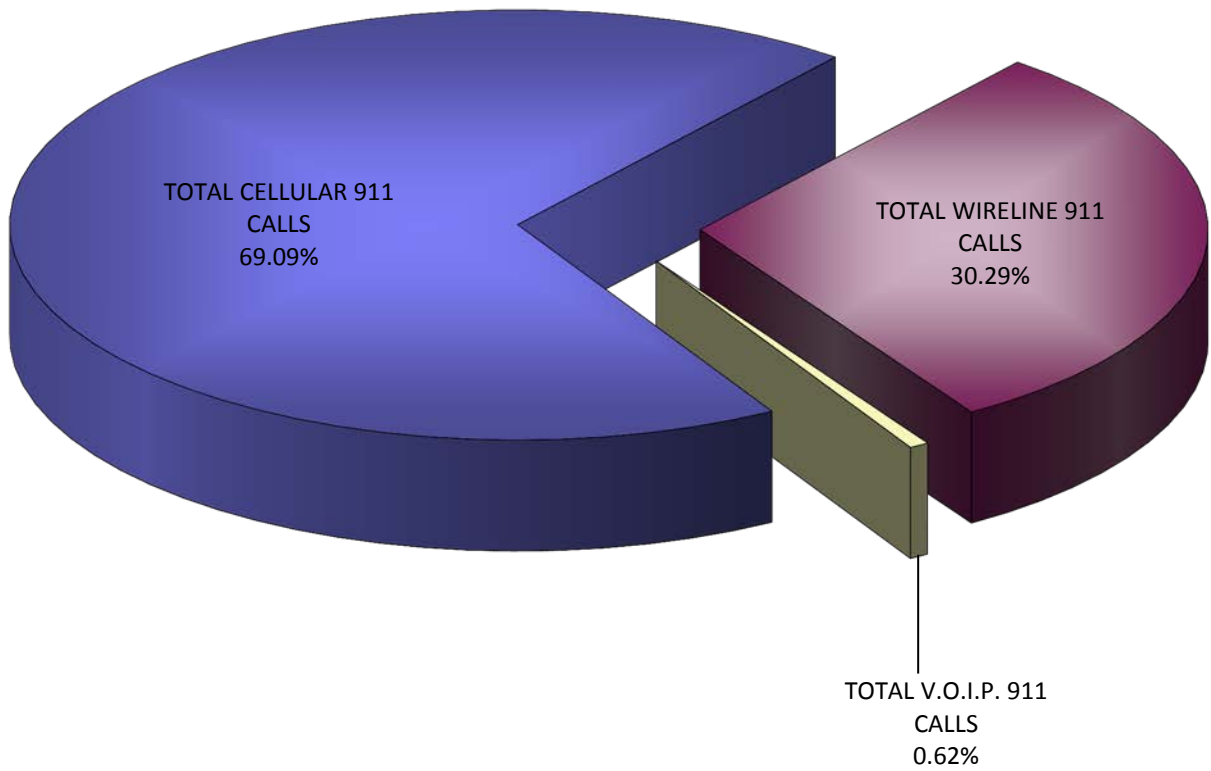
### 2010

This report shows the number of business and 911 calls that came into the Cowlitz County 911 Center during the year 2010. It also shows the percentage of total 911 calls that are cellular or VOIP (voice over internet protocol). As more and more citizens utilize wireless and internet based phone services, 911 Centers across the country have seen an increase in these types of 911 calls.

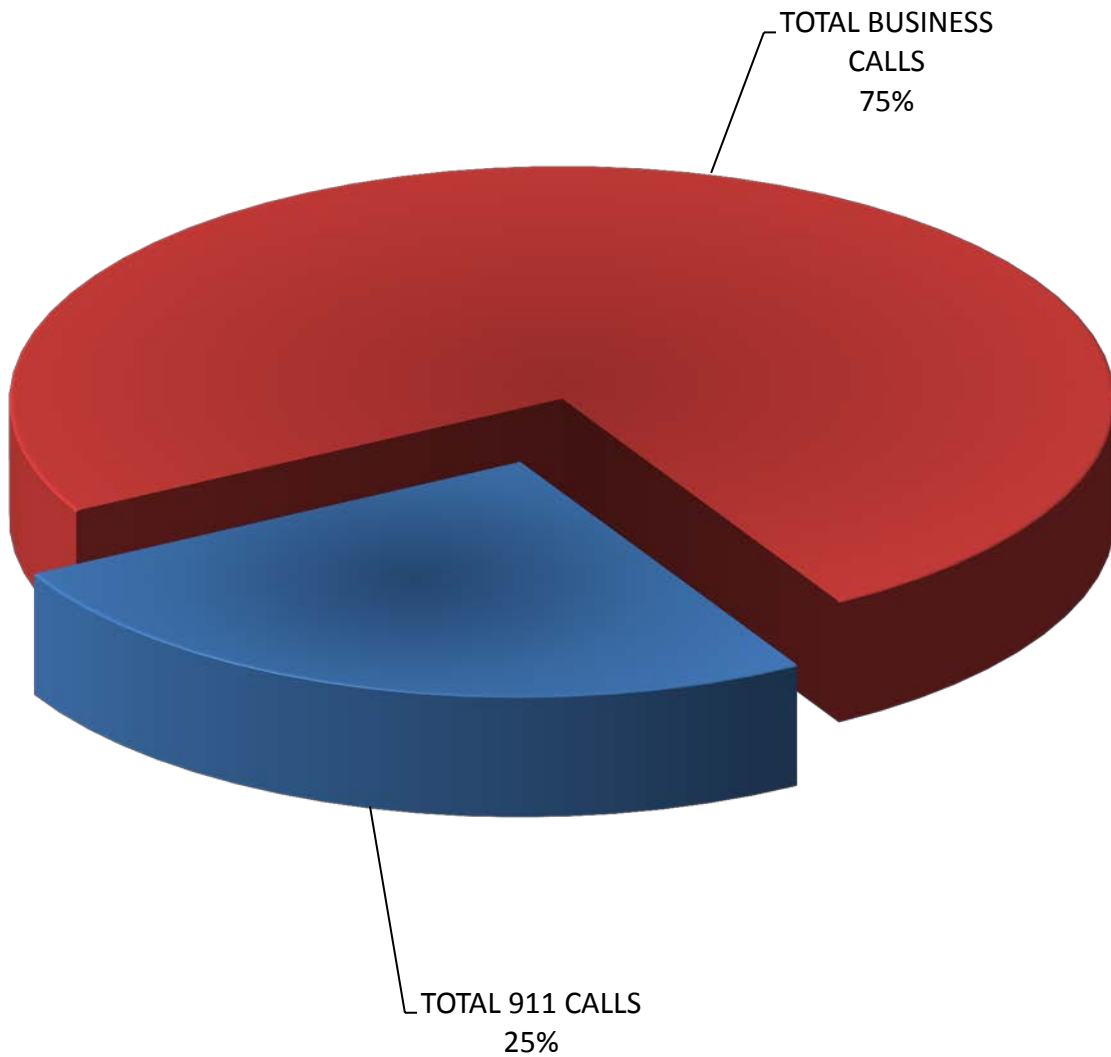
From 2009 to 2010 the total cellular 911 calls increased by +3,188; total VOIP 911 calls increased by +49; total wireline 911 calls decreased by -3,141 and total business calls increased by +38,407. The combined increase in incoming business and 911 telephone calls from 2009 to 2010 was +38,503.

MONTH	TOTAL CELLULAR 911 CALLS	TOTAL WIRELINE 911 CALLS	TOTAL VOIP 911 CALLS	TOTAL 911 CALLS	% 911 CELLULAR	TOTAL BUSINESS CALLS	TOTAL BUSINESS & 911 CALLS
JANUARY	2,914	1,132	33	4,079	71.44%	12,909	16,988
FEBRUARY	2,749	1,025	39	3,813	72.10%	11,756	15,569
MARCH	3,206	1,154	25	4,385	73.11%	13,221	17,606
APRIL	2,817	1,291	23	4,131	68.19%	12,660	16,791
MAY	3,147	1,421	37	4,605	68.34%	13,566	18,171
JUNE	3,275	1,470	38	4,783	68.47%	14,030	18,813
JULY	3,656	1,695	33	5,384	67.90%	15,113	20,497
AUGUST	3,695	1,668	28	5,391	68.54%	15,114	20,505
SEPTEMBER	3,226	1,521	29	4,776	67.55%	13,809	18,585
OCTOBER	3,149	1,394	20	4,563	69.01%	13,452	18,015
NOVEMBER	2,985	1,362	17	4,364	68.40%	12,443	16,807
DECEMBER	2,880	1,395	17	4,292	67.10%	12,259	16,551
<b>TOTAL</b>	<b>37,699</b>	<b>16,528</b>	<b>339</b>	<b>54,566</b>	<b>69.09%</b>	<b>160,332</b>	<b>214,898</b>
Monthly Avg	3,142	1,377	28	4,547	69.09%	13,361	17,908

**COWLITZ COUNTY 911 CENTER**  
**WIRELINE VS. CELLULAR VS. V.O.I.P.**  
**911 CALLS**  
**2010**



**COWLITZ COUNTY 911 CENTER  
BUSINESS VS. 911 CALLS  
2010**



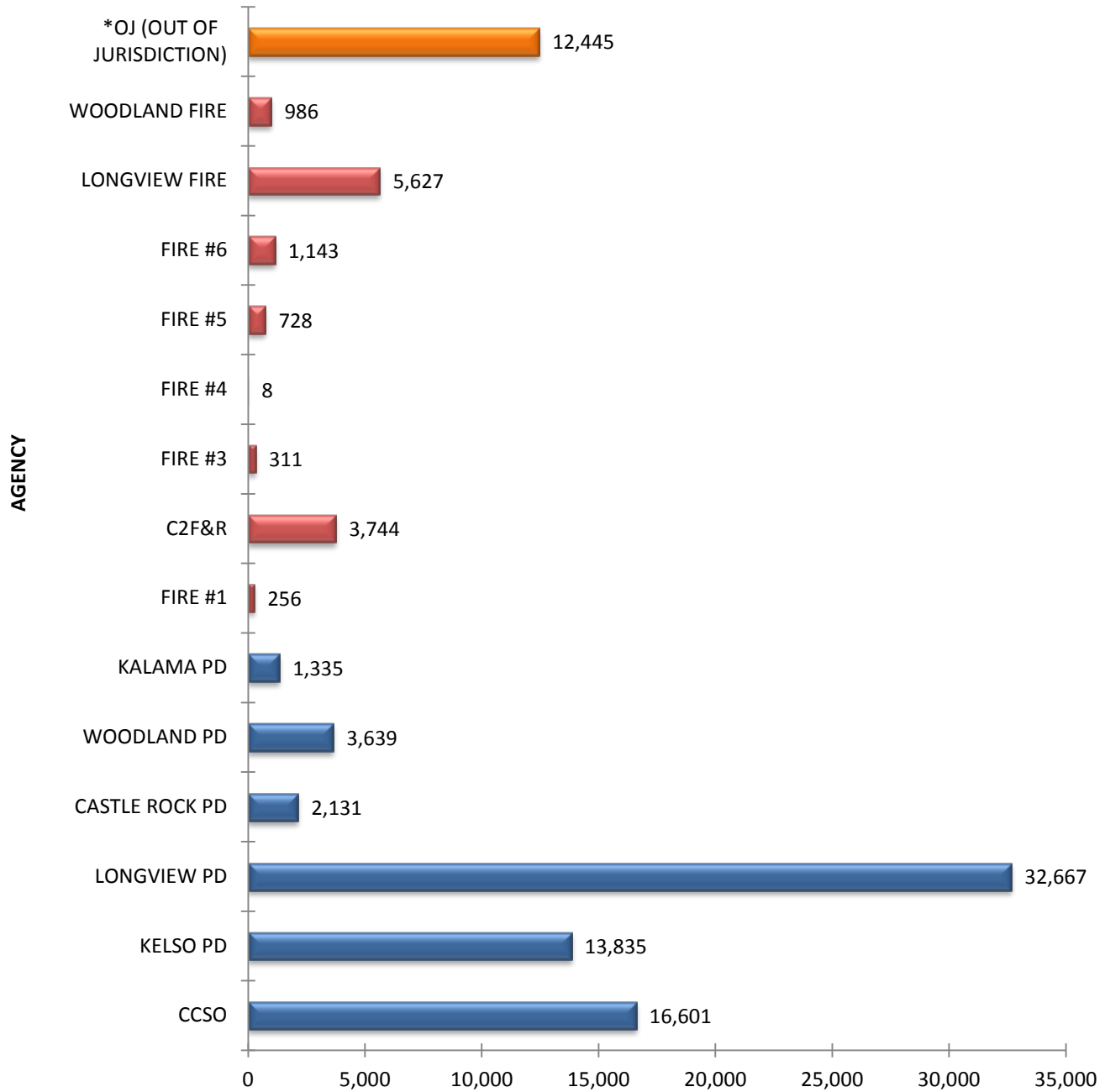
**COWLITZ COUNTY 911 CENTER**  
**TOTAL CALLS FOR SERVICE - BY AGENCY**  
**2010**

AGENCY	POLICE CALLS	FIRE CALLS	AID CALLS	OTHER (OJ)	TOTAL CALLS
Cowlitz County Sheriff's Office	16,601				16,601
Kelso Police Department	13,835				13,835
Longview Police Department	32,667				32,667
Castle Rock Police Department	2,131				2,131
Woodland Police Department	3,639				3,639
Kalama Police Department	1,335				1,335
Cowlitz County Fire Dist. #1		88	168		256
Cowlitz 2 Fire & Rescue		735	3,009		3,744
Cowlitz County Fire Dist. #3		76	235		311
Cowlitz County Fire Dist. #4		5	3		8
Cowlitz County Fire Dist. #5		147	581		728
Cowlitz County Fire Dist. #6		155	988		1,143
Longview Fire Department		844	4,783		5,627
Woodland Fire Department		231	755		986
SUBTOTAL:	70,208	2,281	10,522		83,011
*Out of Jurisdiction Calls				12,445	12,445
TOTAL CALLS:	70,208	2,281	10,522	12,445	95,456
PERCENTAGE OF TOTAL:	73.6%	2.4%	11.0%	13.0%	

*\*Out of Jurisdiction calls include Private Ambulance, Humane Society, Public Works, etc.*

Dispatchers entered and processed a total of 95,456 Police, Fire, Medical Aid and Out-of-Jurisdiction (OJ) incidents (calls for service), which were captured in the CAD system. The total number of calls for service in 2010 increased by 1,674 from 2009. Police calls were up 3,455; Fire calls were down 261; Aid calls were up 301 and OJ calls were down 1,821.

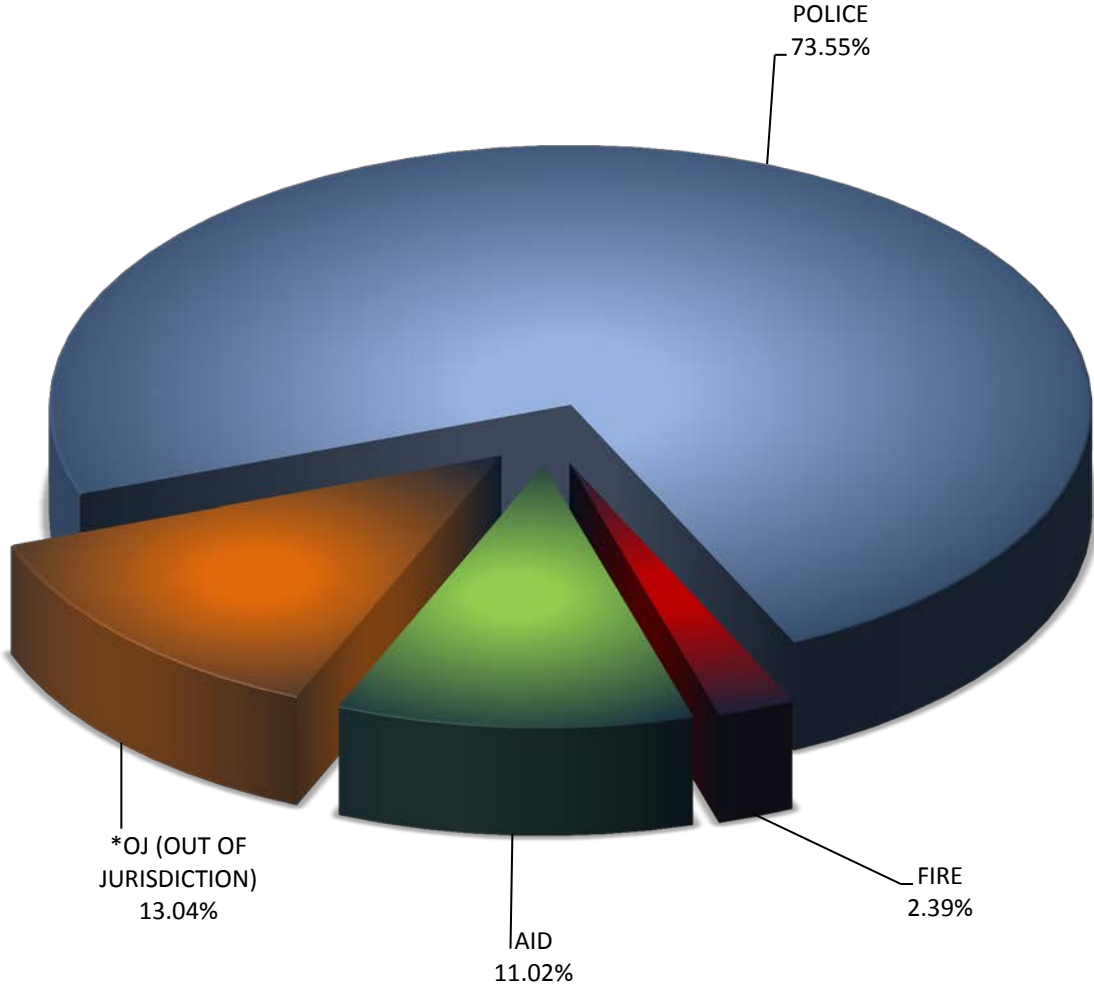
# COWLITZ COUNTY 911 CENTER TOTAL CALLS FOR SERVICE BY AGENCY 2010



TOTAL CALLS

*\* OJ calls include Private Ambulance, Humane Society, Public Works, etc.*

**COWLITZ COUNTY 911 CENTER  
PERCENTAGE OF CALLS FOR  
LAW ENFORCEMENT/FIRE/AID/OTHER  
2010**



**COWLITZ COUNTY 911 CENTER**  
**TOTAL CALLS FOR SERVICE - BY HOUR**  
**FIRE / AID / LAW**  
**2010**

TIME OF DAY	TOTAL NUMBER OF CALLS
0000-0100	2,935
0100-0200	2,375
0200-0300	2,015
0300-0400	1,565
0400-0500	1,153
0500-0600	1,054
0600-0700	1,268
0700-0800	2,425
0800-0900	3,688
0900-1000	4,240
1000-1100	4,806
1100-1200	5,267
1200-1300	5,396
1300-1400	5,724
1400-1500	5,886
1500-1600	6,326
1600-1700	6,318
1700-1800	6,144
1800-1900	5,432
1900-2000	4,949
2000-2100	4,625
2100-2200	4,289
2200-2300	3,977
2300-2400	3,594
<b>*TOTALS:</b>	<b>95,451</b>

\*Includes Out of Jurisdiction calls.

Our peak call load hour was between 3:00 p.m. and 4:00 p.m.  
The least busy hour was between 5:00 a.m. and 6:00 a.m.

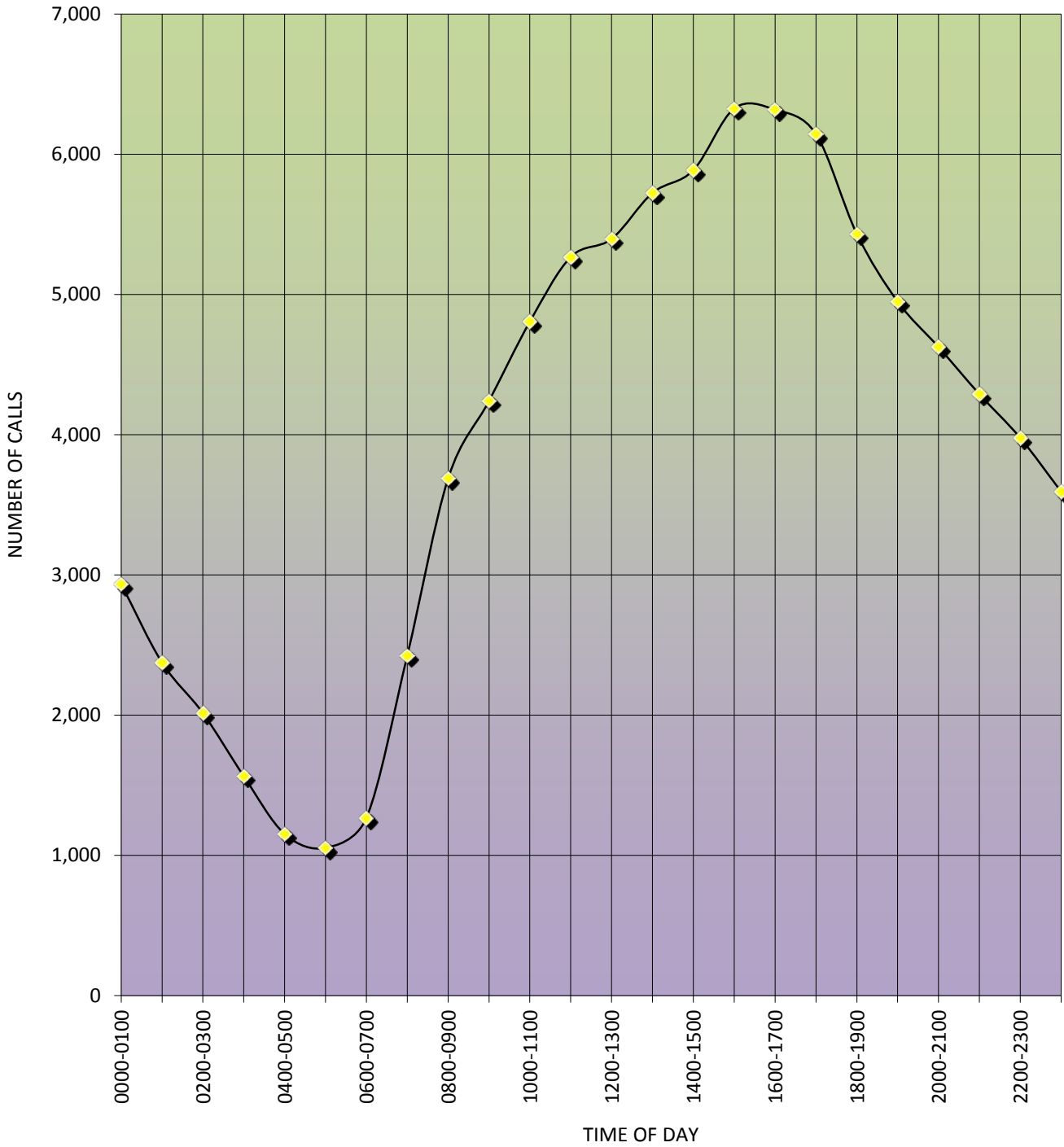


# COWLITZ COUNTY 911 CENTER

## TOTAL CALLS FOR SERVICE - BY HOUR

### FIRE / AID / LAW

#### 2010



**COWLITZ COUNTY 911 CENTER**  
**TOTAL CALLS FOR SERVICE - BY HOUR**  
**LAW ENFORCEMENT**  
**2010**

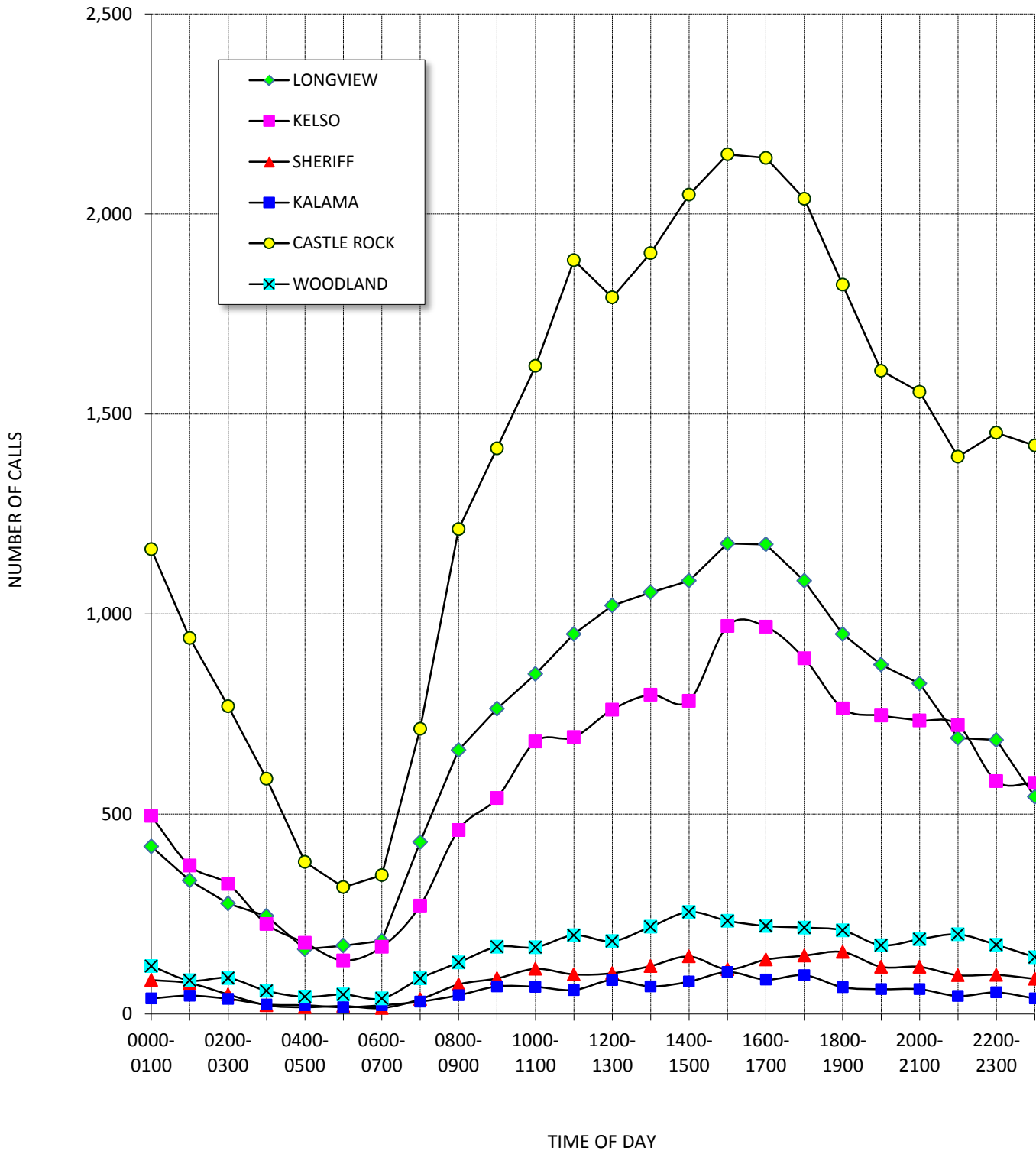
<b>TIME OF DAY</b>	<b>LONGVIEW</b>	<b>KELSO</b>	<b>SHERIFF</b>	<b>KALAMA</b>	<b>CASTLE ROCK</b>	<b>WOODLAND</b>	<b>TOTALS</b>
0000-0100	419	495	85	39	1,162	120	2,320
0100-0200	334	371	77	46	940	84	1,852
0200-0300	276	325	49	38	769	90	1,547
0300-0400	245	225	22	24	588	58	1,162
0400-0500	162	178	17	22	380	43	802
0500-0600	171	134	20	17	317	49	708
0600-0700	183	168	15	22	347	39	774
0700-0800	430	271	37	31	713	89	1,571
0800-0900	660	460	74	47	1,212	129	2,582
0900-1000	763	540	89	69	1,414	168	3,043
1000-1100	850	681	113	68	1,620	167	3,499
1100-1200	950	692	99	60	1,884	197	3,882
1200-1300	1,021	761	102	85	1,791	182	3,942
1300-1400	1,054	798	120	69	1,902	218	4,161
1400-1500	1,083	783	144	81	2,048	255	4,394
1500-1600	1,176	970	112	105	2,149	233	4,745
1600-1700	1,174	968	136	86	2,140	220	4,724
1700-1800	1,083	889	146	97	2,038	216	4,469
1800-1900	950	764	155	67	1,823	209	3,968
1900-2000	873	746	118	62	1,608	172	3,579
2000-2100	826	734	118	62	1,555	187	3,482
2100-2200	690	722	97	45	1,393	199	3,146
2200-2300	685	582	98	54	1,453	173	3,045
2300-2400	543	578	88	39	1,421	142	2,811
<b>TOTALS:</b>	<b>16,601</b>	<b>13,835</b>	<b>2,131</b>	<b>1,335</b>	<b>32,667</b>	<b>3,639</b>	<b>70,208</b>

# COWLITZ COUNTY 911 CENTER

## TOTAL CALLS FOR SERVICE - BY HOUR

### LAW ENFORCEMENT

### 2010



# COWLITZ COUNTY 911 CENTER

## TOTAL CALLS FOR SERVICE - BY HOUR

### FIRE & AID 2010

TIME OF DAY	FIRE 1	FIRE 3	WOODLAND	FIRE 4	FIRE 6	C2F&R	LONGVIEW	FIRE 5	TOTALS
0000-0100	7	7	19	0	26	111	155	23	348
0100-0200	4	8	30	0	28	95	137	12	314
0200-0300	5	8	20	0	26	87	127	19	292
0300-0400	2	6	15	0	24	77	125	10	259
0400-0500	3	6	16	0	29	62	107	13	236
0500-0600	4	3	19	0	18	68	99	12	223
0600-0700	7	7	26	1	32	91	137	13	314
0700-0800	15	13	29	0	43	106	195	27	428
0800-0900	9	17	44	0	51	139	205	42	507
0900-1000	9	12	47	0	55	178	273	38	612
1000-1100	14	18	43	0	65	153	298	29	620
1100-1200	18	15	57	0	63	196	323	36	708
1200-1300	21	18	56	0	68	179	330	42	714
1300-1400	17	30	61	1	93	213	303	42	760
1400-1500	18	12	66	0	54	208	336	49	743
1500-1600	21	19	59	0	65	195	312	42	713
1600-1700	15	19	66	0	65	240	351	44	800
1700-1800	15	17	58	1	63	250	337	45	786
1800-1900	9	14	57	1	49	215	317	34	696
1900-2000	13	22	60	2	62	207	276	46	688
2000-2100	14	14	41	2	55	188	249	34	597
2100-2200	5	7	33	0	44	196	227	32	544
2200-2300	11	9	35	0	42	159	199	30	485
2300-2400		10	29	0	23	131	209	14	416
<b>TOTALS*</b>	<b>256</b>	<b>311</b>	<b>986</b>	<b>8</b>	<b>1,143</b>	<b>3,744</b>	<b>5,627</b>	<b>728</b>	<b>12,803</b>

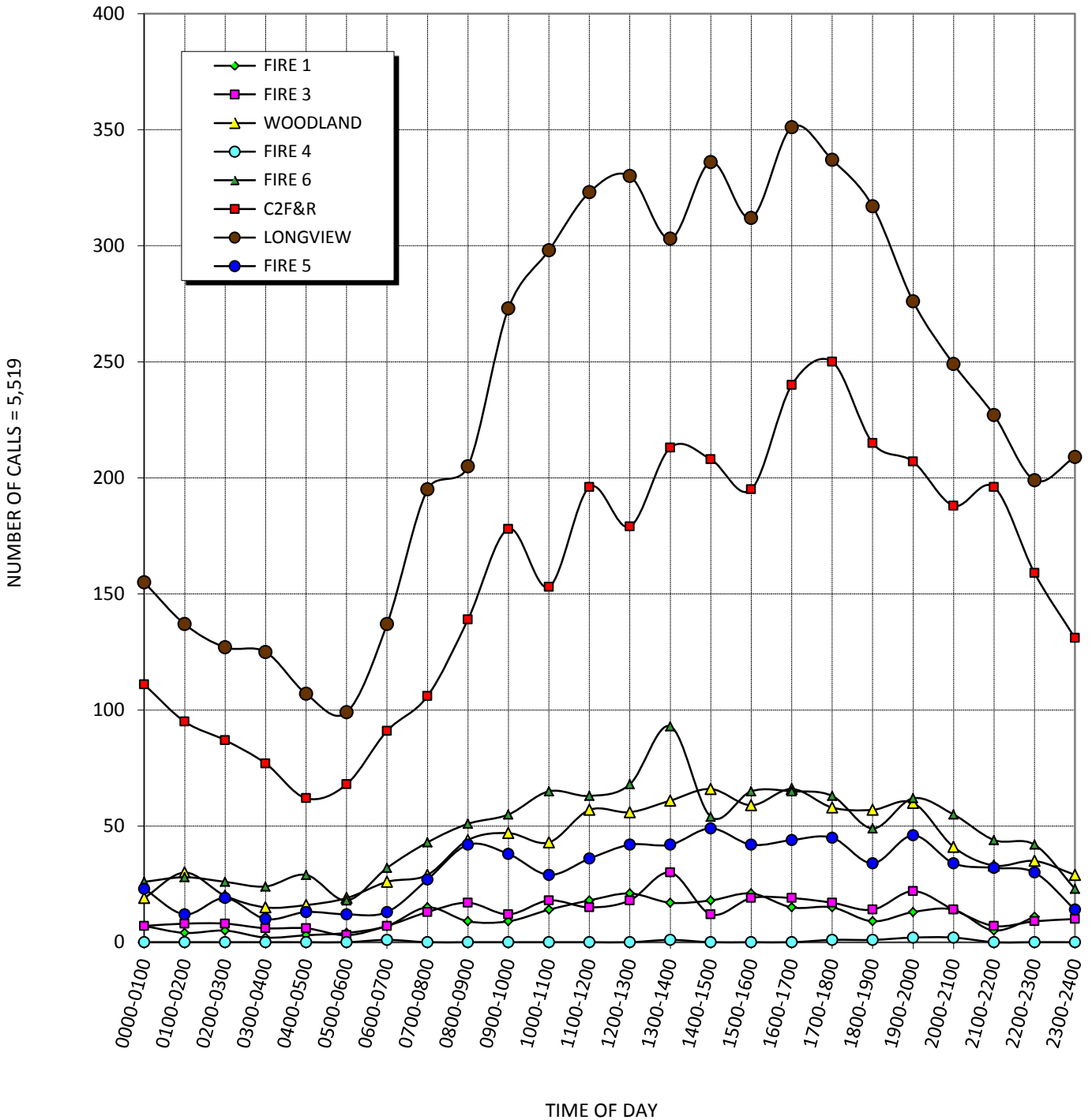
\*Excluding Out of Jurisdiction calls.

# COWLITZ COUNTY 911 CENTER

## TOTAL CALLS FOR SERVICE - BY HOUR

### FIRE & AID

### 2010



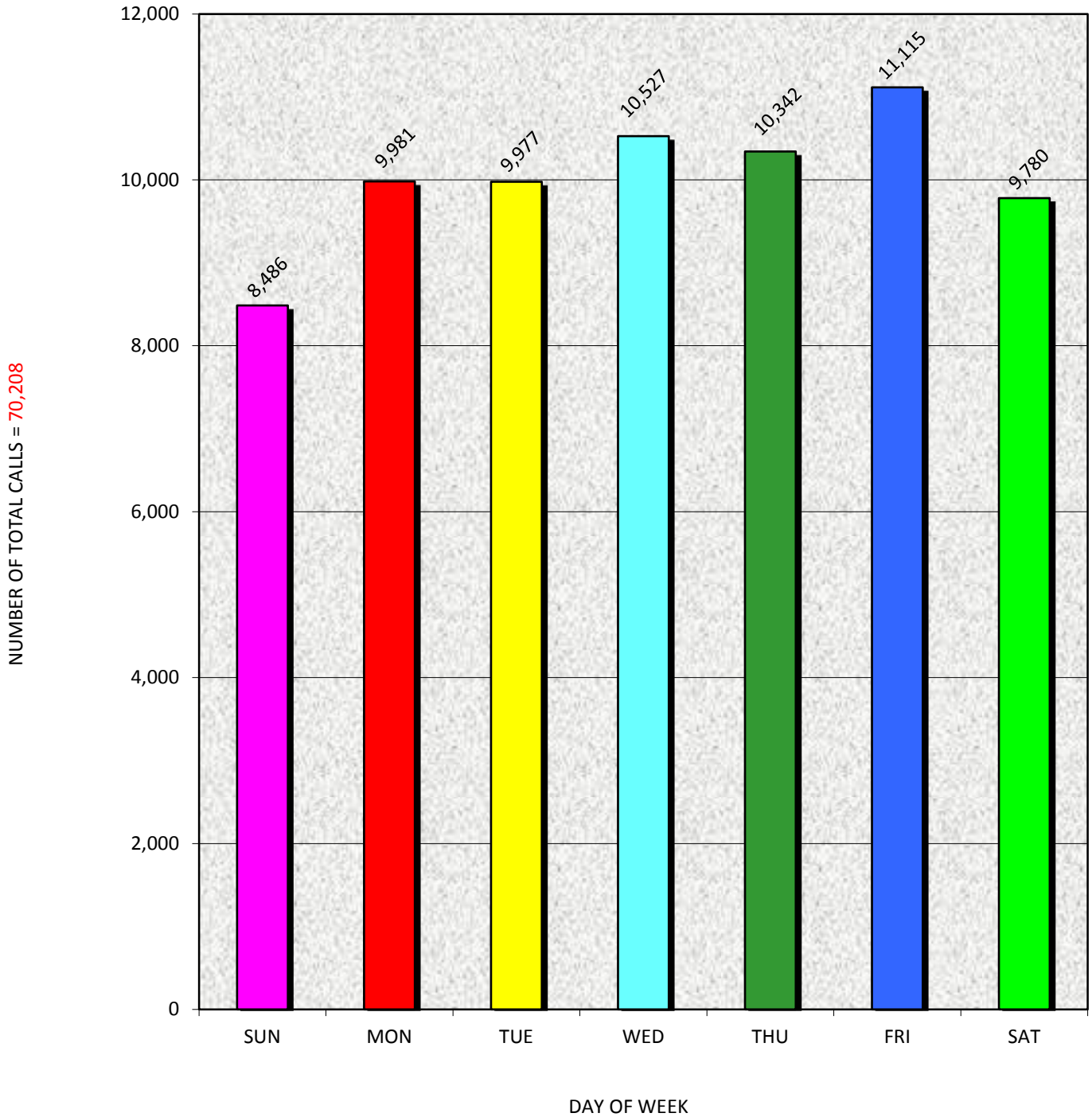
**COWLITZ COUNTY 911 CENTER**  
**TOTAL CALLS FOR SERVICE - BY DAY OF WEEK**  
**LAW ENFORCEMENT**  
**2010**

AGENCY	SUN	MON	TUE	WED	THU	FRI	SAT	TOTALS
SHERIFF	2,053	2,435	2,347	2,500	2,293	2,656	2,317	16,601
KELSO	1,663	2,004	1,954	2,174	2,051	2,092	1,897	13,835
LONGVIEW	3,831	4,581	4,754	4,870	4,993	5,213	4,425	32,667
CASTLE ROCK	294	281	259	305	267	336	389	2,131
WOODLAND	485	494	469	476	544	607	564	3,639
KALAMA	160	186	194	202	194	211	188	1,335
<b>TOTALS*</b>	<b>8,486</b>	<b>9,981</b>	<b>9,977</b>	<b>10,527</b>	<b>10,342</b>	<b>11,115</b>	<b>9,780</b>	<b>70,208</b>
<b>PERCENTAGE</b>	<b>12.1%</b>	<b>14.2%</b>	<b>14.2%</b>	<b>15.0%</b>	<b>14.7%</b>	<b>15.8%</b>	<b>13.9%</b>	

*\* Totals Do Not Include Out of Jurisdiction Calls*

Friday was the busiest day of the week and Sunday was the least busy day of the week during 2010. Longview Police Department had the largest percentage of calls for service. Kalama Police Department had the smallest percentage of law calls for service.

**COWLITZ COUNTY 911 CENTER**  
**TOTAL CALLS FOR SERVICE BY DAY OF WEEK**  
**LAW ENFORCEMENT**  
**2010**



**COWLITZ COUNTY 911 CENTER**  
**TOTAL CALLS FOR SERVICE - BY DAY OF WEEK**  
**FIRE AND AID**  
**2010**

<b>AGENCY</b>	<b>SUN</b>	<b>MON</b>	<b>TUE</b>	<b>WED</b>	<b>THU</b>	<b>FRI</b>	<b>SAT</b>	<b>TOTALS</b>
Fire District #1	52	27	34	43	19	38	43	256
C2F&R	543	531	503	561	541	542	523	3,744
Fire District #3	56	41	27	42	40	53	52	311
Fire District #4	1	2		2	2		1	8
Fire District #5	106	81	98	107	87	125	124	728
Fire District #6	173	171	135	155	153	171	185	1,143
Longview Fire	747	804	763	793	838	863	819	5,627
Woodland Fire	147	151	128	129	139	155	137	986
<b>TOTALS*</b>	<b>1,825</b>	<b>1,808</b>	<b>1,688</b>	<b>1,832</b>	<b>1,819</b>	<b>1,947</b>	<b>1,884</b>	<b>12,803</b>
<b>PERCENTAGE</b>	14.3%	14.1%	13.2%	14.3%	14.2%	15.2%	14.7%	

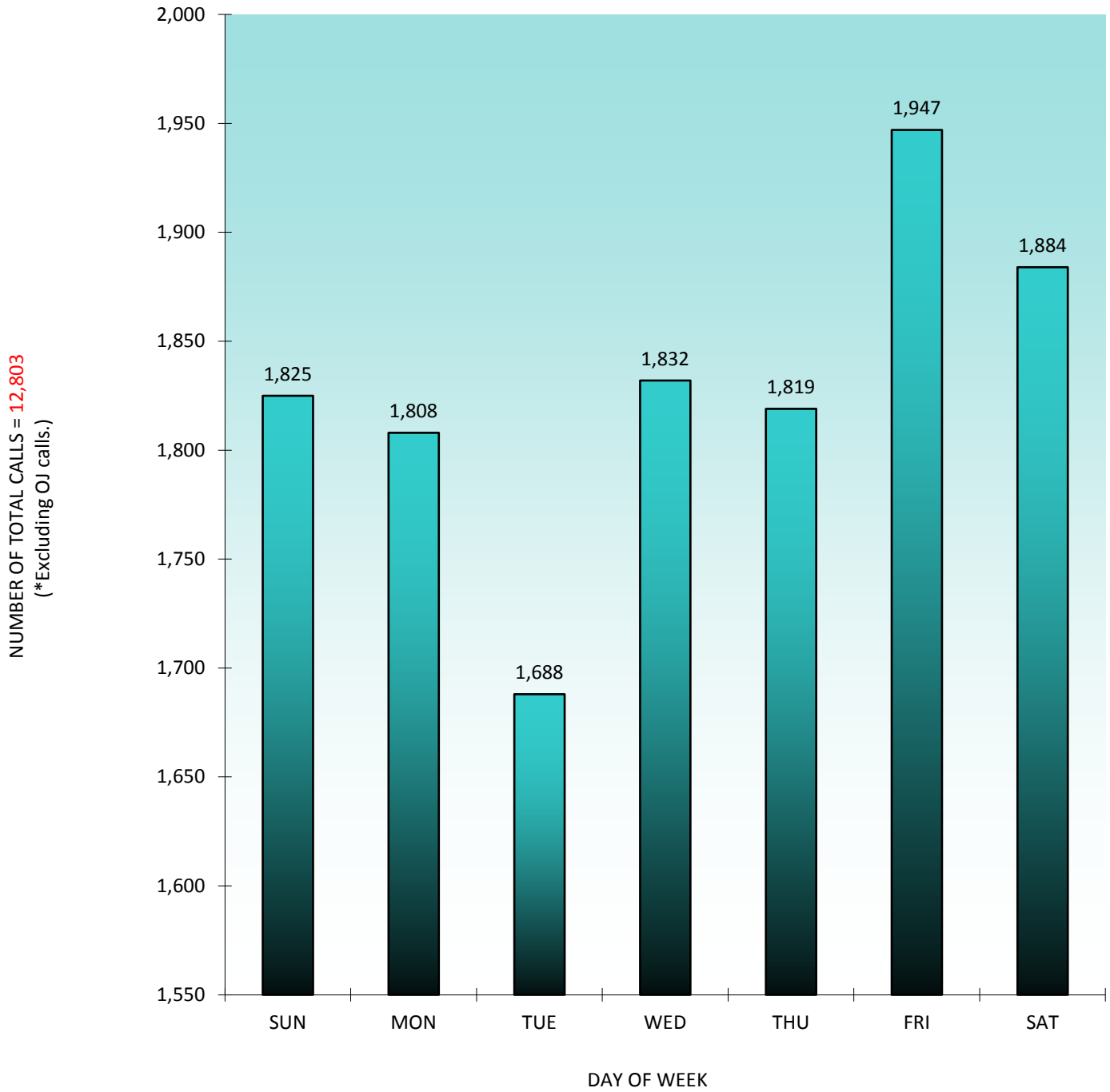
*\* Excluding Out of Jurisdiction calls.*



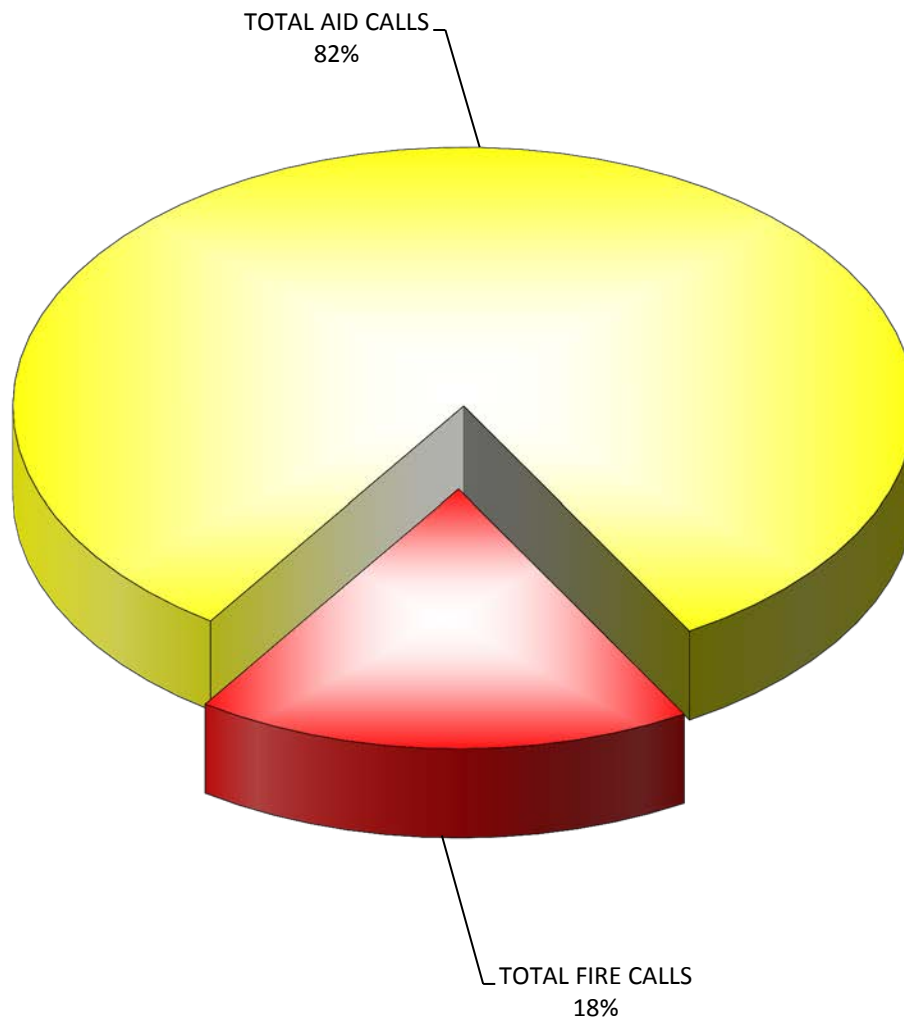
# COWLITZ COUNTY 911 CENTER

## TOTAL CALLS FOR SERVICE BY DAY OF WEEK

### FIRE AND AID 2010



**COWLITZ COUNTY 911 CENTER  
PERCENTAGE OF FIRE VS. AID CALLS  
2010**



**COWLITZ COUNTY 911 CENTER**  
**LAW ENFORCEMENT TRAFFIC STOPS**  
**BY AGENCY**  
**2010**

<b>AGENCY</b>	<b>TRAFFIC STOPS</b>	<b>PERCENTAGE</b>
SHERIFF	3,666	17%
KELSO	5,011	23%
LONGVIEW	10,365	47%
CASTLE ROCK	529	2%
WOODLAND	1,791	8%
KALAMA	654	3%
<b>TOTAL</b>	<b>22,016</b>	

# COWLITZ COUNTY 911 CENTER LAW ENFORCEMENT TRAFFIC STOPS 2010

