

COWLITZ
COUNTY
911
CENTER



ANNUAL REPORT
2011

COWLITZ COUNTY 911 CENTER

TOTAL TELEPHONE CALLS RECEIVED

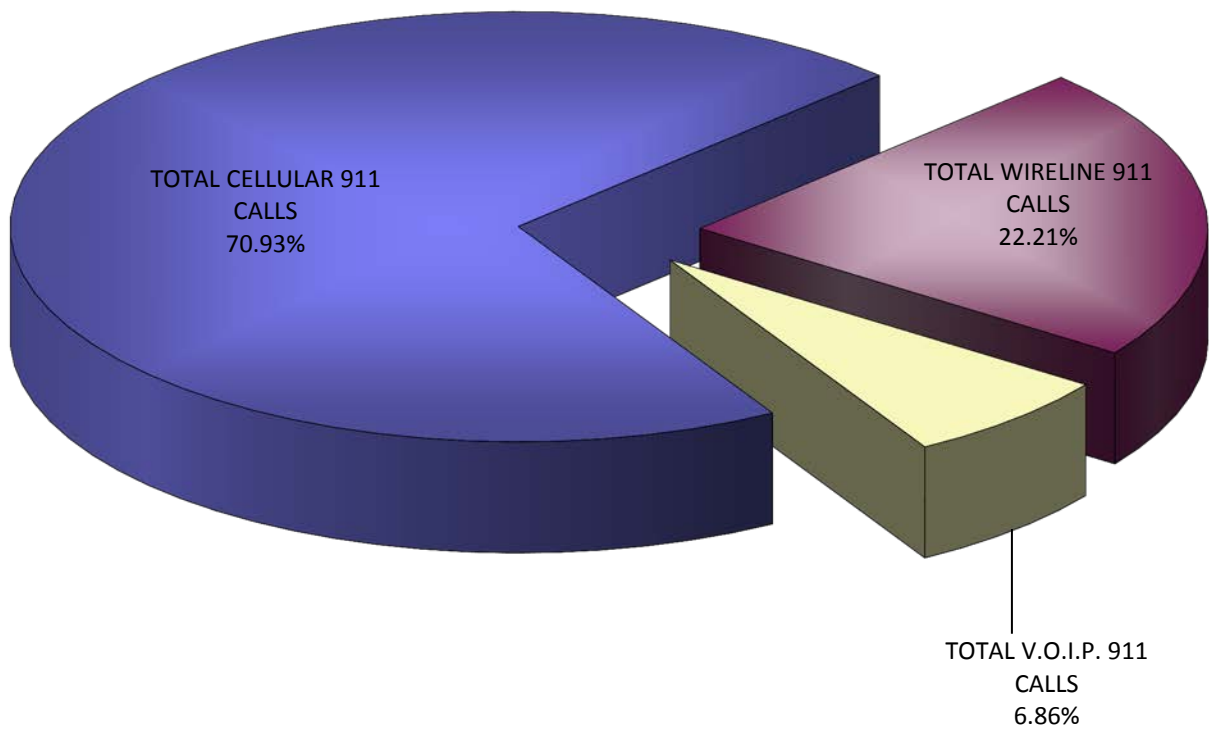
2011

This report shows the number of business and 911 calls that came into the Cowlitz County 911 Center during the year 2011. 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.

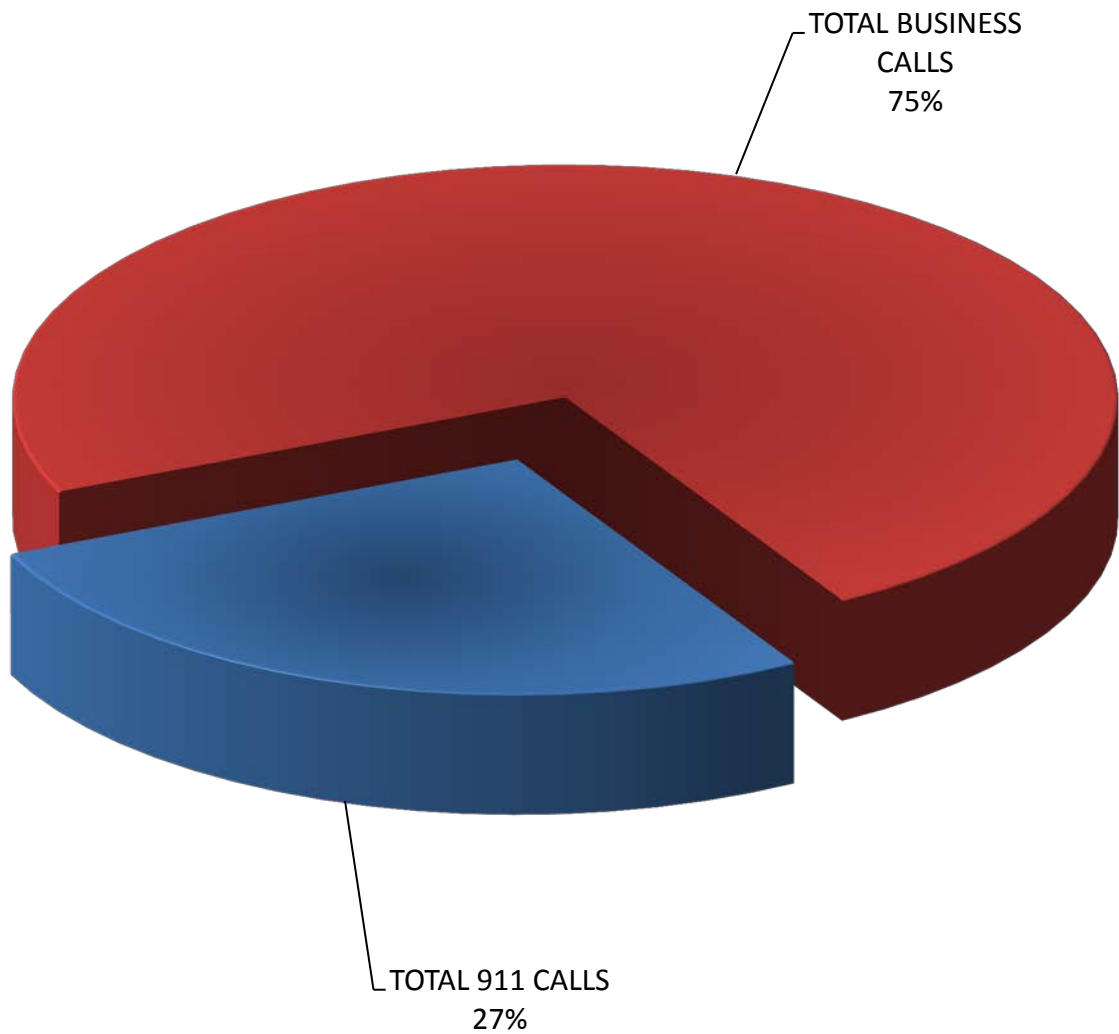
From 2010 to 2011 the total cellular 911 calls increased by +2,829; total VOIP 911 calls increased by +3,580; total wireline 911 calls decreased by -3,837 and total business calls decreased by +3,593. The combined decrease in incoming business and 911 telephone calls from 2010 to 2011 was -1,021.

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	3,012	1,368	6	4,386	71.44%	12,826	17,212
FEBRUARY	2,914	1,118	36	4,068	72.10%	11,320	15,388
MARCH	3,051	1,015	348	4,414	73.11%	12,948	17,362
APRIL	3,031	1,060	383	4,474	68.19%	12,292	16,766
MAY	3,250	1,077	397	4,724	68.34%	12,910	17,634
JUNE	3,323	1,065	452	4,840	68.47%	13,641	18,481
JULY	3,944	1,066	472	5,482	67.90%	14,774	20,256
AUGUST	4,022	1,144	456	5,622	68.54%	14,955	20,577
SEPTEMBER	3,860	1,060	368	5,288	67.55%	14,655	19,943
OCTOBER	3,515	916	362	4,793	69.01%	12,861	17,654
NOVEMBER	3,333	944	328	4,605	68.40%	11,971	16,576
DECEMBER	3,273	858	311	4,442	67.10%	11,586	16,028
TOTAL	40,528	12,691	3,919	57,138	70.93%	156,739	213,877
Monthly Avg	3,377	1,058	327	4,762	70.93%	13,062	17,823

COWLITZ COUNTY 911 CENTER
WIRELINE VS. CELLULAR VS. V.O.I.P.
911 CALLS
2011



**COWLITZ COUNTY 911 CENTER
BUSINESS VS. 911 CALLS
2011**



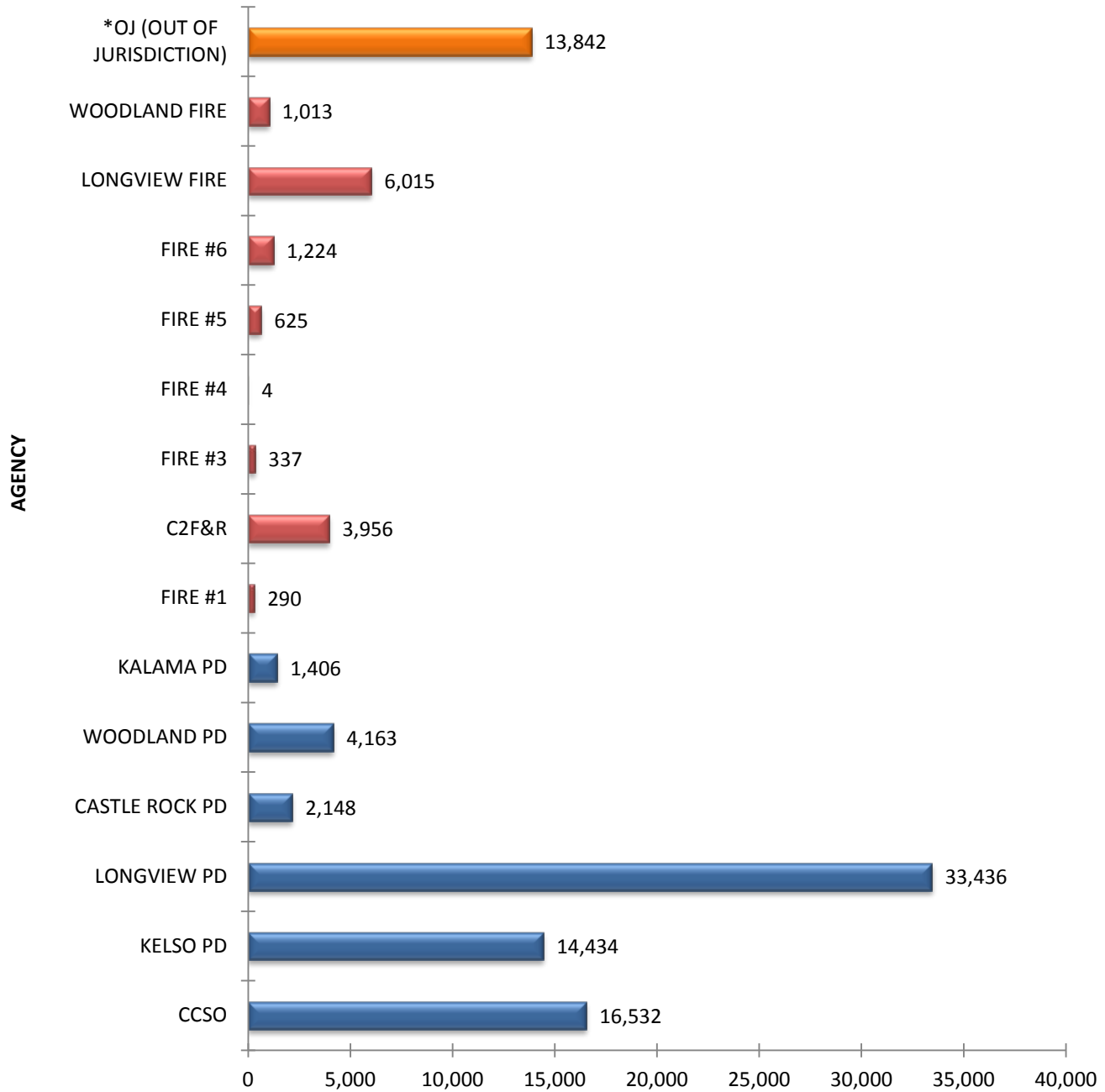
COWLITZ COUNTY 911 CENTER
TOTAL CALLS FOR SERVICE - BY AGENCY
2011

AGENCY	POLICE CALLS	FIRE CALLS	AID CALLS	OTHER (OJ)	TOTAL CALLS
Cowlitz County Sheriff's Office	16,532				16,532
Kelso Police Department	14,434				14,434
Longview Police Department	33,436				33,436
Castle Rock Police Department	2,148				2,148
Woodland Police Department	4,163				4,163
Kalama Police Department	1,406				1,406
Cowlitz County Fire Dist. #1		81	209		290
Cowlitz 2 Fire & Rescue		746	3,210		3,956
Cowlitz County Fire Dist. #3		75	262		337
Cowlitz County Fire Dist. #4		1	3		4
Cowlitz County Fire Dist. #5		119	506		625
Cowlitz County Fire Dist. #6		163	1,061		1,224
Longview Fire Department		871	5,144		6,015
Woodland Fire Department		207	806		1,013
SUBTOTAL:	72,119	2,263	11,201		85,583
*Out of Jurisdiction Calls				13,842	13,842
TOTAL CALLS:	72,119	2,263	11,201	13,842	99,425
PERCENTAGE OF TOTAL:	72.5%	2.3%	11.3%	13.9%	

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

Dispatchers entered and processed a total of 99,425 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 2011 increased by 3,969 from 2010. Police calls were up 1,911; Fire calls were down 18; Aid calls were up 679 and OJ calls were up 1,397 from 2010.

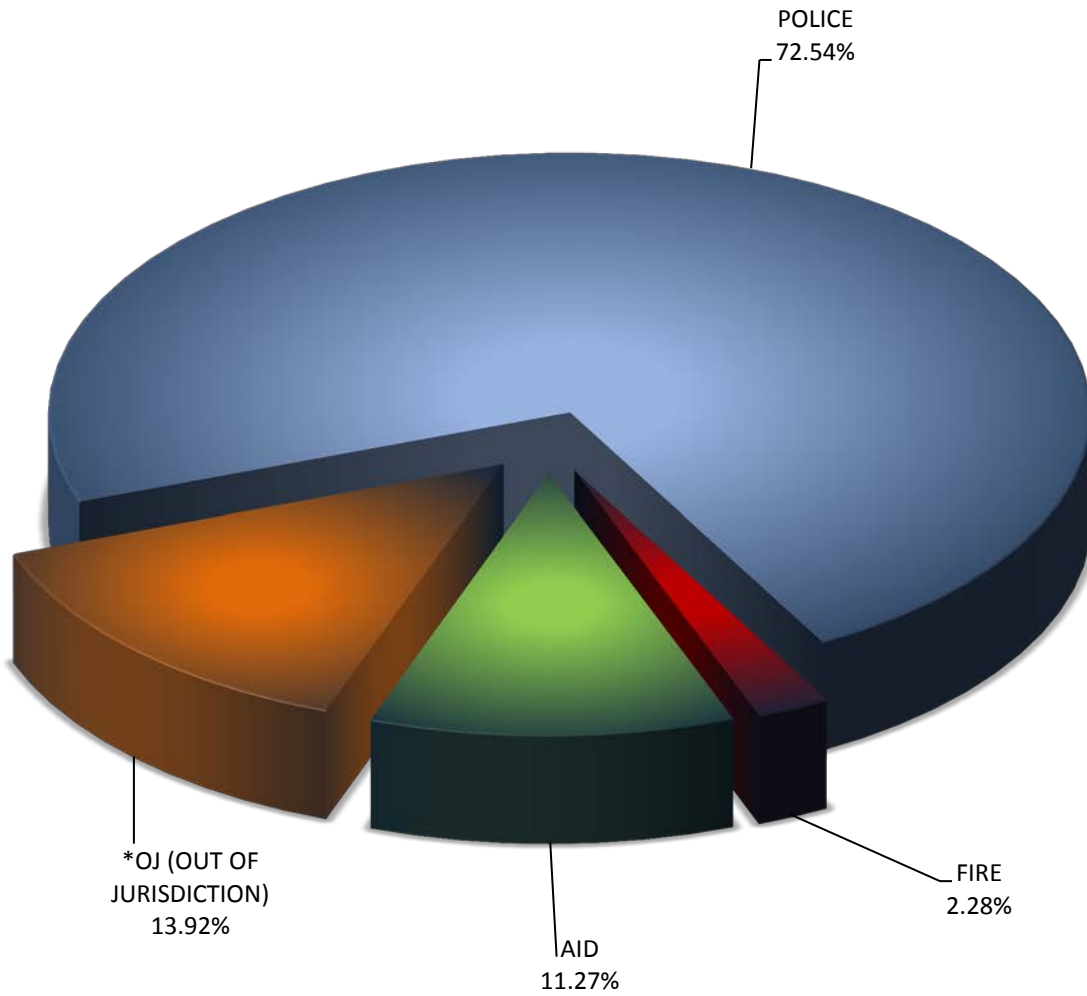
COWLITZ COUNTY 911 CENTER TOTAL CALLS FOR SERVICE BY AGENCY 2011



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
2011**



COWLITZ COUNTY 911 CENTER
TOTAL CALLS FOR SERVICE - BY HOUR
FIRE / AID / LAW
2011

TIME OF DAY	TOTAL NUMBER OF CALLS
0000-0100	3,047
0100-0200	2,395
0200-0300	2,076
0300-0400	1,506
0400-0500	1,191
0500-0600	1,139
0600-0700	1,404
0700-0800	2,540
0800-0900	3,803
0900-1000	4,380
1000-1100	5,114
1100-1200	5,469
1200-1300	5,706
1300-1400	6,031
1400-1500	6,283
1500-1600	6,735
1600-1700	6,505
1700-1800	6,197
1800-1900	5,701
1900-2000	5,314
2000-2100	4,892
2100-2200	4,455
2200-2300	4,090
2300-2400	3,452
*TOTALS:	99,425

*Includes Out of Jurisdiction calls.

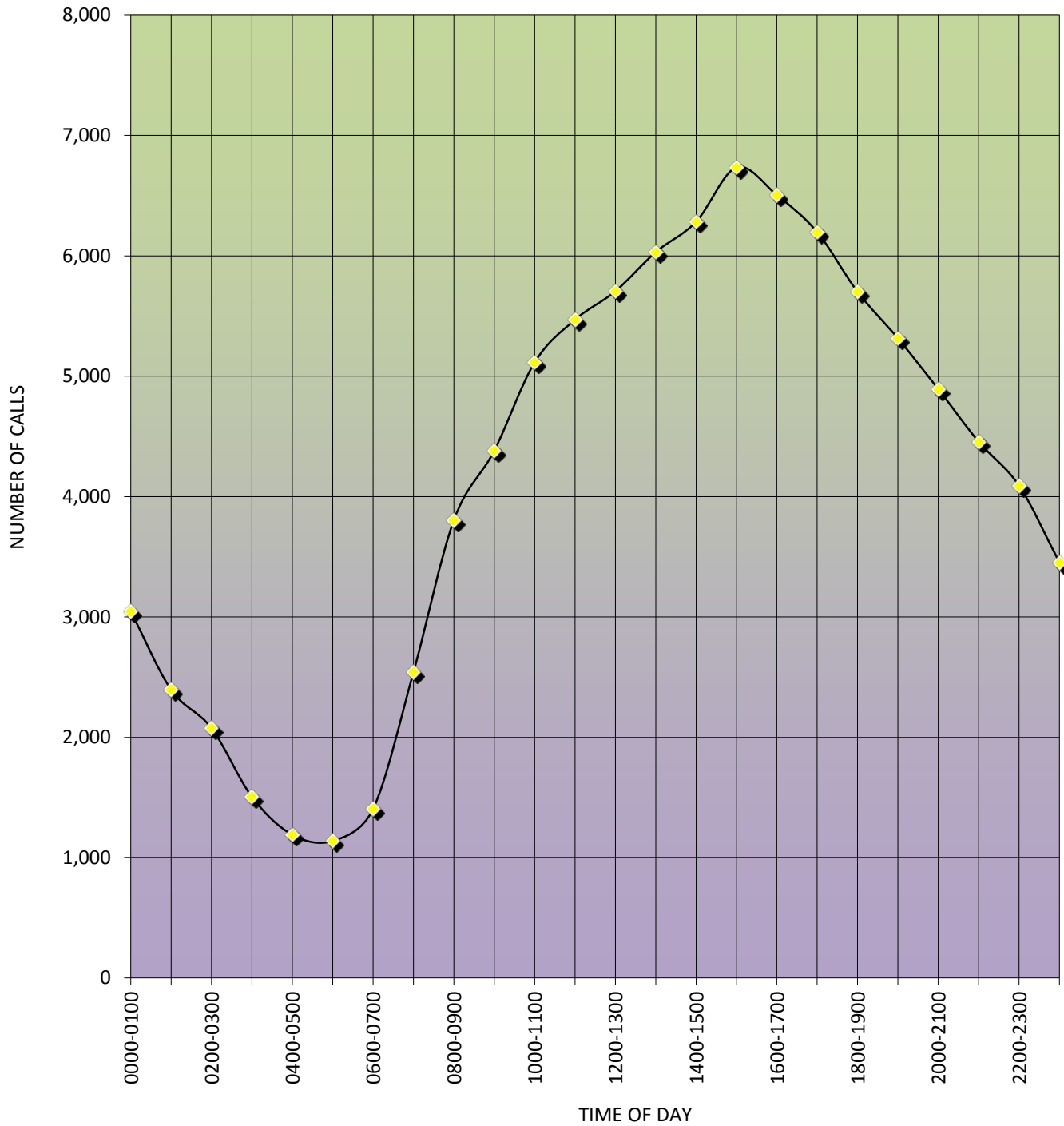
Our peak call load hour was between 3:00 p.m. and 4:00 p.m.
The least busy hour was between 5:00 a.m. and 6:00 a.m.

COWLITZ COUNTY 911 CENTER

TOTAL CALLS FOR SERVICE - BY HOUR

FIRE / AID / LAW

2011



COWLITZ COUNTY 911 CENTER
TOTAL CALLS FOR SERVICE - BY HOUR
LAW ENFORCEMENT
2011

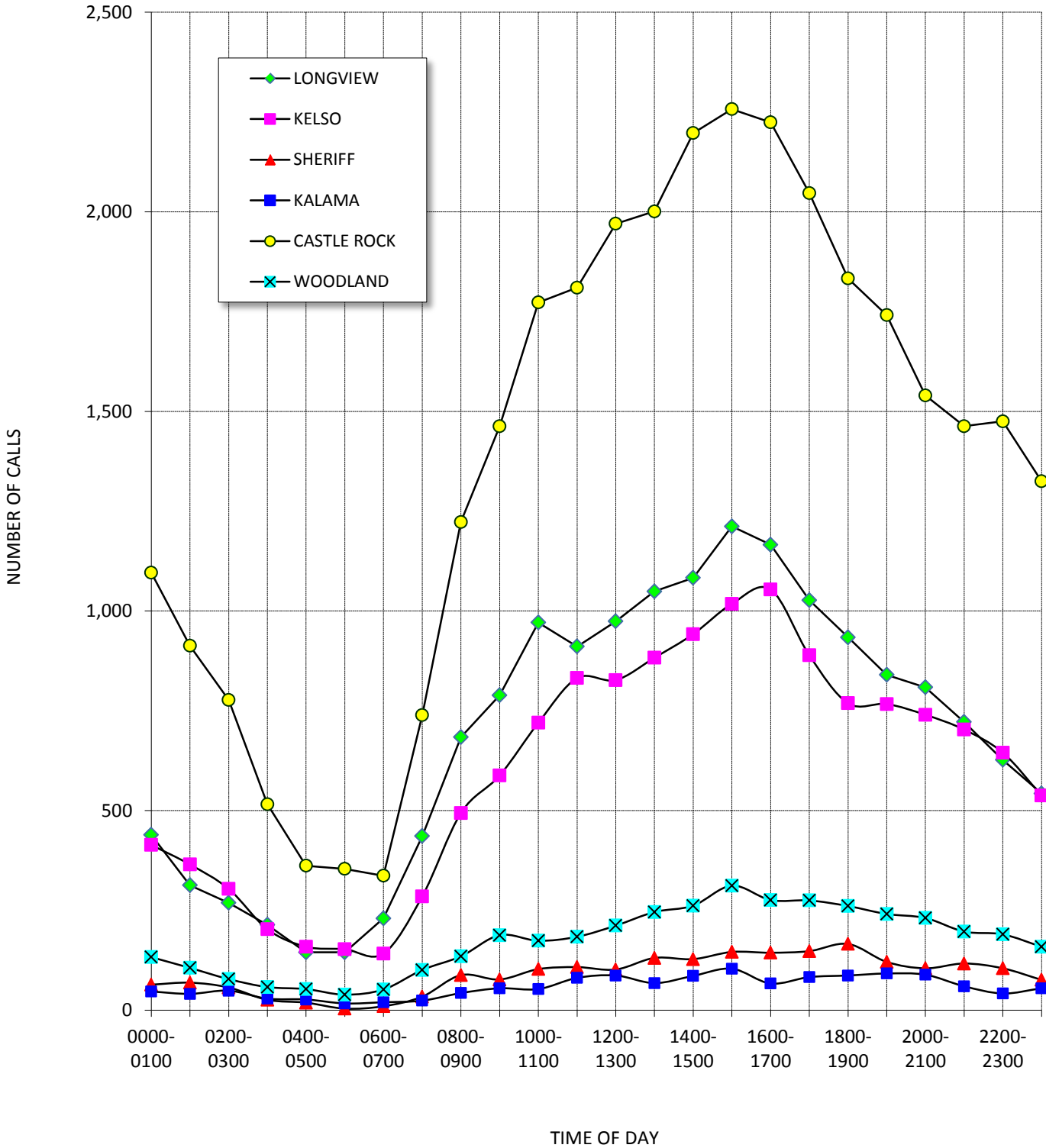
TIME OF DAY	LONGVIEW	KELSO	SHERIFF	KALAMA	CASTLE ROCK	WOODLAND	TOTALS
0000-0100	439	414	64	47	1,096	133	2,193
0100-0200	313	365	69	41	913	106	1,807
0200-0300	269	304	57	49	777	78	1,534
0300-0400	214	203	26	29	516	58	1,046
0400-0500	145	159	19	27	362	53	765
0500-0600	145	153	4	17	354	39	712
0600-0700	230	142	10	20	337	52	791
0700-0800	436	285	34	24	739	101	1,619
0800-0900	684	494	88	43	1,223	135	2,667
0900-1000	789	588	77	55	1,463	188	3,160
1000-1100	971	720	103	53	1,773	174	3,794
1100-1200	911	832	108	81	1,810	184	3,926
1200-1300	974	827	102	87	1,970	212	4,172
1300-1400	1,049	883	131	68	2,001	246	4,378
1400-1500	1,083	942	128	86	2,197	262	4,698
1500-1600	1,212	1,018	146	104	2,257	312	5,049
1600-1700	1,166	1,054	144	67	2,224	276	4,931
1700-1800	1,027	889	148	83	2,047	275	4,469
1800-1900	934	769	166	87	1,833	261	4,050
1900-2000	840	767	121	92	1,741	241	3,802
2000-2100	809	740	105	89	1,540	231	3,514
2100-2200	722	703	117	60	1,463	197	3,262
2200-2300	627	645	105	42	1,475	190	3,084
2300-2400	543	538	76	55	1,325	159	2,696
TOTALS:	16,532	14,434	2,148	1,406	33,436	4,163	72,119

COWLITZ COUNTY 911 CENTER

TOTAL CALLS FOR SERVICE - BY HOUR

LAW ENFORCEMENT

2011



COWLITZ COUNTY 911 CENTER
TOTAL CALLS FOR SERVICE - BY HOUR
FIRE & AID
2011

<i>TIME OF DAY</i>	<i>FIRE 1</i>	<i>FIRE 3</i>	<i>WOODLAND</i>	<i>FIRE 4</i>	<i>FIRE 6</i>	<i>C2F&R</i>	<i>LONGVIEW</i>	<i>FIRE 5</i>	<i>TOTALS</i>
0000-0100	10	12	23	0	38	122	179	15	399
0100-0200	6	4	23	0	21	98	150	14	316
0200-0300	10	7	33	0	27	91	156	19	343
0300-0400	2	4	20	0	17	90	138	17	288
0400-0500	3	3	15	0	19	76	142	11	269
0500-0600	7	8	21	1	23	78	100	7	245
0600-0700	2	6	21	0	28	80	159	17	313
0700-0800	5	10	29	1	49	124	198	15	431
0800-0900	8	8	53	0	45	154	246	31	545
0900-1000	12	9	36	0	55	170	262	37	581
1000-1100	16	17	50	0	53	177	329	29	671
1100-1200	11	18	57	0	59	206	377	33	761
1200-1300	15	17	55	0	74	204	341	33	739
1300-1400	23	21	71	0	66	225	358	46	810
1400-1500	29	16	59	0	57	216	307	46	730
1500-1600	22	30	61	0	91	224	297	37	762
1600-1700	13	21	51	1	71	213	321	31	722
1700-1800	18	22	63	0	83	255	343	39	823
1800-1900	12	26	58	0	77	221	331	36	761
1900-2000	17	32	65	0	76	235	298	32	755
2000-2100	12	18	36	0	67	220	297	25	675
2100-2200	16	12	55	1	51	173	274	26	608
2200-2300	9	12	32	0	54	170	223	18	518
2300-2400	12	4	26	0	23	134	189	11	399
TOTALS*	290	337	1,013	4	1,224	3,956	6,015	625	13,464

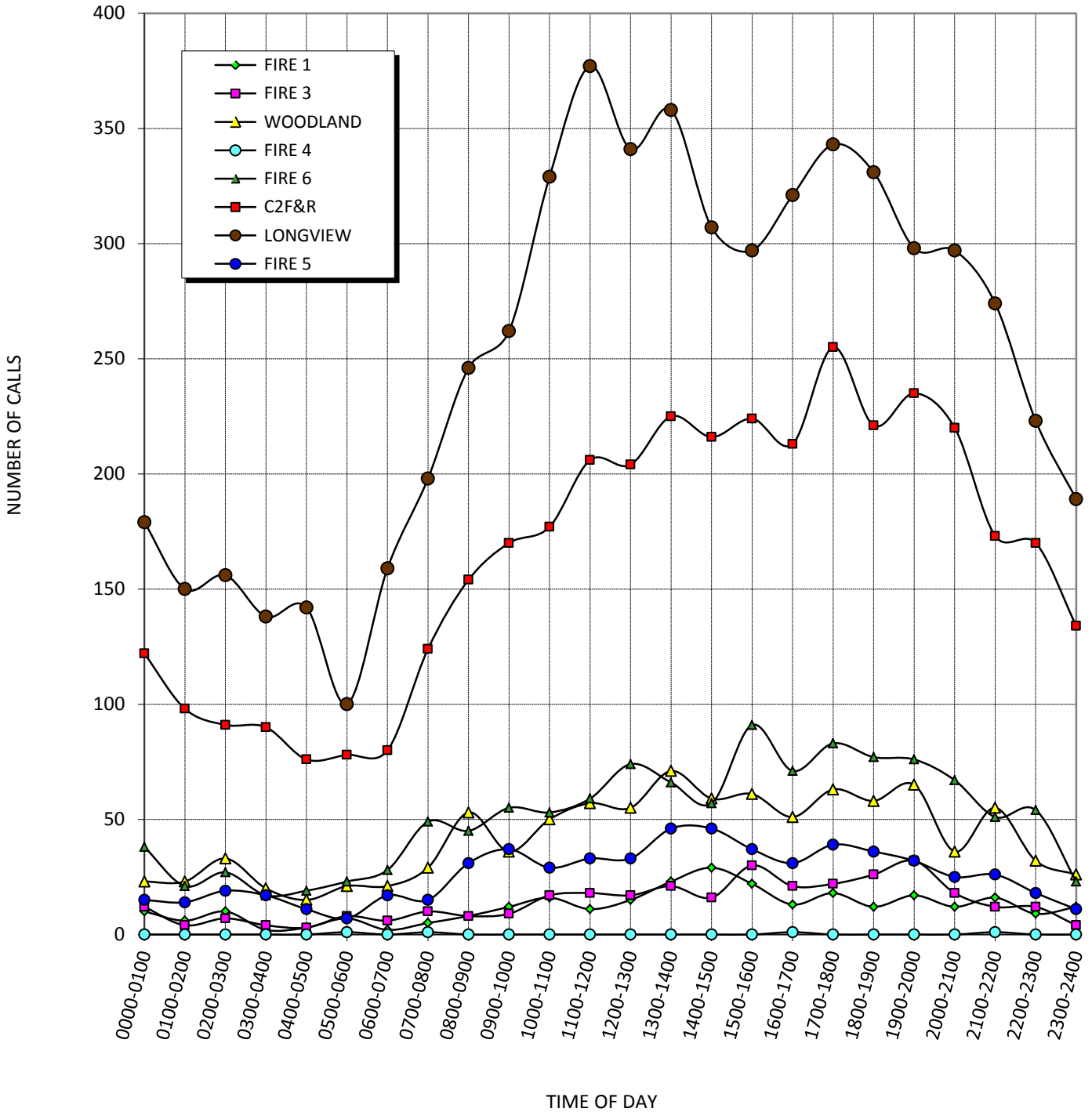
*Excluding Out of Jurisdiction calls.

COWLITZ COUNTY 911 CENTER

TOTAL CALLS FOR SERVICE - BY HOUR

FIRE & AID

2011



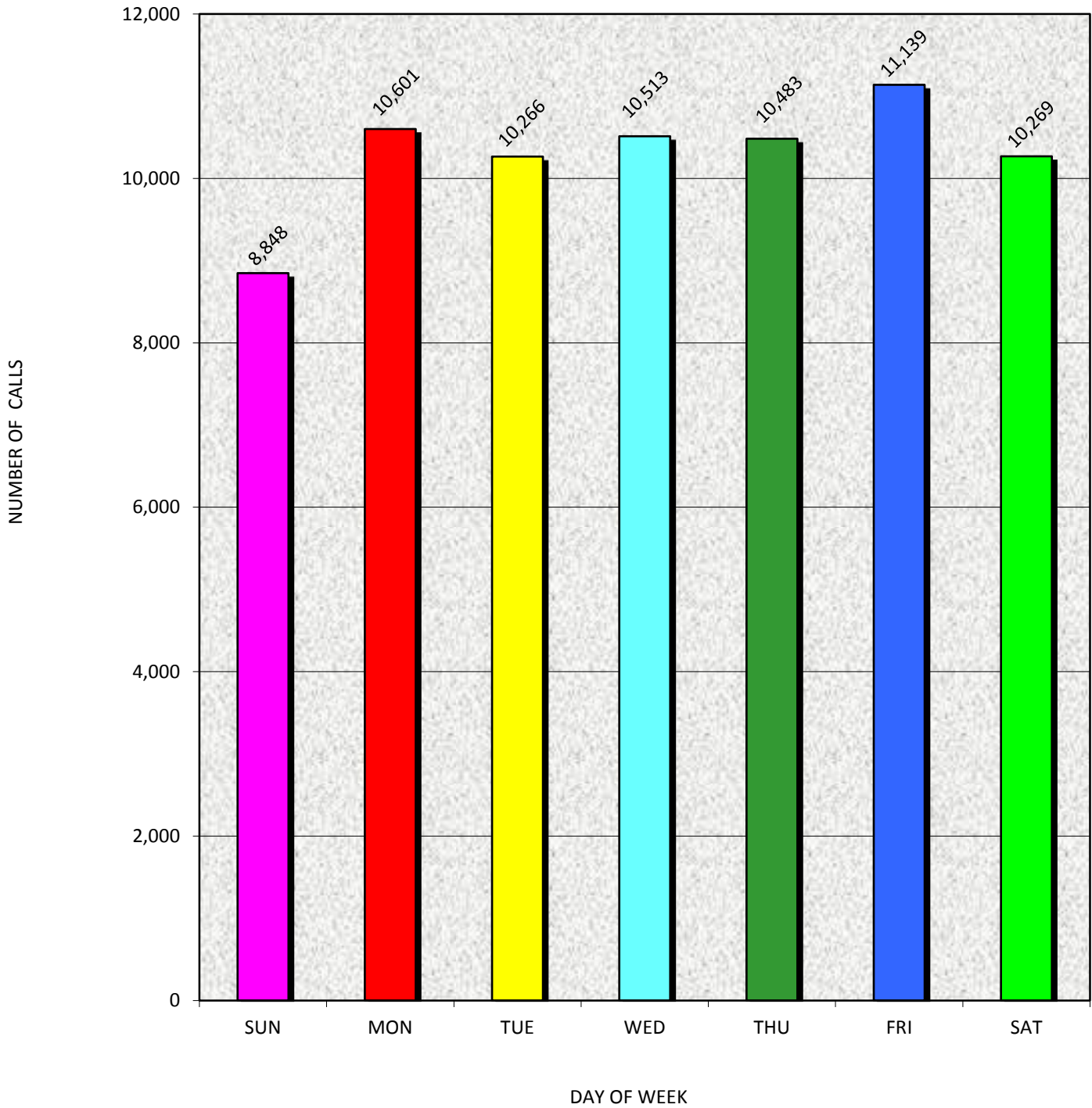
COWLITZ COUNTY 911 CENTER
TOTAL CALLS FOR SERVICE - BY DAY OF WEEK
LAW ENFORCEMENT
2011

AGENCY	SUN	MON	TUE	WED	THU	FRI	SAT	TOTALS
SHERIFF	2,069	2,532	2,323	2,422	2,363	2,481	2,342	16,532
KELSO	1,807	2,077	2,060	2,115	2,091	2,201	2,083	14,434
LONGVIEW	3,952	4,902	4,874	4,936	4,923	5,244	4,605	33,436
CASTLE ROCK	275	293	289	296	289	351	355	2,148
WOODLAND	541	603	521	567	604	651	676	4,163
KALAMA	204	194	199	177	213	211	208	1,406
TOTALS*	8,848	10,601	10,266	10,513	10,483	11,139	10,269	72,119
PERCENTAGE	12.3%	14.7%	14.2%	14.6%	14.5%	15.4%	14.2%	

** 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 2011. 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
2011



COWLITZ COUNTY 911 CENTER
TOTAL CALLS FOR SERVICE - BY DAY OF WEEK
FIRE AND AID
2011

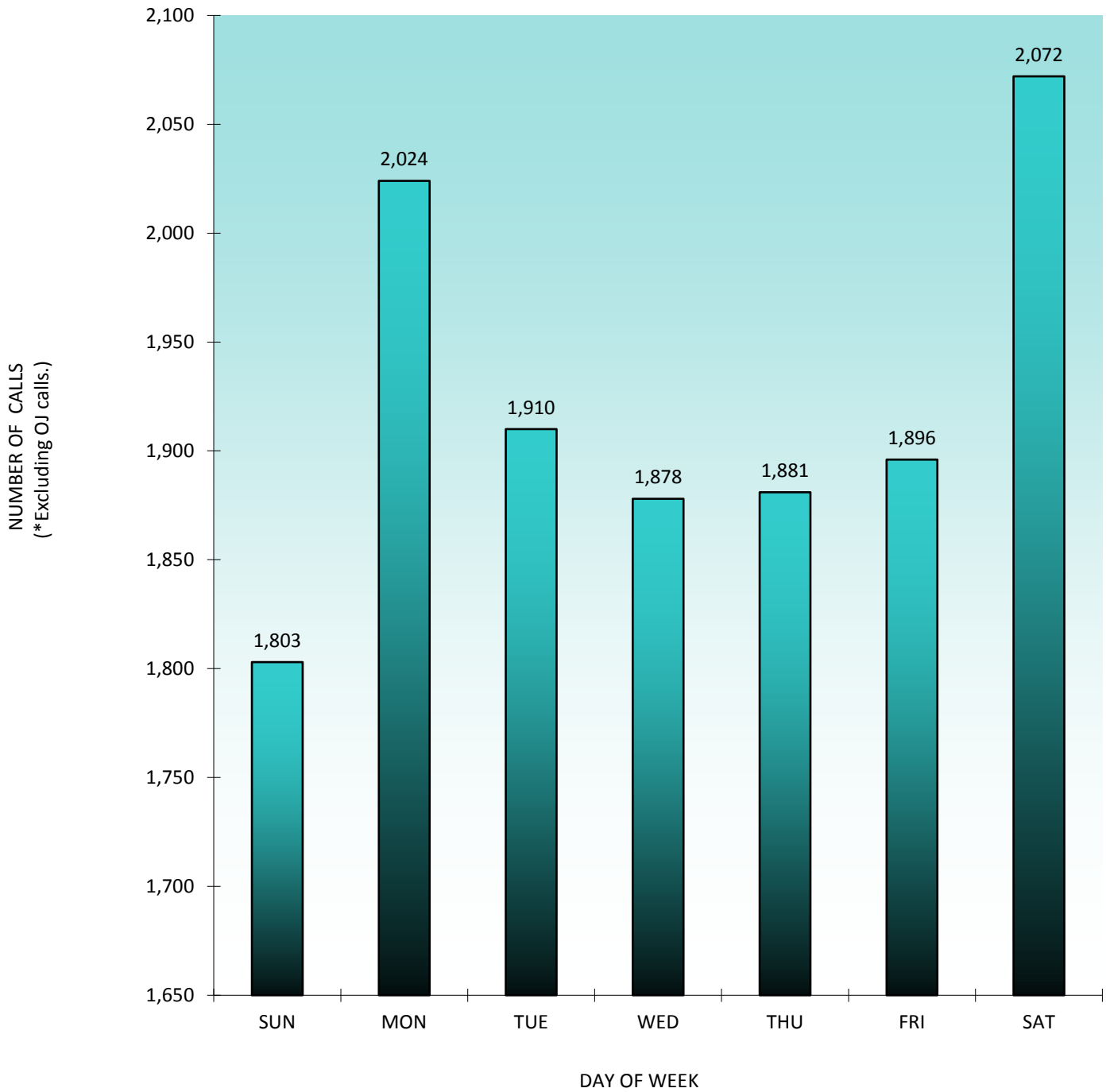
AGENCY	SUN	MON	TUE	WED	THU	FRI	SAT	TOTALS
Fire District #1	40	39	43	45	39	37	47	290
C2F&R	536	601	564	580	544	525	606	3,956
Fire District #3	65	43	35	38	39	46	71	337
Fire District #4	0	0	1	1	0	2	0	4
Fire District #5	81	103	80	79	102	84	96	625
Fire District #6	194	176	153	159	163	160	219	1,224
Longview Fire	772	906	876	841	855	884	881	6,015
Woodland Fire	115	156	158	135	139	158	152	1,013
TOTALS*	1,803	2,024	1,910	1,878	1,881	1,896	2,072	13,464
PERCENTAGE	13.4%	15.0%	14.2%	13.9%	14.0%	14.1%	15.4%	

* Excluding Out of Jurisdiction calls.

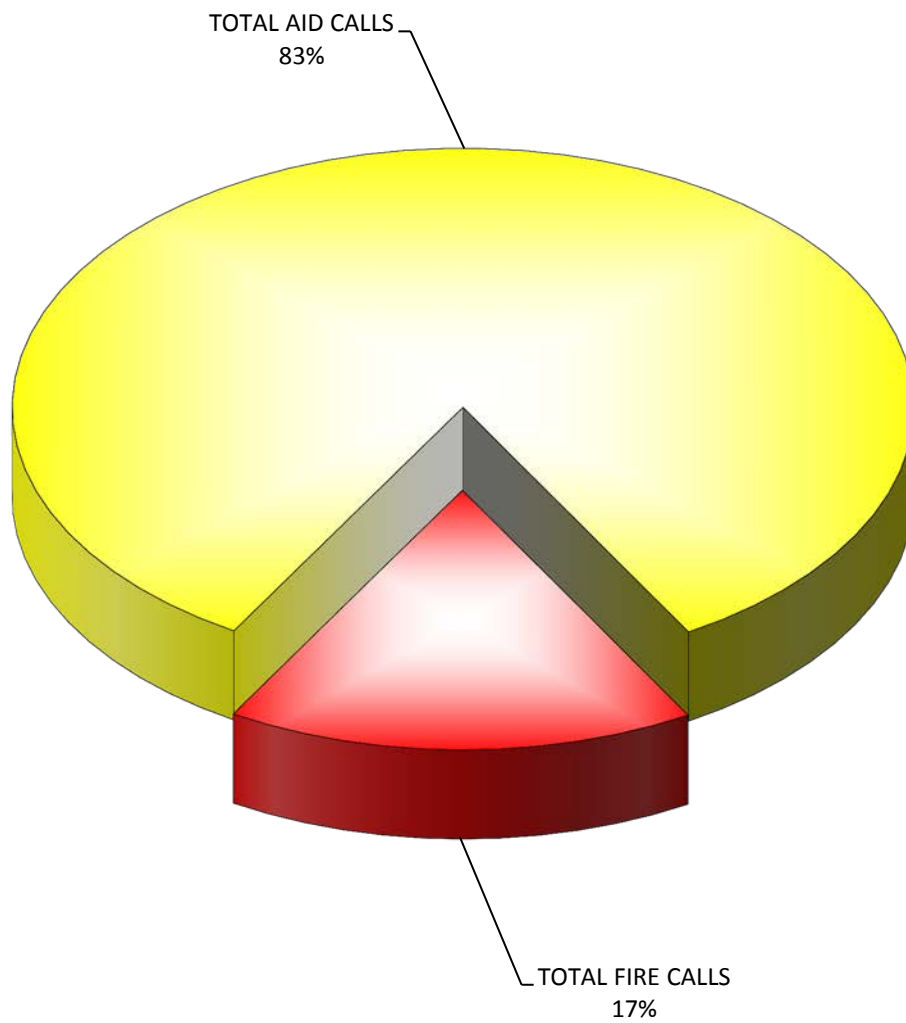
COWLITZ COUNTY 911 CENTER

TOTAL CALLS FOR SERVICE BY DAY OF WEEK

FIRE AND AID 2011



COWLITZ COUNTY 911 CENTER PERCENTAGE OF FIRE VS. AID CALLS 2011



COWLITZ COUNTY 911 CENTER
LAW ENFORCEMENT TRAFFIC STOPS
BY AGENCY
2011

AGENCY	TRAFFIC STOPS	PERCENTAGE
SHERIFF	3,155	20%
KELSO	3,593	23%
LONGVIEW	6,498	41%
CASTLE ROCK	439	3%
WOODLAND	1,533	10%
KALAMA	589	4%
TOTAL	15,807	

COWLITZ COUNTY 911 CENTER LAW ENFORCEMENT TRAFFIC STOPS 2011

