

COWLITZ  
COUNTY  
911  
CENTER



ANNUAL REPORT  
2012

# COWLITZ COUNTY 911 CENTER

## TOTAL TELEPHONE CALLS RECEIVED

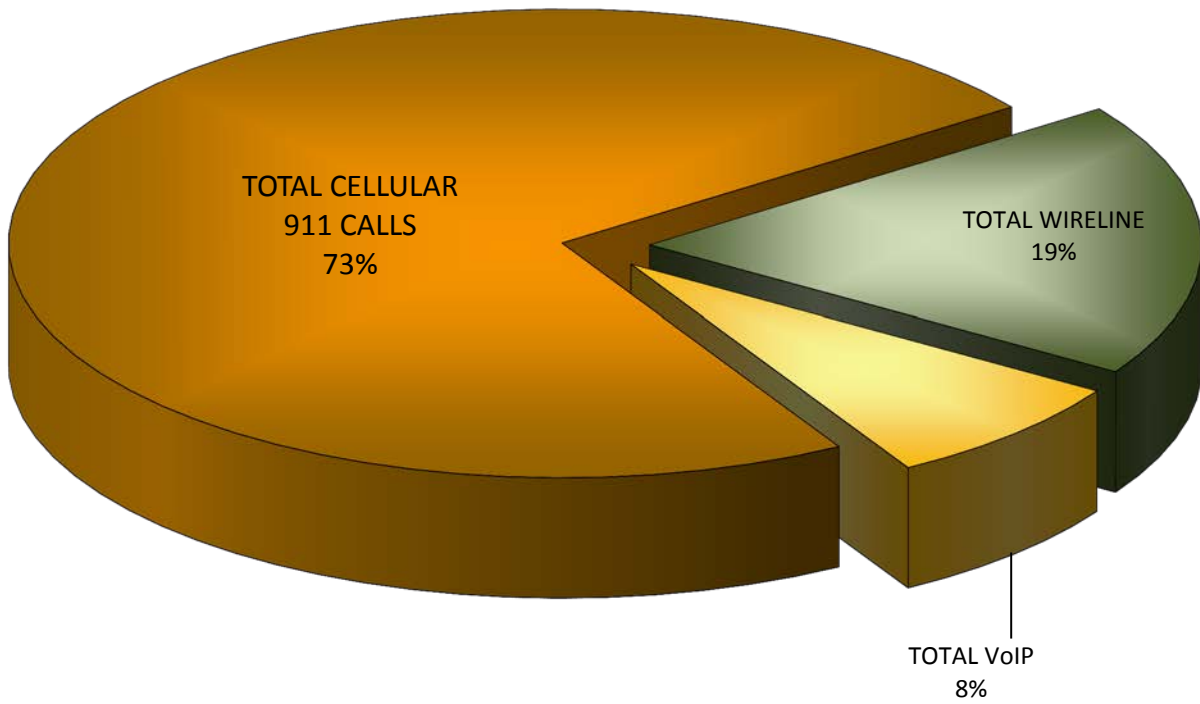
### 2012

This report shows the number of business and 911 calls that came into the Cowlitz County 911 Center during the year 2012. 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.

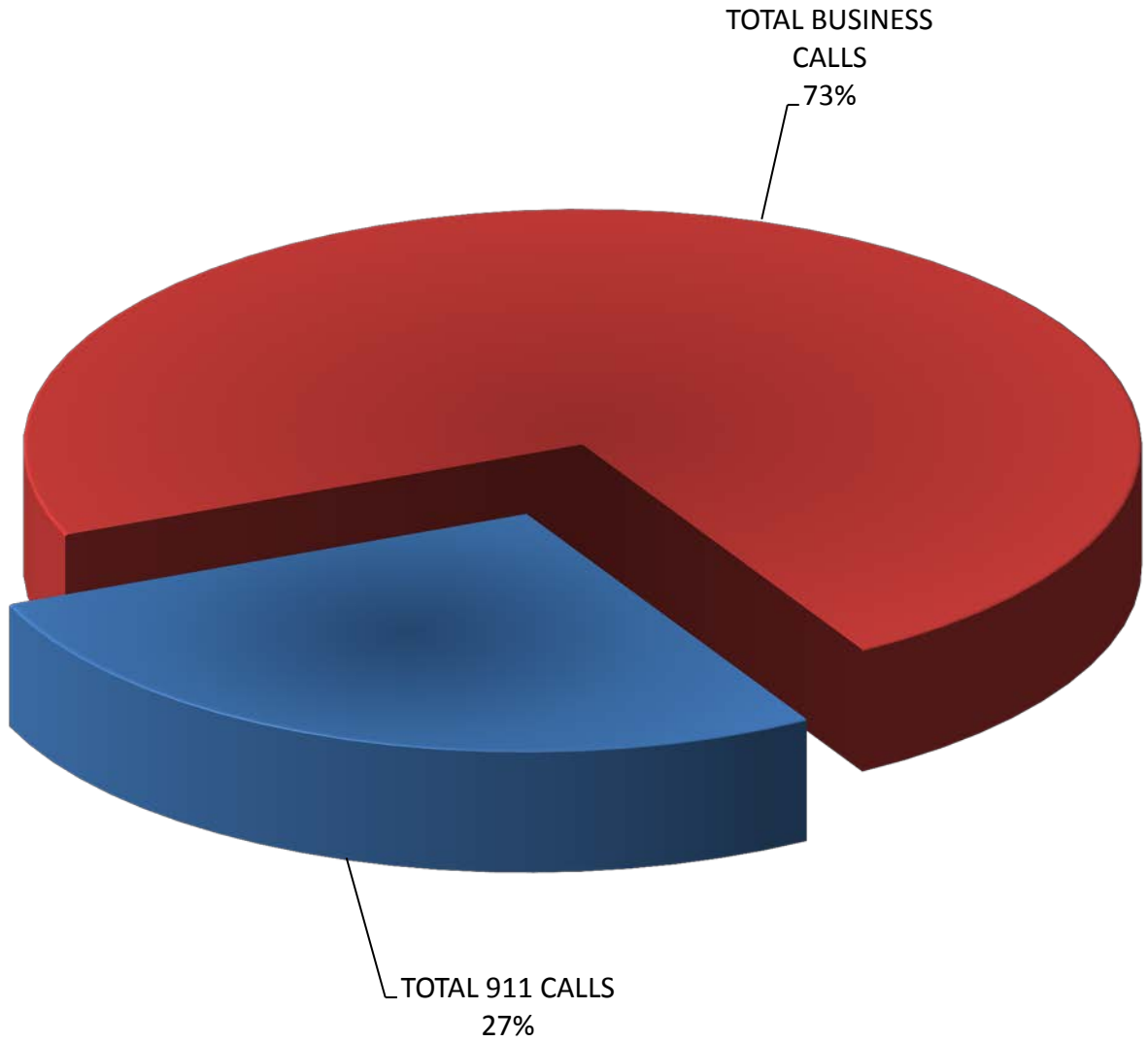
From 2011 to 2012 the total cellular 911 calls increased by +3,247; total VOIP 911 calls increased by +614; total wireline 911 calls decreased by -1,411 and total business calls increased by +3,615. The combined total of incoming business and 911 telephone calls from 2011 to 2012 increased by +6,065.

| 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      | 3,319                    | 986                      | 365                  | 4,670           | 71.07%         | 12,599               | 17,269                     |
| FEBRUARY     | 2,961                    | 819                      | 283                  | 4,063           | 72.88%         | 11,385               | 15,448                     |
| MARCH        | 3,418                    | 931                      | 341                  | 4,690           | 72.88%         | 12,795               | 17,485                     |
| APRIL        | 3,399                    | 829                      | 326                  | 4,554           | 74.64%         | 12,667               | 17,221                     |
| MAY          | 3,878                    | 931                      | 375                  | 5,184           | 74.81%         | 14,443               | 19,627                     |
| JUNE         | 3,883                    | 912                      | 371                  | 5,166           | 75.16%         | 13,822               | 18,988                     |
| JULY         | 4,303                    | 1,052                    | 429                  | 5,784           | 74.39%         | 15,290               | 21,074                     |
| AUGUST       | 4,410                    | 1,024                    | 470                  | 5,904           | 74.70%         | 15,370               | 21,274                     |
| SEPTEMBER    | 3,469                    | 1,207                    | 423                  | 5,099           | 68.03%         | 13,470               | 18,569                     |
| OCTOBER      | 3,705                    | 880                      | 363                  | 4,948           | 74.88%         | 13,262               | 18,210                     |
| NOVEMBER     | 3,503                    | 824                      | 402                  | 4,729           | 74.07%         | 12,508               | 17,237                     |
| DECEMBER     | 3,527                    | 885                      | 385                  | 4,797           | 73.53%         | 12,743               | 17,540                     |
| <b>TOTAL</b> | <b>43,775</b>            | <b>11,280</b>            | <b>4,533</b>         | <b>59,588</b>   | <b>73.46%</b>  | <b>160,354</b>       | <b>219,942</b>             |
| Monthly Avg  | 3,648                    | 940                      | 378                  | 4,966           | 73.46%         | 13,363               | 18,329                     |

**COWLITZ COUNTY 911 CENTER**  
**WIRELINE, CELLULAR & V.o.I.P.**  
**911 CALLS**  
**2012**



**COWLITZ COUNTY 911 CENTER  
BUSINESS & 911 CALLS  
2012**



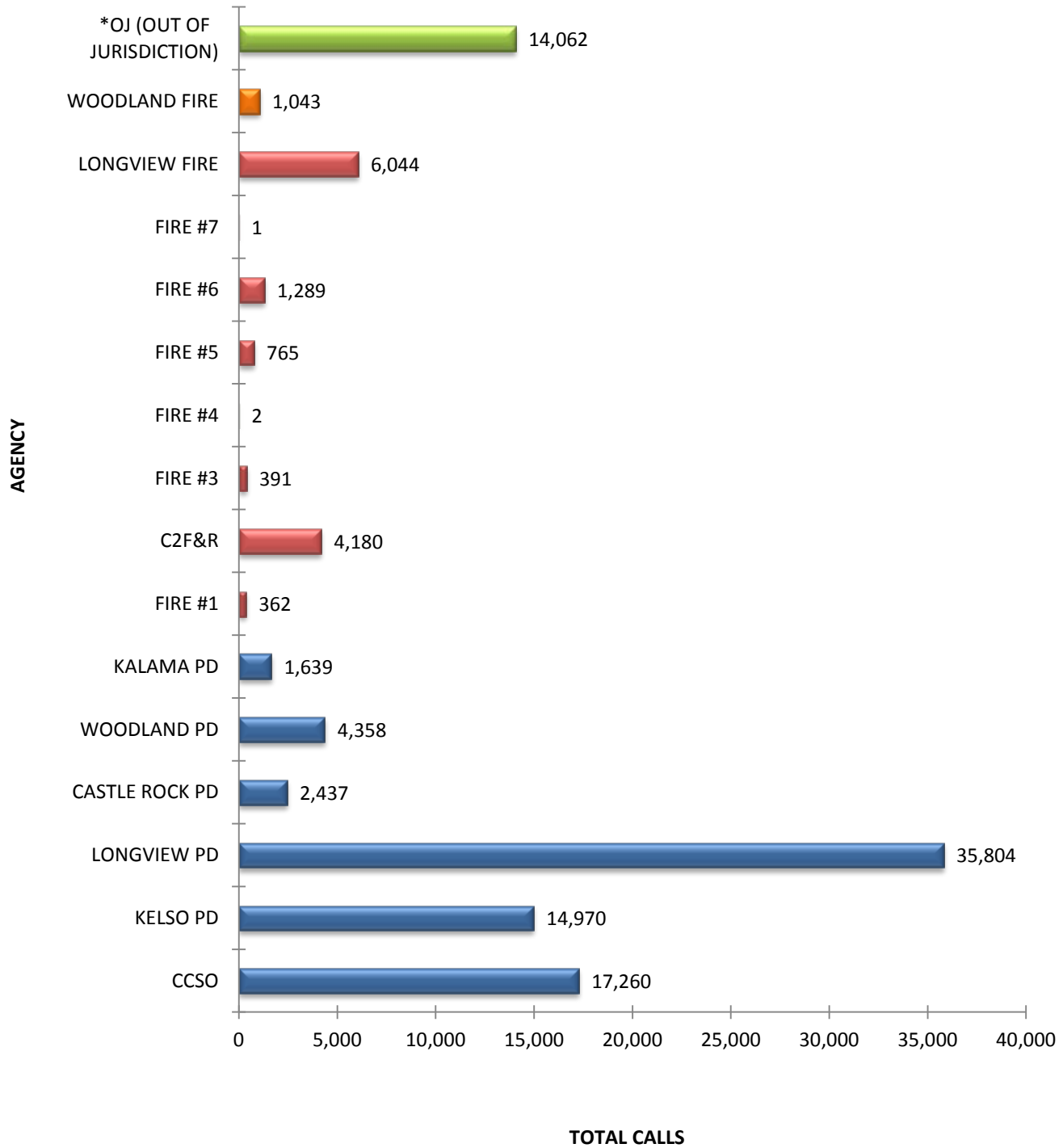
**COWLITZ COUNTY 911 CENTER**  
**TOTAL CALLS FOR SERVICE - BY AGENCY**  
**2012**

| AGENCY                          | POLICE CALLS  | FIRE CALLS   | AID CALLS     | OTHER (OJ)    | TOTAL CALLS    |
|---------------------------------|---------------|--------------|---------------|---------------|----------------|
| Cowlitz County Sheriff's Office | 17,260        |              |               |               | 17,260         |
| Kelso Police Department         | 14,970        |              |               |               | 14,970         |
| Longview Police Department      | 35,804        |              |               |               | 35,804         |
| Castle Rock Police Department   | 2,437         |              |               |               | 2,437          |
| Woodland Police Department      | 4,358         |              |               |               | 4,358          |
| Kalama Police Department        | 1,639         |              |               |               | 1,639          |
| Cowlitz County Fire Dist. #1    |               | 116          | 246           |               | 362            |
| Cowlitz 2 Fire & Rescue         |               | 721          | 3,459         |               | 4,180          |
| Cowlitz County Fire Dist. #3    |               | 82           | 309           |               | 391            |
| Cowlitz County Fire Dist. #4    |               | 1            | 1             |               | 2              |
| Cowlitz County Fire Dist. #5    |               | 178          | 587           |               | 765            |
| Cowlitz County Fire Dist. #6    |               | 179          | 1,110         |               | 1,289          |
| Cowlitz County Fire Dist. #7    |               |              | 1             |               | 1              |
| Longview Fire Department        |               | 826          | 5,218         |               | 6,044          |
| Woodland Fire Department        |               | 252          | 791           |               | 1,043          |
| <b>SUBTOTAL:</b>                | <b>76,468</b> | <b>2,355</b> | <b>11,722</b> |               | <b>90,545</b>  |
| *Out of Jurisdiction Calls      |               |              |               | 14,062        | 14,062         |
| <b>TOTAL CALLS:</b>             | <b>76,468</b> | <b>2,355</b> | <b>11,722</b> | <b>14,062</b> | <b>104,607</b> |
| <b>PERCENTAGE OF TOTAL:</b>     | <b>73.1%</b>  | <b>2.3%</b>  | <b>11.2%</b>  | <b>13.4%</b>  |                |

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

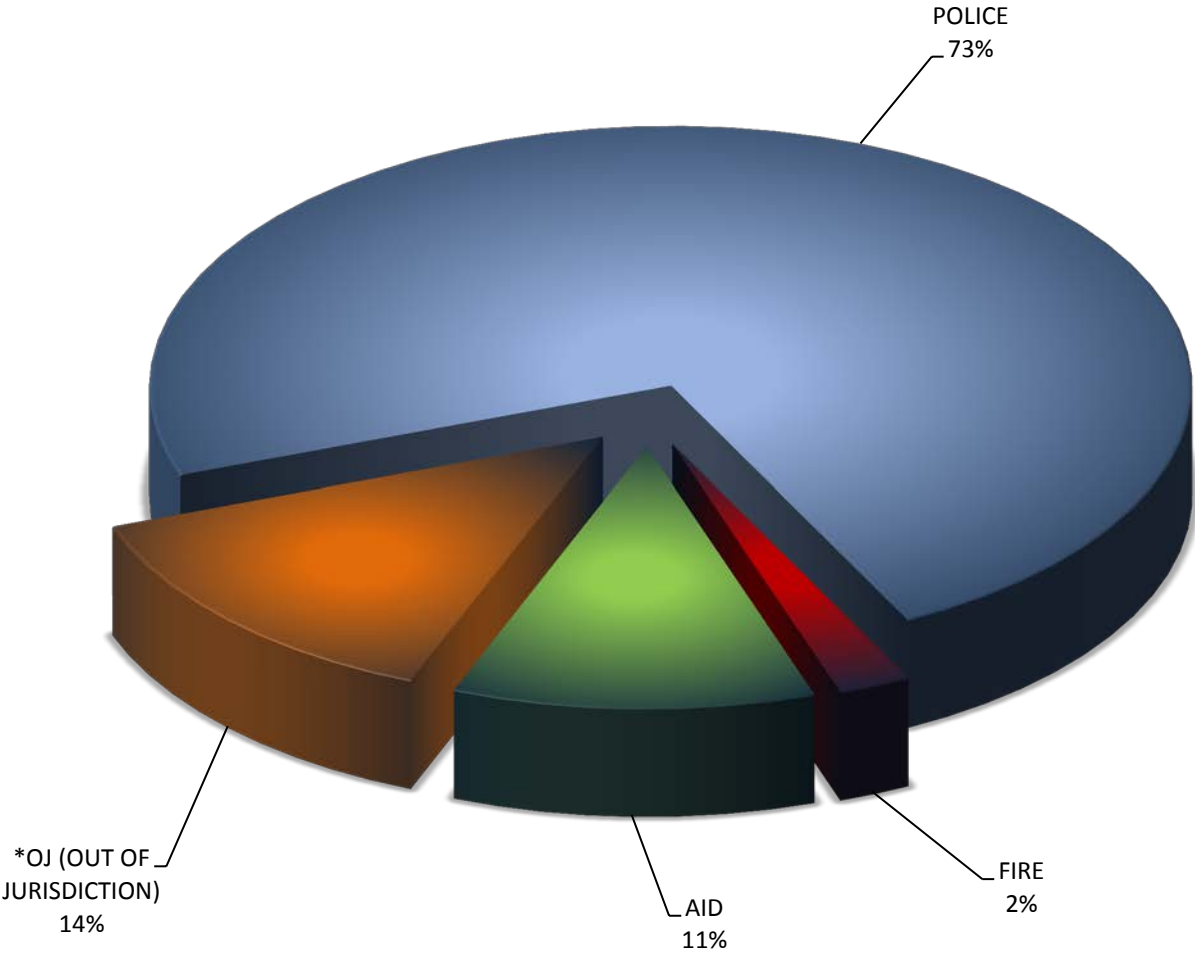
Dispatchers entered and processed a total of 104,611 Police, Fire, Medical Aid and Out-of-Jurisdiction (OJ) incidents (calls for service), which were captured in the CAD system. The total number of calls for service in 2012 increased by +5,186 from 2011. Police calls were up +4,349; Fire calls were up +92; Aid calls were up +525 and OJ calls were up +220 from 2011.

# COWLITZ COUNTY 911 CENTER TOTAL CALLS FOR SERVICE BY AGENCY 2012



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

**COWLITZ COUNTY 911 CENTER  
PERCENTAGE OF CALLS FOR  
LAW ENFORCEMENT/FIRE/AID/OTHER  
2012**



**COWLITZ COUNTY 911 CENTER**  
**TOTAL CALLS FOR SERVICE - BY HOUR**  
**FIRE / AID / LAW**  
**2012**

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.

| TIME OF DAY     | TOTAL NUMBER OF CALLS |
|-----------------|-----------------------|
| 0000-0100       | 3,401                 |
| 0100-0200       | 2,642                 |
| 0200-0300       | 2,148                 |
| 0300-0400       | 1,639                 |
| 0400-0500       | 1,348                 |
| 0500-0600       | 1,238                 |
| 0600-0700       | 1,469                 |
| 0700-0800       | 2,615                 |
| 0800-0900       | 3,869                 |
| 0900-1000       | 4,772                 |
| 1000-1100       | 5,328                 |
| 1100-1200       | 5,685                 |
| 1200-1300       | 5,983                 |
| 1300-1400       | 6,161                 |
| 1400-1500       | 6,494                 |
| 1500-1600       | 6,939                 |
| 1600-1700       | 6,766                 |
| 1700-1800       | 6,592                 |
| 1800-1900       | 5,978                 |
| 1900-2000       | 5,605                 |
| 2000-2100       | 5,269                 |
| 2100-2200       | 4,652                 |
| 2200-2300       | 4,279                 |
| 2300-2400       | 3,735                 |
| <b>*TOTALS:</b> | <b>104,607</b>        |

\*Including Out of Jurisdiction calls.

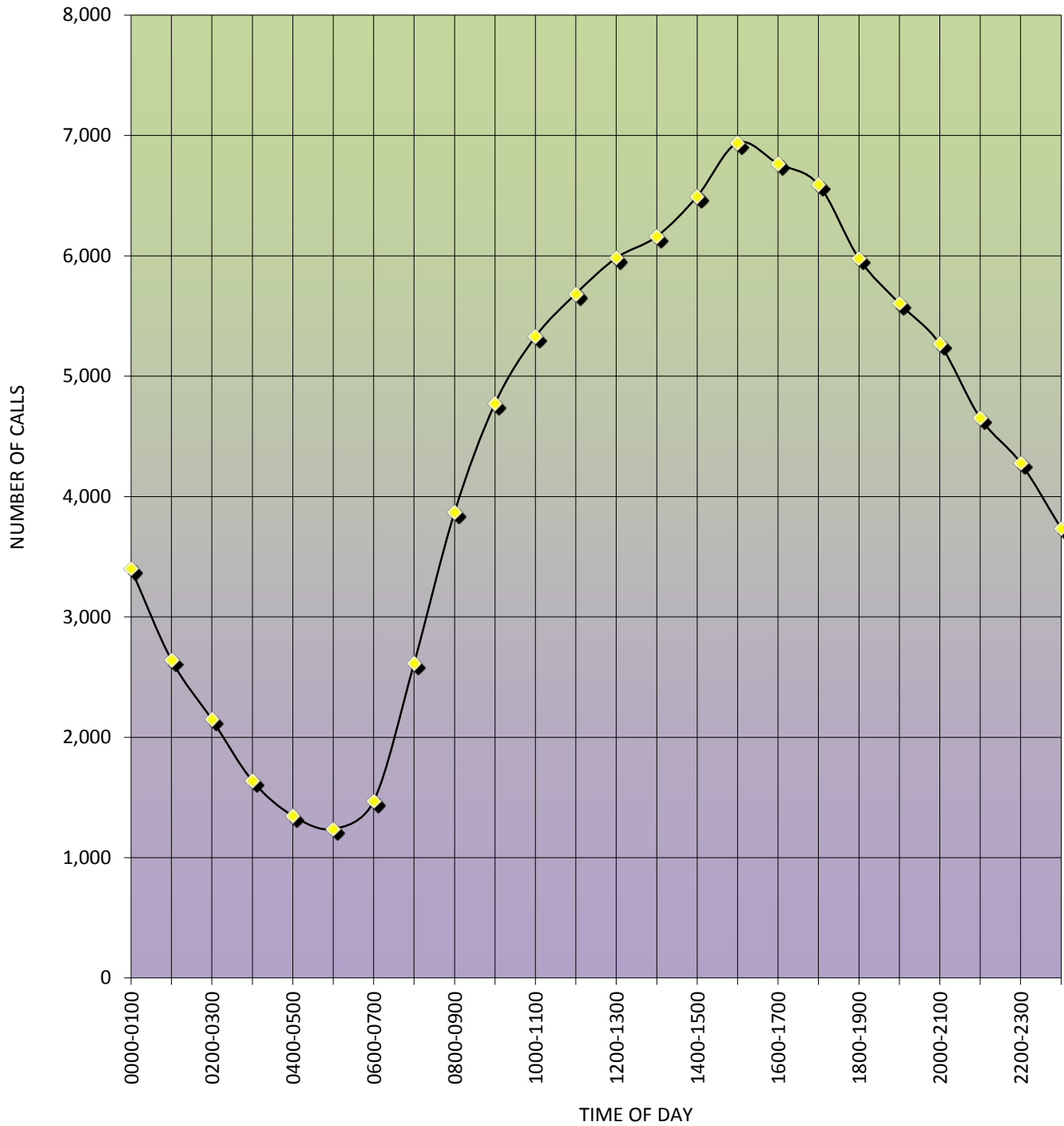


# COWLITZ COUNTY 911 CENTER

## TOTAL CALLS FOR SERVICE - BY HOUR

### FIRE / AID / LAW

#### 2012



**COWLITZ COUNTY 911 CENTER**  
**TOTAL CALLS FOR SERVICE - BY HOUR**  
**LAW ENFORCEMENT**  
**2012**

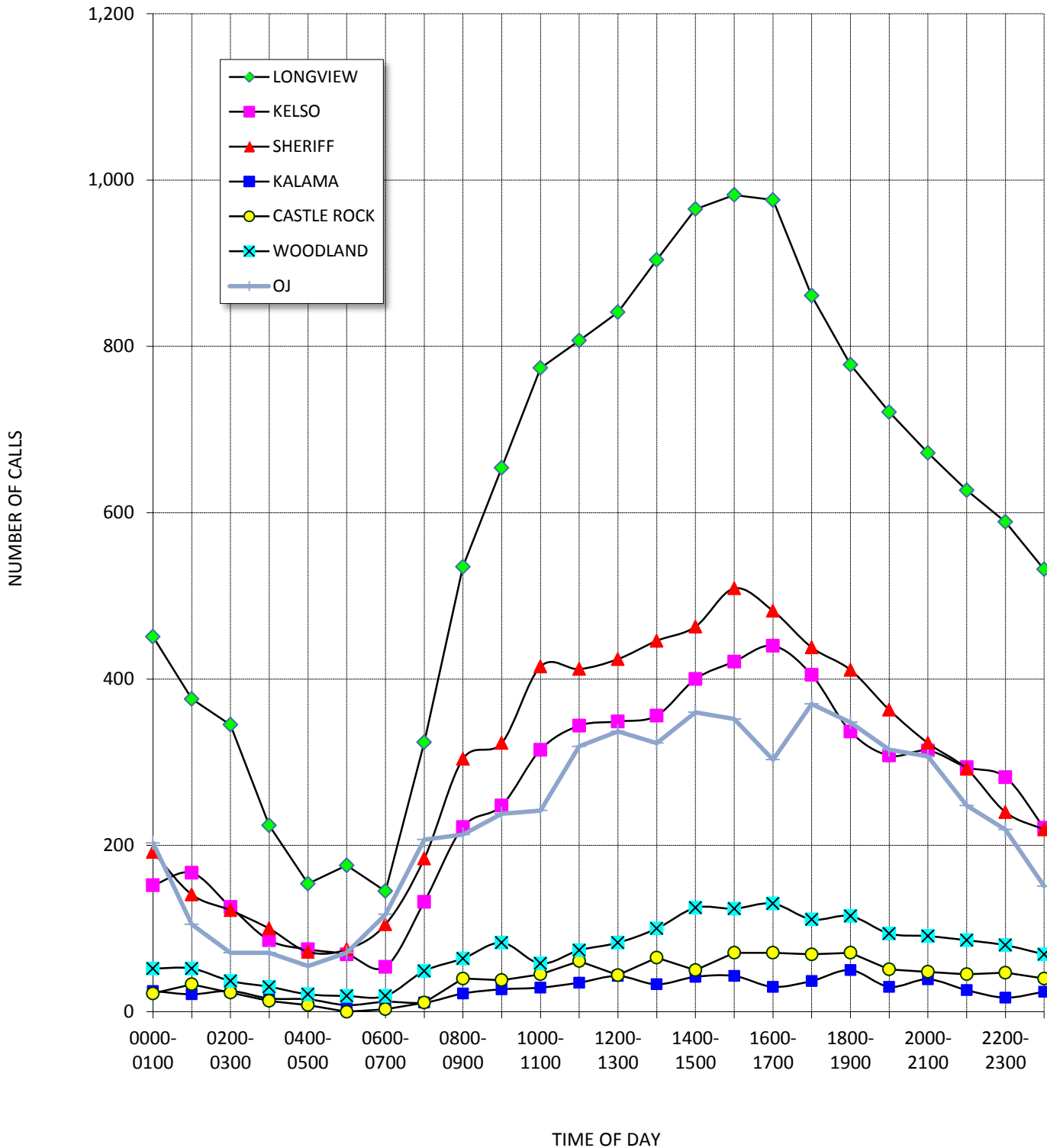
| TIME OF DAY    | LONGVIEW      | KELSO        | SHERIFF      | KALAMA     | CASTLE ROCK | WOODLAND     | OJ           | TOTALS        |
|----------------|---------------|--------------|--------------|------------|-------------|--------------|--------------|---------------|
| 0000-0100      | 451           | 152          | 192          | 25         | 22          | 52           | 203          | 1,097         |
| 0100-0200      | 376           | 167          | 141          | 21         | 33          | 52           | 105          | 895           |
| 0200-0300      | 345           | 126          | 122          | 25         | 23          | 37           | 71           | 749           |
| 0300-0400      | 224           | 86           | 100          | 16         | 13          | 30           | 71           | 540           |
| 0400-0500      | 154           | 75           | 72           | 15         | 8           | 21           | 55           | 400           |
| 0500-0600      | 176           | 69           | 75           | 8          | 0           | 19           | 71           | 418           |
| 0600-0700      | 145           | 54           | 105          | 12         | 3           | 19           | 117          | 455           |
| 0700-0800      | 324           | 132          | 184          | 11         | 11          | 49           | 207          | 918           |
| 0800-0900      | 535           | 222          | 304          | 22         | 40          | 64           | 213          | 1,400         |
| 0900-1000      | 654           | 248          | 323          | 27         | 38          | 83           | 238          | 1,611         |
| 1000-1100      | 774           | 315          | 415          | 29         | 45          | 58           | 242          | 1,878         |
| 1100-1200      | 807           | 344          | 412          | 35         | 61          | 74           | 319          | 2,052         |
| 1200-1300      | 841           | 349          | 424          | 43         | 44          | 83           | 337          | 2,121         |
| 1300-1400      | 904           | 356          | 446          | 33         | 65          | 100          | 323          | 2,227         |
| 1400-1500      | 965           | 400          | 463          | 42         | 50          | 125          | 360          | 2,405         |
| 1500-1600      | 982           | 421          | 509          | 43         | 71          | 124          | 352          | 2,502         |
| 1600-1700      | 976           | 440          | 482          | 30         | 71          | 130          | 303          | 2,432         |
| 1700-1800      | 861           | 405          | 438          | 37         | 69          | 111          | 370          | 2,291         |
| 1800-1900      | 778           | 337          | 411          | 50         | 71          | 115          | 348          | 2,110         |
| 1900-2000      | 721           | 308          | 363          | 30         | 51          | 94           | 315          | 1,882         |
| 2000-2100      | 672           | 314          | 323          | 39         | 48          | 91           | 307          | 1,794         |
| 2100-2200      | 627           | 294          | 292          | 26         | 45          | 86           | 248          | 1,618         |
| 2200-2300      | 589           | 282          | 240          | 17         | 47          | 80           | 219          | 1,474         |
| 2300-2400      | 532           | 221          | 219          | 24         | 40          | 69           | 151          | 1,256         |
| <b>TOTALS:</b> | <b>14,413</b> | <b>6,117</b> | <b>7,055</b> | <b>660</b> | <b>969</b>  | <b>1,766</b> | <b>5,545</b> | <b>36,525</b> |

# COWLITZ COUNTY 911 CENTER

## TOTAL CALLS FOR SERVICE - BY HOUR

### LAW ENFORCEMENT

### 2012



**COWLITZ COUNTY 911 CENTER**  
**TOTAL CALLS FOR SERVICE - BY HOUR**  
**FIRE & AID**  
**2012**

| TIME OF DAY    | FIRE 1     | FIRE 3     | WOODLAND FIRE | FIRE 4   | FIRE 6       | C2F&R        | LONGVIEW FIRE | FIRE 5     | TOTALS        |
|----------------|------------|------------|---------------|----------|--------------|--------------|---------------|------------|---------------|
| 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           |
| <b>TOTALS*</b> | <b>290</b> | <b>337</b> | <b>1,013</b>  | <b>4</b> | <b>1,224</b> | <b>3,956</b> | <b>6,015</b>  | <b>625</b> | <b>13,464</b> |

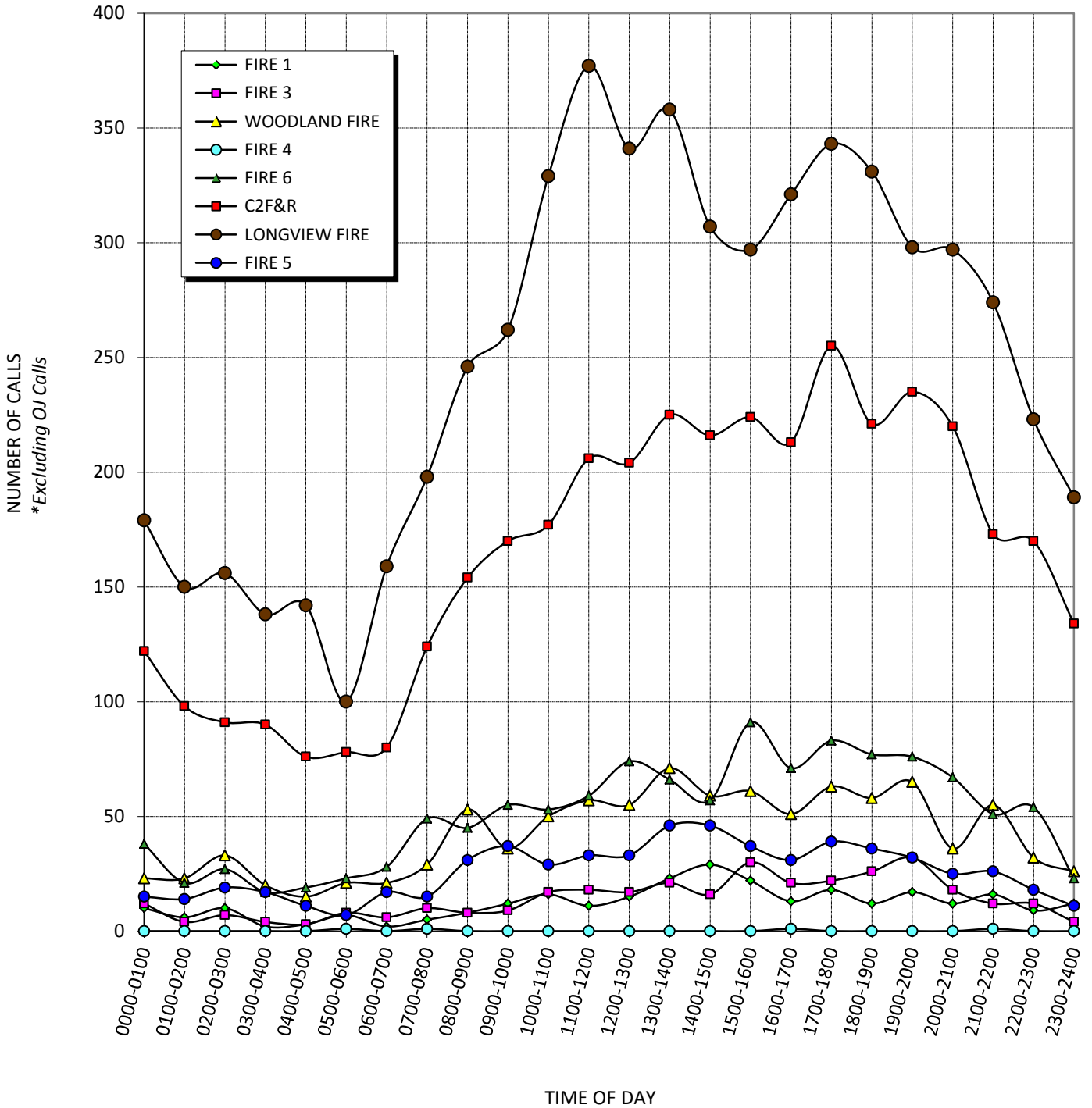
\*Excluding Out of Jurisdiction calls.

# COWLITZ COUNTY 911 CENTER

## TOTAL CALLS FOR SERVICE - BY HOUR

### FIRE & AID

### 2012



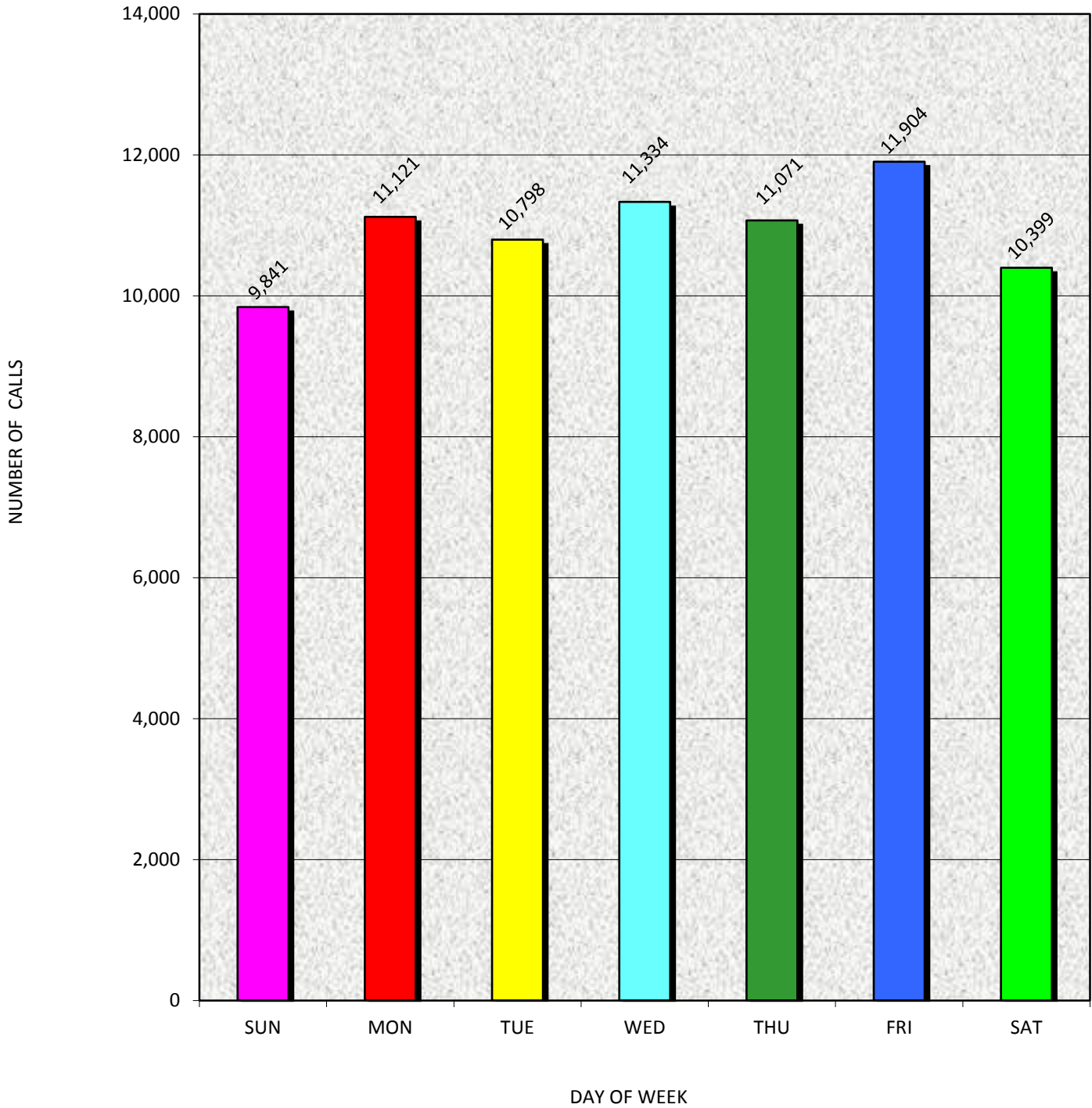
**COWLITZ COUNTY 911 CENTER**  
**TOTAL CALLS FOR SERVICE - BY DAY OF WEEK**  
**LAW ENFORCEMENT**  
**2012**

| AGENCY            | SUN          | MON           | TUE           | WED           | THU           | FRI           | SAT           | TOTALS        |
|-------------------|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| SHERIFF           | 2,216        | 2,489         | 2,344         | 2,533         | 2,404         | 2,831         | 2,443         | 17,260        |
| KELSO             | 1,903        | 2,238         | 2,072         | 2,237         | 2,207         | 2,308         | 2,005         | 14,970        |
| LONGVIEW          | 4,561        | 5,231         | 5,261         | 5,318         | 5,304         | 5,434         | 4,695         | 35,804        |
| CASTLE ROCK       | 328          | 313           | 309           | 351           | 335           | 405           | 396           | 2,437         |
| WOODLAND          | 589          | 612           | 576           | 648           | 606           | 697           | 630           | 4,358         |
| KALAMA            | 244          | 238           | 236           | 247           | 215           | 229           | 230           | 1,639         |
| <b>TOTALS*</b>    | <b>9,841</b> | <b>11,121</b> | <b>10,798</b> | <b>11,334</b> | <b>11,071</b> | <b>11,904</b> | <b>10,399</b> | <b>76,468</b> |
| <b>PERCENTAGE</b> | <b>12.9%</b> | <b>14.5%</b>  | <b>14.1%</b>  | <b>14.8%</b>  | <b>14.5%</b>  | <b>15.6%</b>  | <b>13.6%</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 2012. 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**  
**2012**



**COWLITZ COUNTY 911 CENTER**  
**TOTAL CALLS FOR SERVICE - BY DAY OF WEEK**  
**FIRE AND AID**  
**2012**

| <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  | 66         | 41         | 44         | 46         | 51         | 61         | 53         | <b>362</b>    |
| <b>C2F&amp;R</b>  | 608        | 624        | 590        | 570        | 572        | 628        | 588        | <b>4,180</b>  |
| Fire District #3  | 76         | 53         | 37         | 46         | 45         | 61         | 73         | <b>391</b>    |
| Fire District #4  | 1          | 0          | 0          | 0          | 0          | 0          | 1          | <b>2</b>      |
| Fire District #5  | 125        | 81         | 116        | 100        | 115        | 119        | 109        | <b>765</b>    |
| Fire District #6  | 216        | 182        | 162        | 188        | 158        | 185        | 198        | <b>1,289</b>  |
| Longview Fire     | 0          | 0          | 0          | 0          | 0          | 0          | 1          | <b>1</b>      |
| Woodland Fire     | 901        | 901        | 892        | 808        | 855        | 855        | 832        | <b>6,044</b>  |
| <b>TOTALS*</b>    | <b>142</b> | <b>137</b> | <b>177</b> | <b>135</b> | <b>146</b> | <b>132</b> | <b>174</b> | <b>13,034</b> |
| <b>PERCENTAGE</b> | 1.1%       | 1.1%       | 1.4%       | 1.0%       | 1.1%       | 1.0%       | 1.3%       |               |

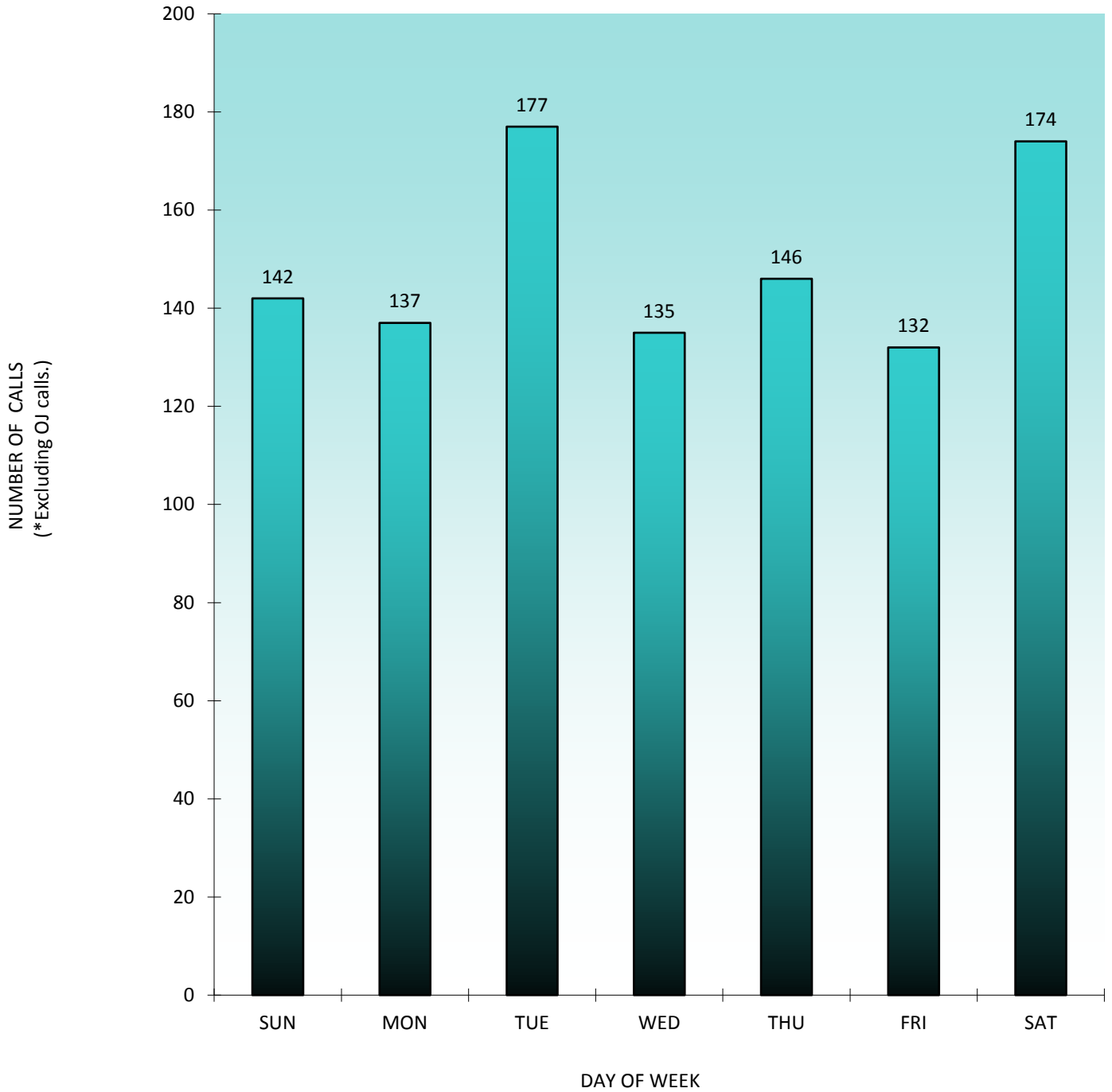
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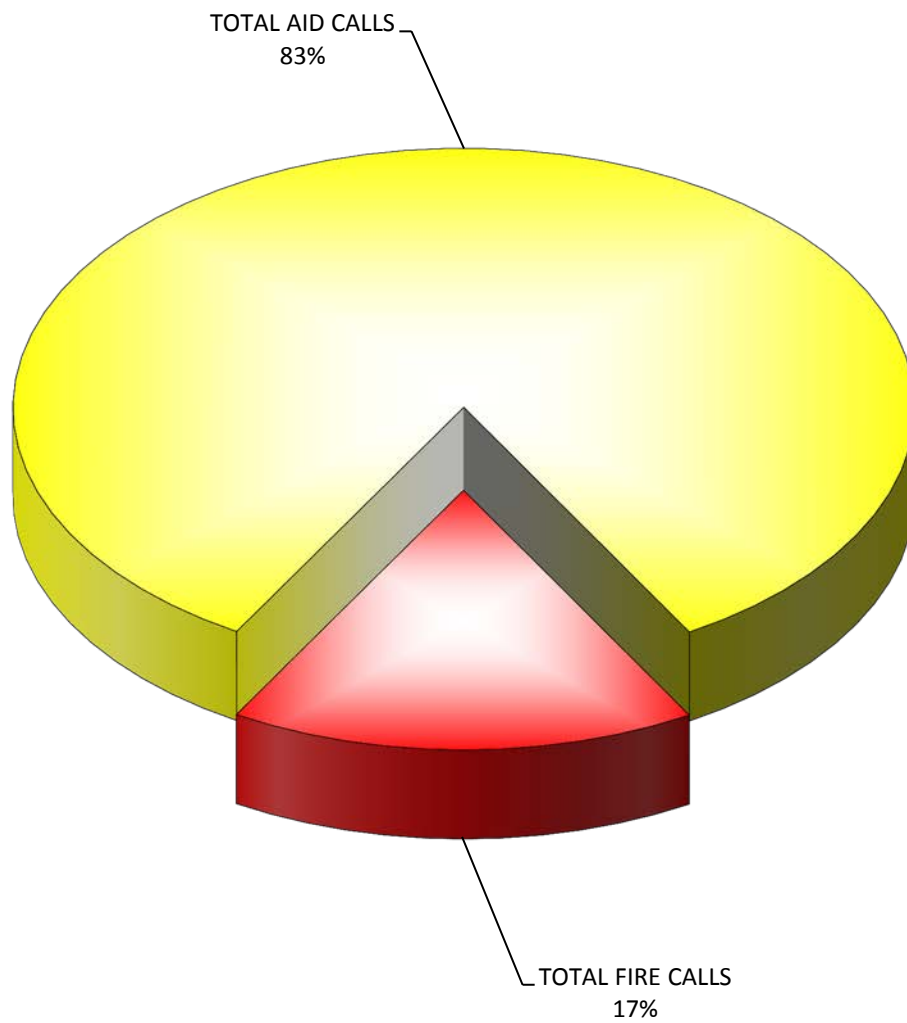
# COWLITZ COUNTY 911 CENTER

## TOTAL CALLS FOR SERVICE BY DAY OF WEEK

### FIRE AND AID 2012



**COWLITZ COUNTY 911 CENTER  
PERCENTAGE OF FIRE VS. AID CALLS  
2012**



**COWLITZ COUNTY 911 CENTER**  
**LAW ENFORCEMENT TRAFFIC STOPS**  
**BY AGENCY**  
**2012**

| <b>AGENCY</b> | <b>TRAFFIC STOPS</b> | <b>PERCENTAGE</b> |
|---------------|----------------------|-------------------|
| SHERIFF       | 2,795                | 17%               |
| KELSO         | 1,484                | 9%                |
| LONGVIEW      | 9,572                | 59%               |
| CASTLE ROCK   | 372                  | 2%                |
| WOODLAND      | 1,242                | 8%                |
| KALAMA        | 664                  | 4%                |
| <b>TOTAL</b>  | <b>16,129</b>        |                   |

# COWLITZ COUNTY 911 CENTER LAW ENFORCEMENT TRAFFIC STOPS 2012

