

COWLITZ
COUNTY
911
CENTER



ANNUAL REPORT
2012

COWLITZ COUNTY 911 CENTER

TOTAL TELEPHONE CALLS RECEIVED

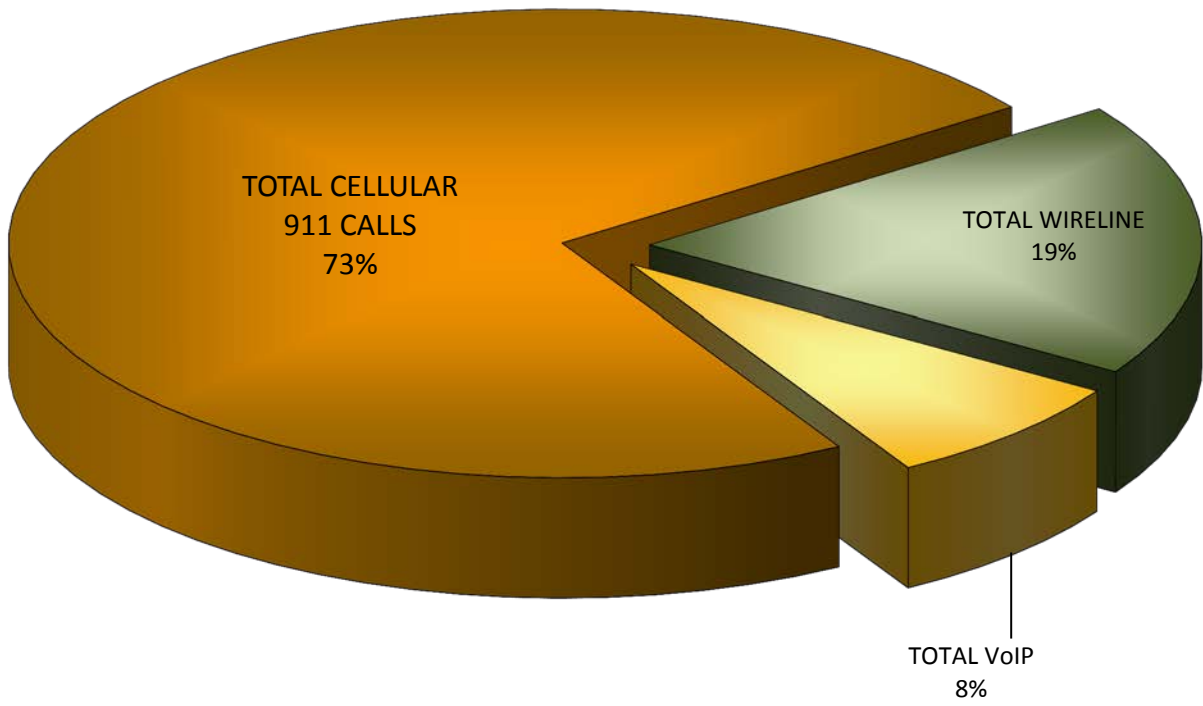
2012

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.

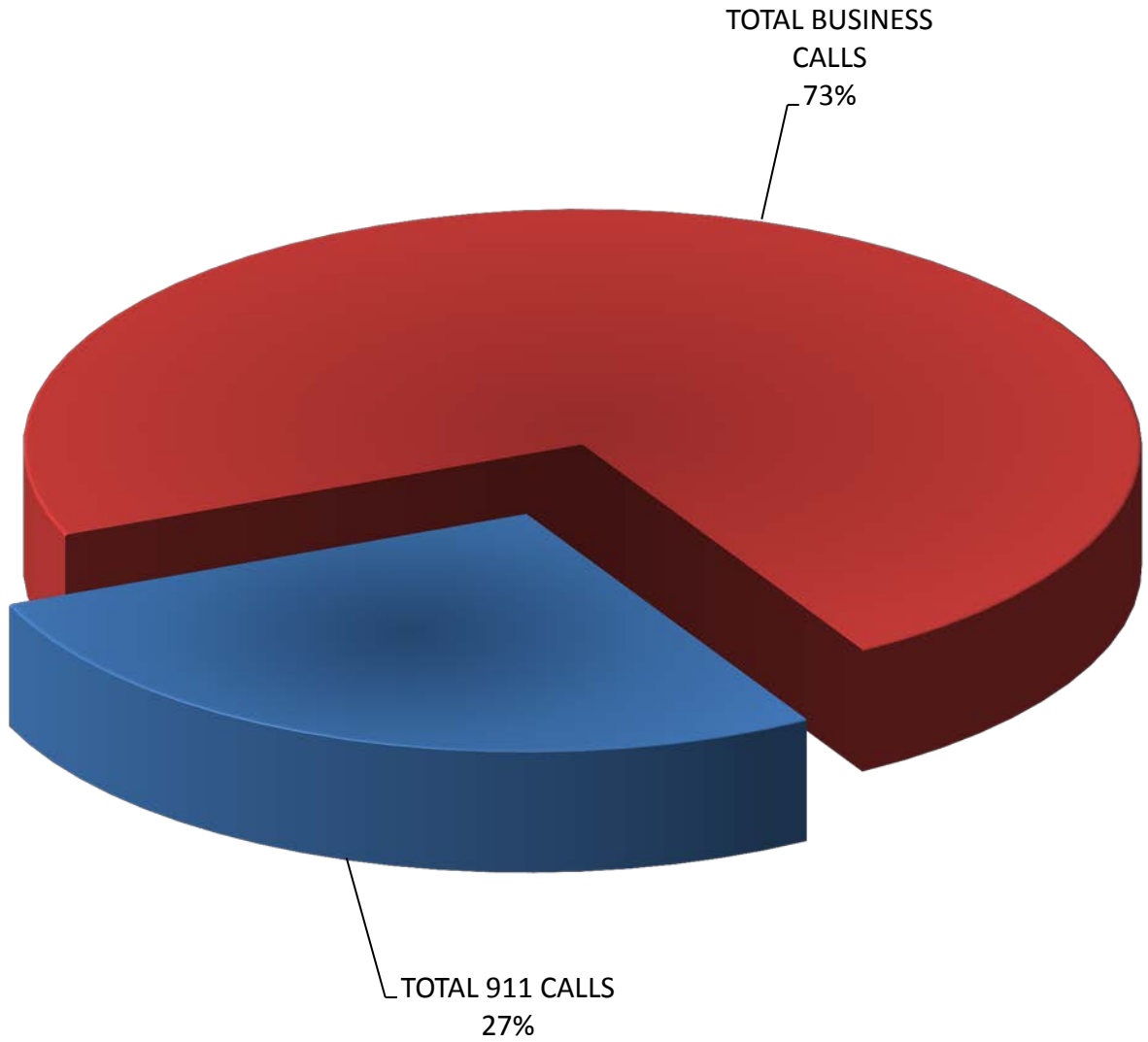
From 2011 to 2012 the total cellular 911 calls increased by +3,247; total VOIP 911 calls increased by +614; total wireline 911 calls decreased by -1,411 and total business calls increased by +3,615. The combined total of incoming business and 911 telephone calls from 2011 to 2012 increased by +6,065.

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
TOTAL	43,775	11,280	4,533	59,588	73.46%	160,354	219,942
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**



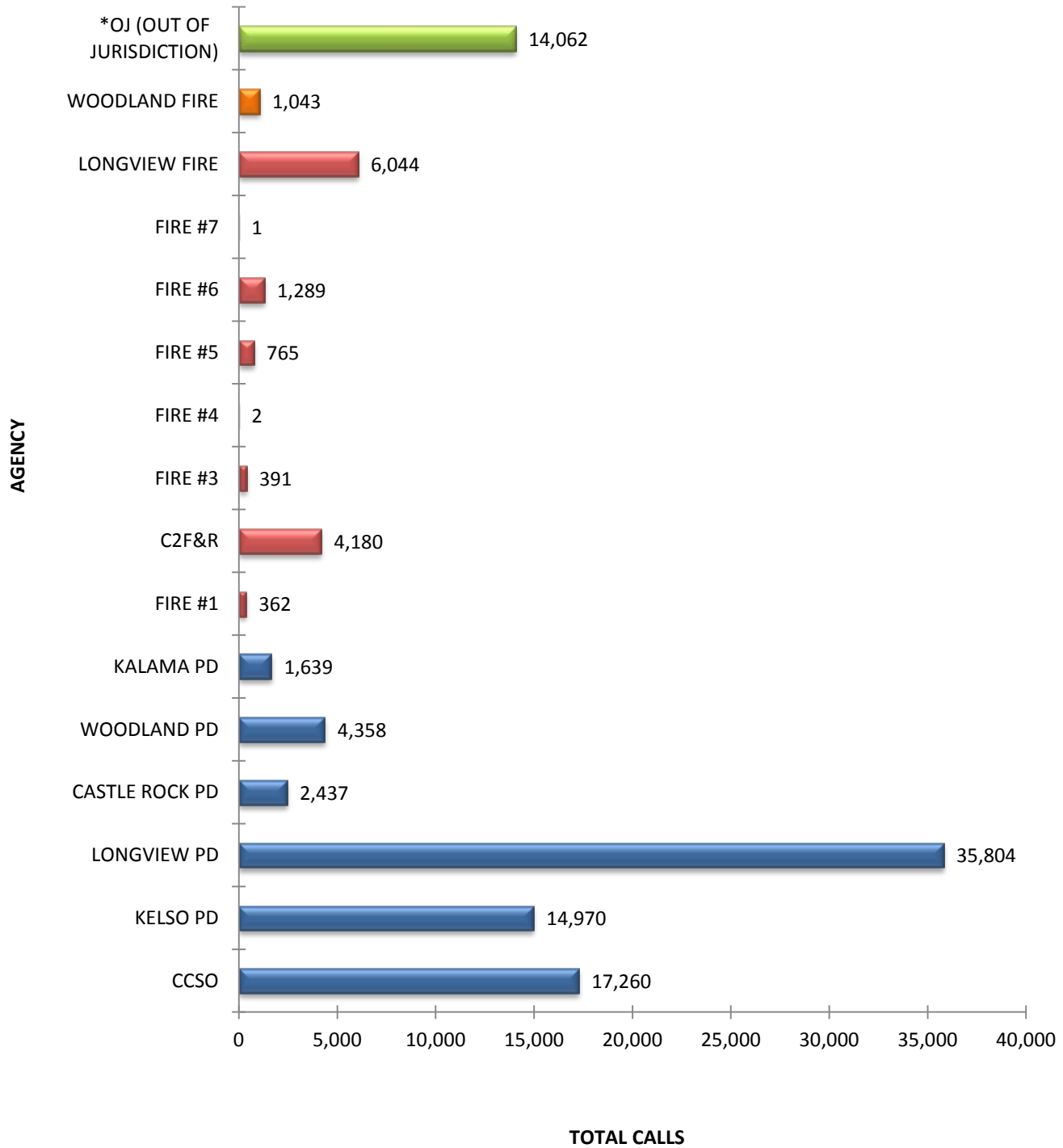
COWLITZ COUNTY 911 CENTER
TOTAL CALLS FOR SERVICE - BY AGENCY
2012

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
SUBTOTAL:	76,468	2,355	11,722		90,545
*Out of Jurisdiction Calls				14,062	14,062
TOTAL CALLS:	76,468	2,355	11,722	14,062	104,607
PERCENTAGE OF TOTAL:	73.1%	2.3%	11.2%	13.4%	

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

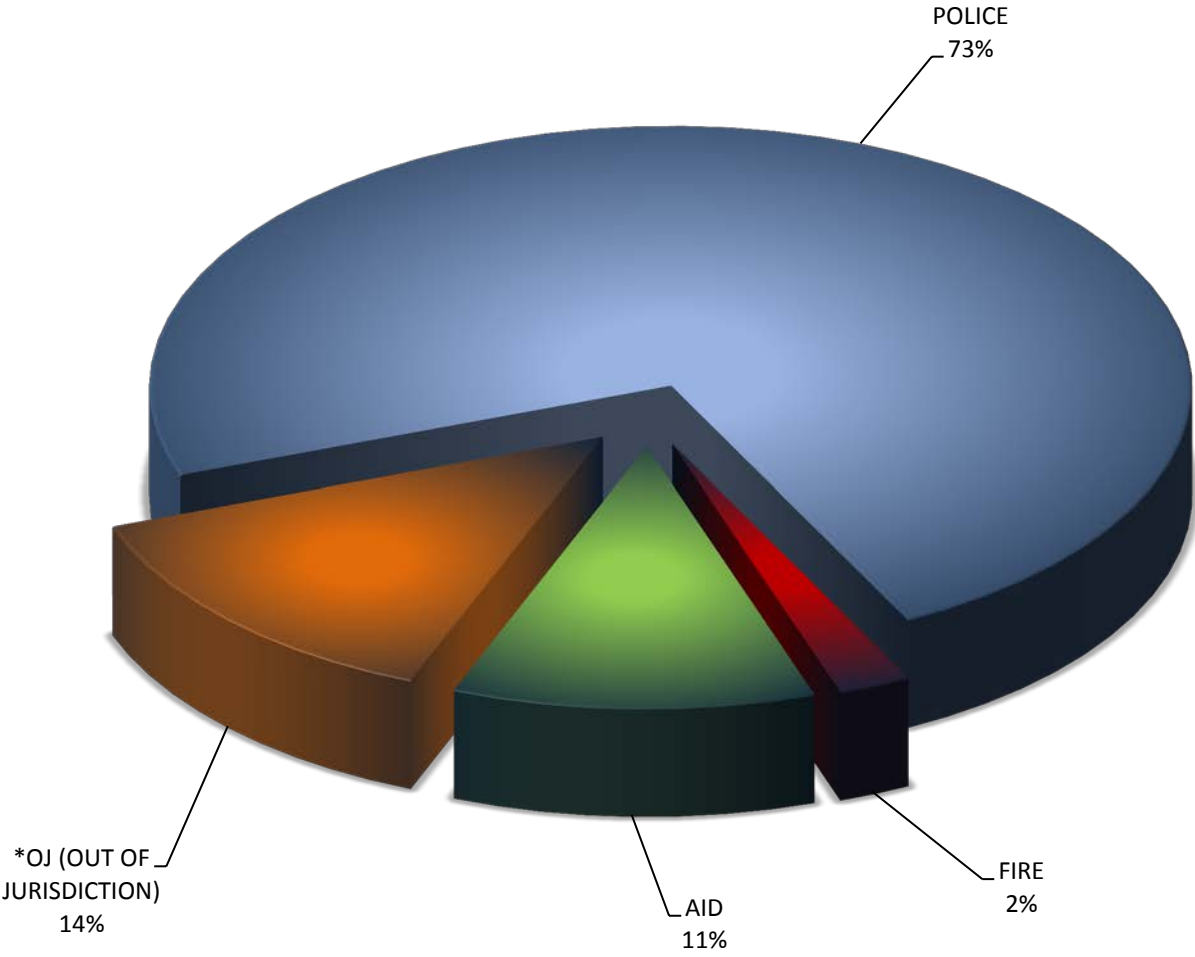
Dispatchers entered and processed a total of 104,611 Police, Fire, Medical Aid and Out-of-Jurisdiction (OJ) incidents (calls for service), which were captured in the CAD system. The total number of calls for service in 2012 increased by +5,186 from 2011. Police calls were up +4,349; Fire calls were up +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
*TOTALS:	104,607

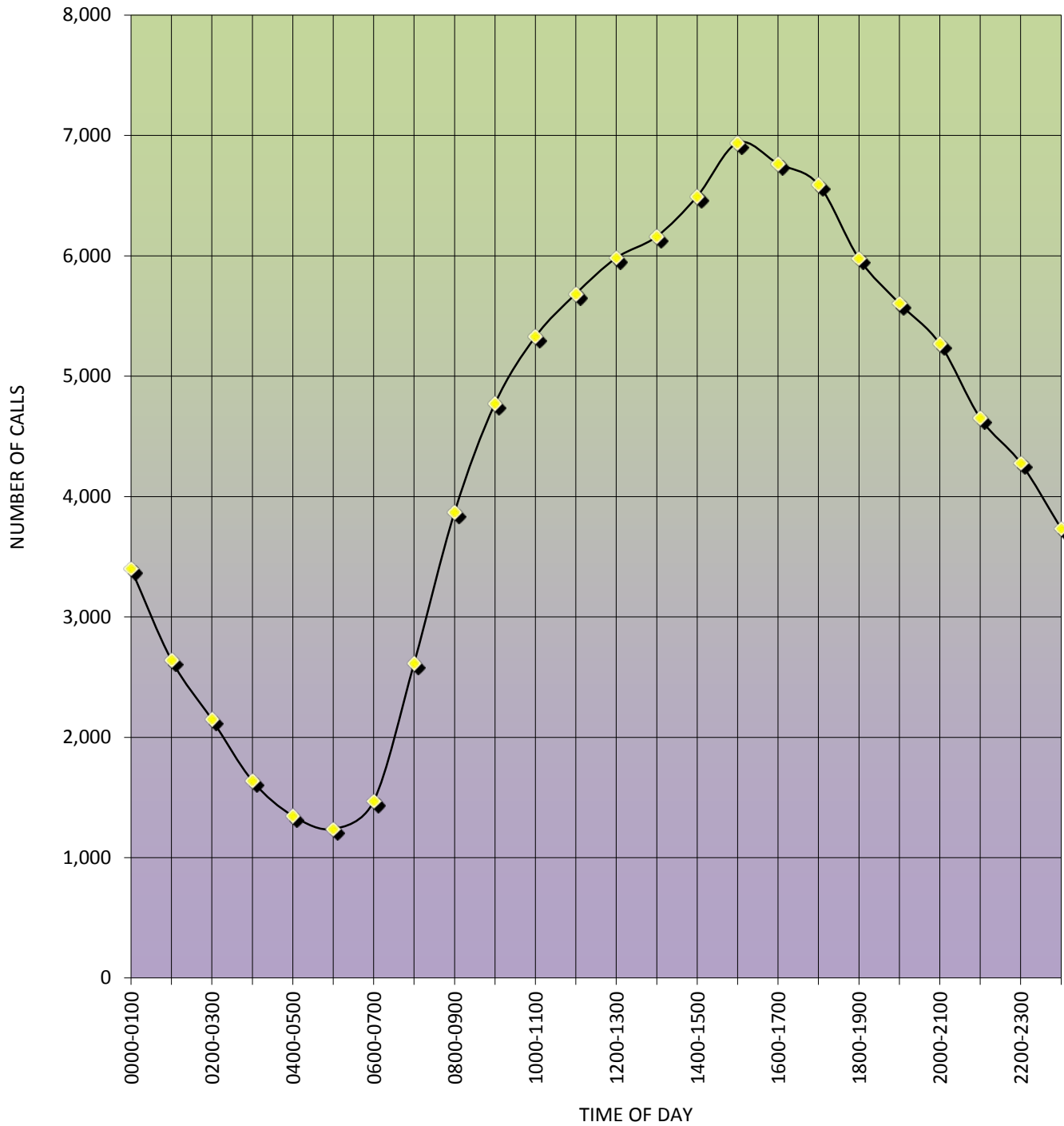
*Including Out of Jurisdiction calls.

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

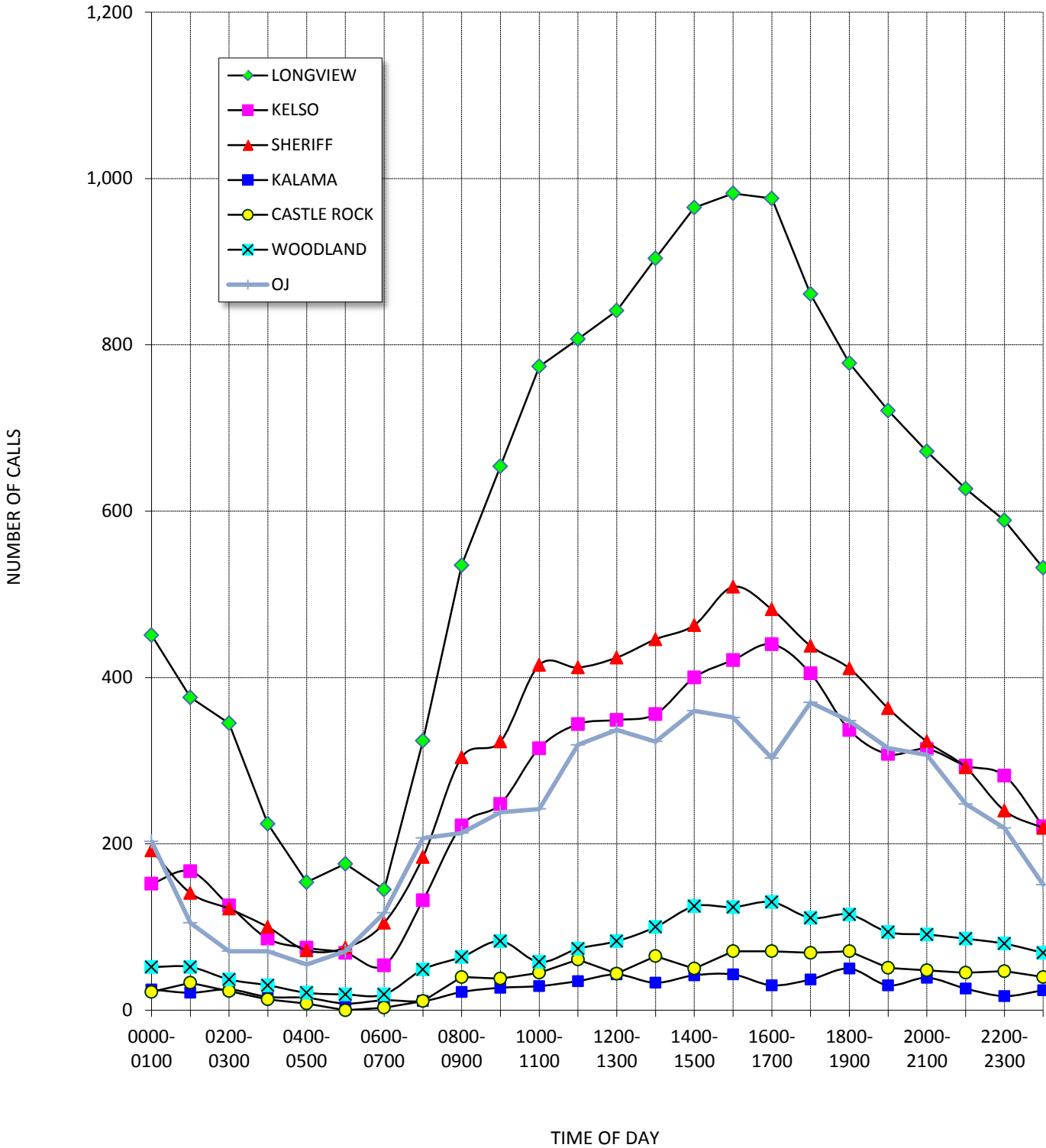
TIME OF DAY	LONGVIEW	KELSO	SHERIFF	KALAMA	CASTLE ROCK	WOODLAND	OJ	TOTALS
0000-0100	451	152	192	25	22	52	203	1,097
0100-0200	376	167	141	21	33	52	105	895
0200-0300	345	126	122	25	23	37	71	749
0300-0400	224	86	100	16	13	30	71	540
0400-0500	154	75	72	15	8	21	55	400
0500-0600	176	69	75	8	0	19	71	418
0600-0700	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
TOTALS:	14,413	6,117	7,055	660	969	1,766	5,545	36,525

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
TOTALS*	290	337	1,013	4	1,224	3,956	6,015	625	13,464

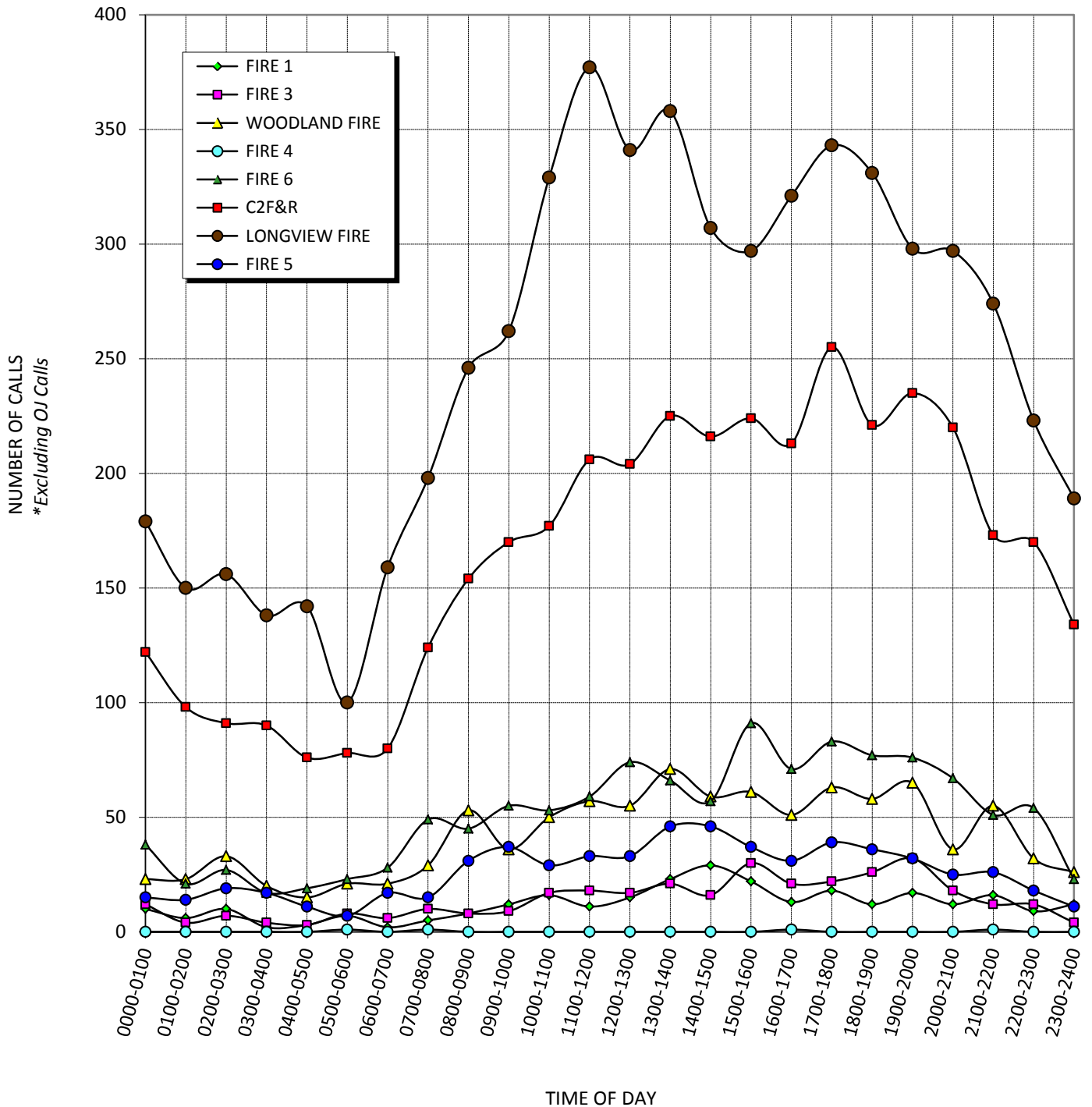
*Excluding Out of Jurisdiction calls.

COWLITZ COUNTY 911 CENTER

TOTAL CALLS FOR SERVICE - BY HOUR

FIRE & AID

2012



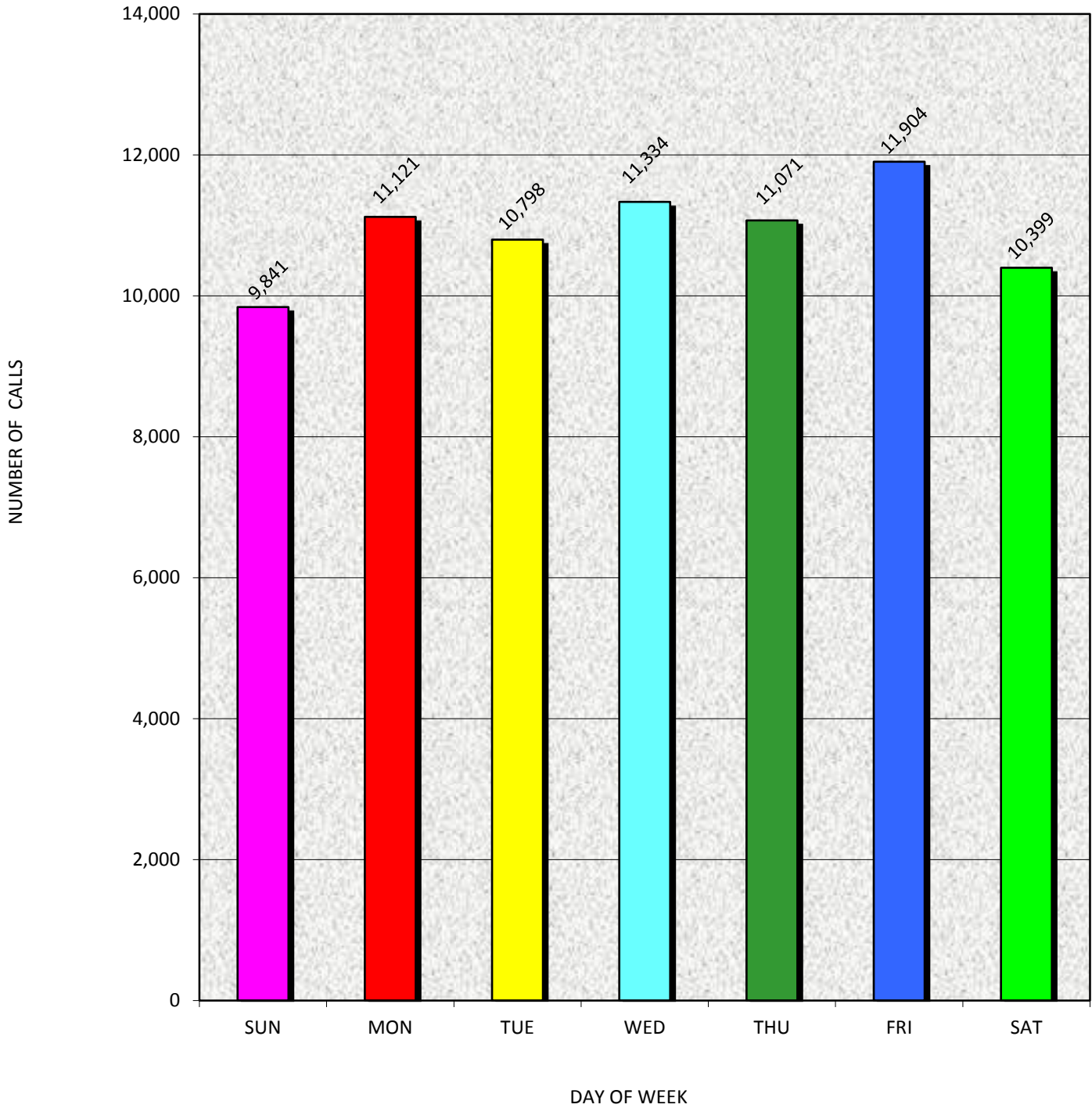
COWLITZ COUNTY 911 CENTER
TOTAL CALLS FOR SERVICE - BY DAY OF WEEK
LAW ENFORCEMENT
2012

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
TOTALS*	9,841	11,121	10,798	11,334	11,071	11,904	10,399	76,468
PERCENTAGE	12.9%	14.5%	14.1%	14.8%	14.5%	15.6%	13.6%	

** 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

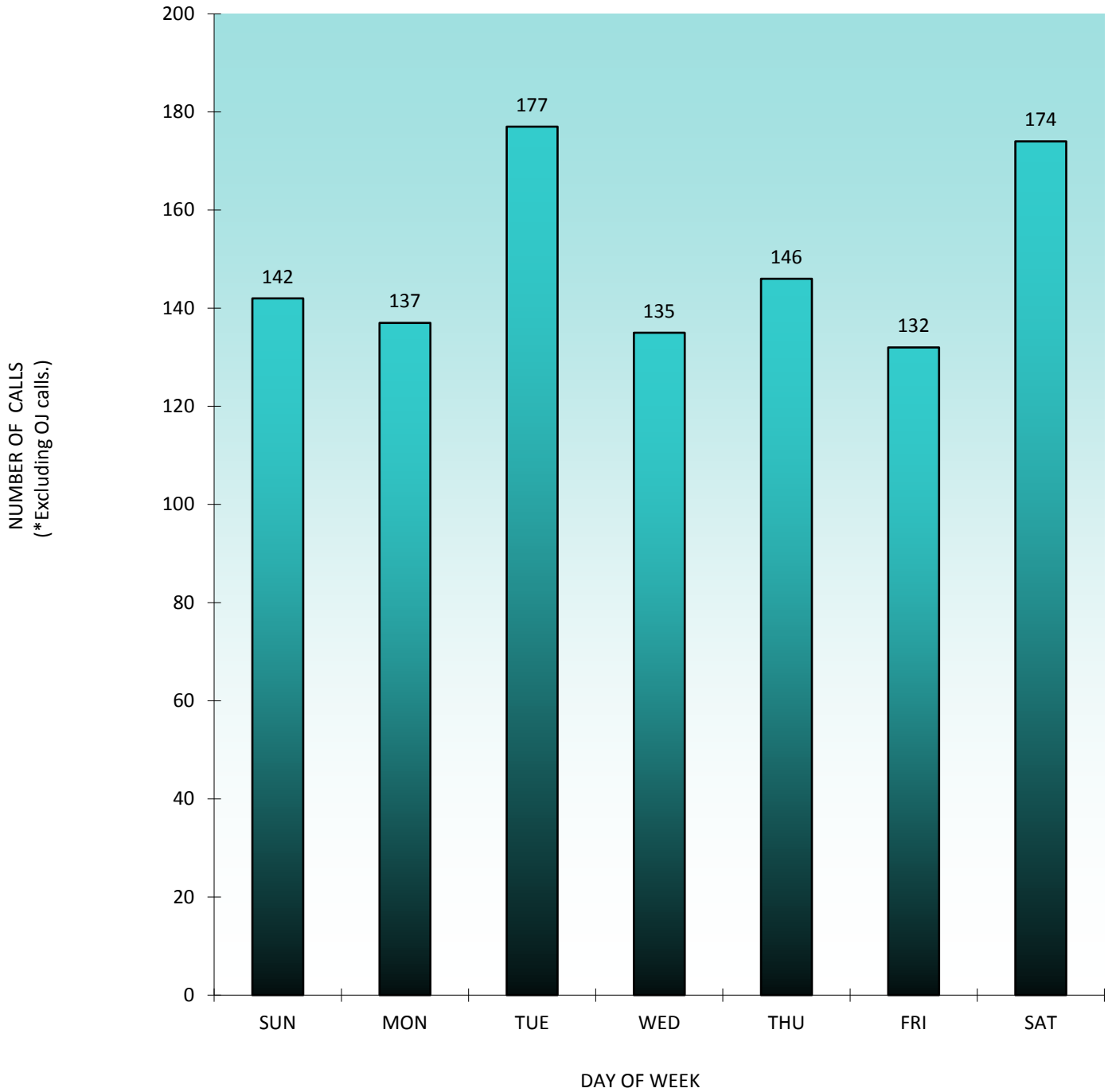
AGENCY	SUN	MON	TUE	WED	THU	FRI	SAT	TOTALS
Fire District #1	66	41	44	46	51	61	53	362
C2F&R	608	624	590	570	572	628	588	4,180
Fire District #3	76	53	37	46	45	61	73	391
Fire District #4	1	0	0	0	0	0	1	2
Fire District #5	125	81	116	100	115	119	109	765
Fire District #6	216	182	162	188	158	185	198	1,289
Longview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

** Excluding Out of Jurisdiction calls.*

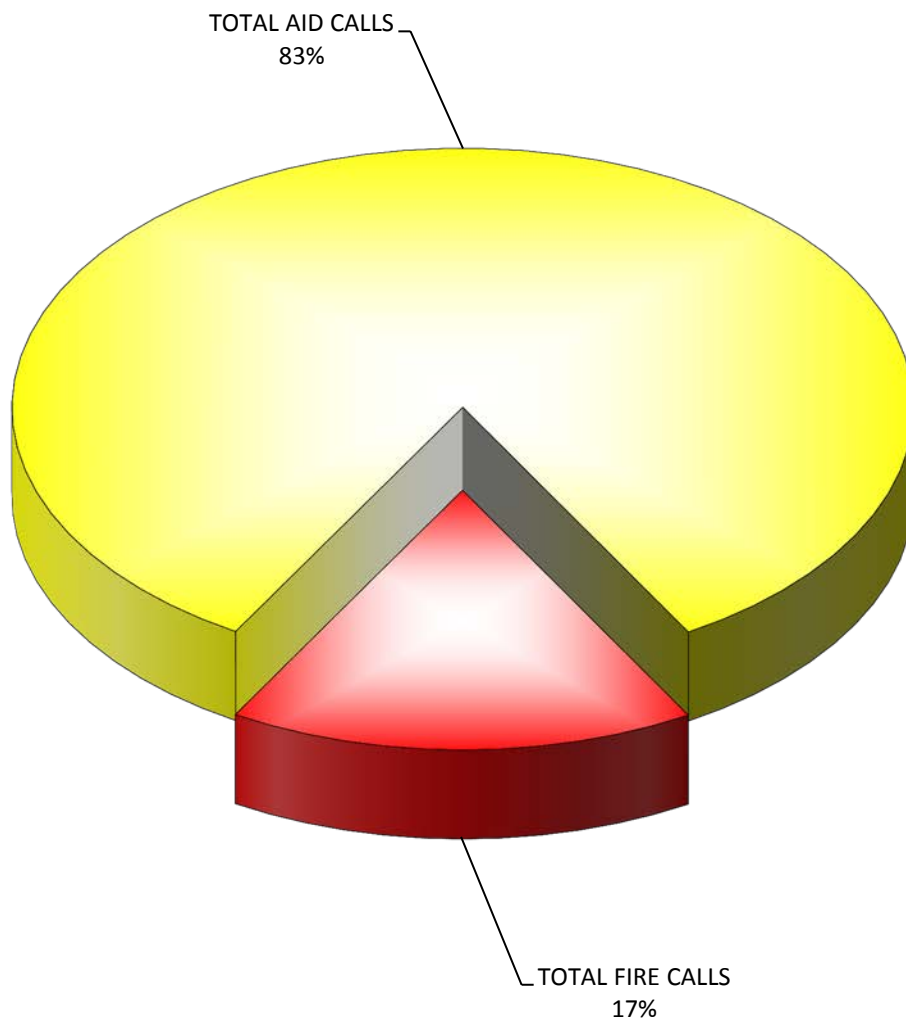
COWLITZ COUNTY 911 CENTER

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

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

COWLITZ COUNTY 911 CENTER LAW ENFORCEMENT TRAFFIC STOPS 2012

