



**Cayman Islands Emergency Communications Centre
Annual Statistical Summary**

posted 5 July 2011

Year: **FY2010/2011**

Month	CALLS FOR SERVICE					TELEPHONE CALLS				VEHICLE STOPS / LICENSE CHECKS			Public Presentations	Total Work Activity Units
	RCIPS	EMS	Fire	Other	Total	911 & Emergency 10 Digit		Non-Emergency	Total	RCIP Vehicle Stops	License Checks	Total		
						911	911 Abandoned/Hangup							
July	654	215	42	19	930	1,729	3,088	3,226	8,043	542	1,369	1,911	0	10,884
August	640	204	44	17	905	1,926	3,169	3,560	8,655	424	1,304	1,728	0	11,288
September	581	212	47	22	862	1,749	2,775	3,284	7,808	414	1,232	1,646	0	10,316
October	650	234	40	21	945	1,803	3,067	3,743	8,613	531	1,534	2,065	0	11,623
November	632	220	51	13	916	1,736	3,205	3,268	8,209	490	1,387	1,877	0	11,002
December	744	248	50	18	1,060	2,095	3,539	3,927	9,561	985	1,878	2,863	0	13,484
January	554	254	56	27	891	1,644	2,985	3,164	7,793	501	1,454	1,955	0	10,639
February	686	235	62	0	983	N/A	N/A	N/A	0	243	N/A	243	0	N/A
March	716	266	72	0	1,054	N/A	N/A	N/A	0	246	N/A	246	0	N/A
April	742	249	74	0	1,065	N/A	N/A	N/A	0	229	N/A	229	0	N/A
May	762	279	72	0	1,113	N/A	N/A	N/A	0	219	N/A	219	0	N/A
June	733	260	55	0	1,048	N/A	N/A	N/A	0	243	N/A	243	0	N/A
TOTAL	8,094	2,876	665	137	11,772	11,038	21,828	24,172	58,682	5,067	10,158	15,225	0	79,236

In February 2011, the department initiated use of a Computer Aided Dispatch system (CAD). Manually-counted statistics are discontinued.

Definitions:

Call For Service (CFS) = any request for service or assistance received by CIEC911 and recorded on the CIEC911 CFS Log or CAD, whether or not a crime or other type of incident has occurred. A CFS may or may not generate a report depending on the nature of the request

911 Abandoned / Hangup = any incoming telephone call received on the 911 Emergency line in which there was no one on the line or the caller indicates that they misdialed.

Telephone Call = any incoming telephone call that is answered by CIEC911 staff which includes 911 telephone calls, non-emergency, abandoned/hangup, mis-directed, prank, etc.

Vehicle Stop = a traffic stop initiated by RCIP and reported to CIEC911.

License Check = a driver's license or vehicle registration check initiated by RCIP or another authorised law enforcement agency.