



CAYMAN ISLANDS PUBLIC SAFETY COMMUNICATIONS CENTRE ANNUAL WORKLOAD ACTIVITY SUMMARY YTD REPORT

Year: FY2015/2016 (JULY 2015 to JUNE 2016)

1-Jul-16

Month	CALLS FOR SERVICE							9-1-1 TELEPHONE CALLS							PERFORMANCE		RCIPS FIELD CONTACTS (VEHICLE, PEDESTRIAN, BOAT)
	RCIPS	EMS	Fire	Immigration	Environment	Prison Service	Total	Wireline		Wireless		Unknown (No All Available)		Total	9-1-1s Answered within 10 Seconds	CFS / Priority "P" and "1" Dispatched within 90 Seconds	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent			
July	2,327	4.5%	427	84.9%	100	2.0%	0	0.0%	6	0.1%	18	0.4%	2,878	97.3%	51.2%	376	
August	2,389	3.8%	442	6.3%	75	1.1%	1	0.0%	9	0.1%	5	0.0%	2,921	97.8%	46.5%	418	
September	2,236	4.9%	434	5.4%	86	1.2%	0	0.0%	0	0.0%	5	0.0%	2,761	97.1%	52.2%	554	
October	2,382	5.4%	443	6.3%	95	1.3%	1	0.0%	7	0.1%	10	0.1%	2,938	97.6%	47.9%	400	
November	2,282	6.3%	440	6.3%	97	1.3%	2	0.0%	0	0.0%	21	0.3%	2,842	97.4%	47.7%	238	
December	2,327	7.1%	454	6.0%	93	1.2%	8	0.1%	1	0.0%	6	0.0%	2,889	96.8%	46.3%	474	
January	2,367	5.8%	440	7.1%	104	1.4%	9	0.1%	0	0.0%	9	0.1%	2,929	97.4%	51.4%	588	
February	2,157	7.1%	378	7.1%	84	1.1%	13	0.2%	0	0.0%	8	0.1%	2,640	97.3%	50.8%	581	
March	2,339	6.8%	480	6.8%	111	1.5%	0	0.0%	0	0.0%	8	0.1%	2,938	96.7%	46.5%	519	
April	2,232	5.7%	393	5.7%	122	1.6%	3	0.0%	0	0.0%	12	0.2%	2,762	97.4%	51.2%	388	
May	2,385	5.6%	423	5.6%	122	1.6%	0	0.0%	0	0.0%	3	0.0%	2,933	96.7%	48.3%	347	
June	2,298	5.3%	411	5.3%	97	1.3%	0	0.0%	0	0.0%	2	0.0%	2,808	97.3%	51.6%	508	
TOTAL	27,721	5.7%	5,165	67,040	85.5%	1,186	6,918	8.8%	23	8.8%	107	78,359	N/A	N/A	5,391		

Definitions:

Call For Service (CFS) = any request for service or assistance received by CIPSCC and recorded in CAD, whether or not a crime or other type of incident has occurred.

911 Abandoned / Hangup = any incoming telephone call received on 9-1-1 in which there was no one on the line.

Performance/9-1-1 = Percent of 9-1-1 telephone calls answered within 10 seconds (as recorded by PSCC Power911 reports). FY15/16 target is 98.0%.

Performance/CFS = Percentage of highest priority Calls For Service (Priority "P" and "1") dispatched to emergency personnel within 90 seconds from when 9-1-1 telephone call was answered (as recorded by PSCC Computer Aided Dispatch reports). FY15/16 target is 70.0%.