



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

Year: **FY2017** (JANUARY 2017 - DECEMBER 2017)

13-Apr-18

| Month | CALLS FOR SERVICE | | | | | | | 9-1-1 TELEPHONE CALLS | | | | | | | PERFORMANCE | | RCIPS FIELD CONTACTS (VEHICLE, PEDESTRIAN, BOAT) |
|--------------|-------------------|--------------|--------------|-------------|-------------|----------------|---------------|-----------------------|-------------|---------------|--------------|----------------------------|-------------|---------------|-----------------------------------|---|--|
| | RCIPS | EMS | Fire | Immigration | Environment | Prison Service | Total | Wiredline | | Wireless | | Unknown (No ALI 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 | | | | |
| January | 2,325 | 489 | 139 | 0 | 2 | 2 | 2,957 | 358 | 8.0% | 3,742 | 83.8% | 364 | 8.2% | 4,464 | 96.9% | 50.56% | 275 |
| February | 2,228 | 433 | 112 | 0 | 5 | 7 | 2,785 | 324 | 7.9% | 3,411 | 83.0% | 374 | 9.1% | 4,109 | 96.91% | 50.38% | 356 |
| March | 2,431 | 470 | 91 | 1 | 6 | 6 | 3,005 | 355 | 8.2% | 3,657 | 84.1% | 335 | 7.7% | 4,347 | 96.8% | 50.3% | 412 |
| April | 2,056 | 461 | 136 | 0 | 4 | 3 | 2,660 | 319 | 7.7% | 3,517 | 84.6% | 319 | 7.7% | 4,155 | 96.73% | 52.31% | 217 |
| May | 2,380 | 420 | 100 | 0 | 3 | 0 | 2,903 | 373 | 8.5% | 3,663 | 83.1% | 373 | 8.5% | 4,409 | 96.71% | 48.72% | 175 |
| June | 2,474 | 441 | 114 | 0 | 1 | 3 | 3,033 | 337 | 7.4% | 3,824 | 83.8% | 402 | 8.8% | 4,563 | 96.41% | 48.14% | 286 |
| July | 2,445 | 492 | 136 | 3 | 2 | 1 | 3,079 | 344 | 7.3% | 3,923 | 83.5% | 435 | 9.3% | 4,702 | 96.5% | 53.0% | 491 |
| August | 2,307 | 483 | 122 | 4 | 2 | 5 | 2,923 | 364 | 7.3% | 3,996 | 80.6% | 597 | 12.0% | 4,957 | 97.3% | 53.9% | 292 |
| September | 2,292 | 460 | 141 | 1 | 1 | 5 | 2,900 | 311 | 6.8% | 3,840 | 84.4% | 397 | 8.7% | 4,548 | 96.2% | 48.0% | 481 |
| October | 2,966 | 449 | 147 | 0 | 2 | 5 | 3,569 | 342 | 7.2% | 4,007 | 84.4% | 396 | 8.3% | 4,745 | 96.6% | 55.4% | 489 |
| November | 2,413 | 475 | 132 | 0 | 0 | 2 | 3,022 | 367 | 7.4% | 4,192 | 84.7% | 388 | 7.8% | 4,947 | 97.1% | 53.7% | 464 |
| December | 2,563 | 533 | 165 | 1 | 2 | 1 | 3,265 | 397 | 7.6% | 4,364 | 83.7% | 453 | 8.7% | 5,214 | 95.9% | 52.7% | 352 |
| TOTAL | 28,880 | 5,606 | 1,535 | 10 | 30 | 40 | 36,101 | 4,191 | 7.6% | 46,136 | 83.6% | 4,833 | 8.7% | 55,160 | N/A | N/A | 4,290 |

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). FY16/17 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). FY16/17 target is 70.0%.