

PINELLAS COUNTY EMERGENCY COMMUNICATIONS

DEMOGRAPHICS AND 911 CALL VOLUMES FOR 2007

AREA SERVED

SQUARE MILES	280
POPULATION	947,000
SEASONAL RESIDENTS	78,116
AVERAGE POPULATION PER SQUARE MILE	3,382

ANNUAL INCOMING CALL VOLUME

	Landline	Cellular	Total
<u>TOTAL 911 CALLS RECEIVED</u>	243,284	340,308	583,592
<u>EMERGENCY LAW ENFORCEMENT CALLS</u>	42,988	84,500	127,488
<u>EMS (MEDICAL) CALLS</u>	91,615	73,842	165,457
<u>FIRE CALLS</u>	13,824	4,903	18,727
<u>NON-EMERGENCY CALLS</u>	37,149	64,624	101,773
<u>HANG-UPS</u>	9,190	21,484	30,674
<u>WRONG NUMBERS</u>	7,984	8,440	16,424
<u>ABANDONED LINES</u>	28,264	57,363	85,627
<u>OPEN LINES</u>	8,332	24,497	32,829
<u>MISCELLANEOUS</u>			4,593
*AVERAGE 911 CALLS PER MONTH			48,633
*AVERAGE 911 CALLS PER DAY			1,621

PINELLAS COUNTY EMERGENCY COMMUNICATIONS

FIRE AND EMS STATISTICS FOR 2007

ANNUAL FIRE & EMS INCIDENT VOLUMES

TOTAL FIRE & EMS INCIDENTS DISPATCHED	155,541
EMS INCIDENTS	133,837
FIRE INCIDENTS	18,831
MOVEUPS & SPECIALS	2,873
AVERAGE FIRE/EMS INCIDENTS PER MONTH	12,961
AVERAGE FIRE/EMS INCIDENTS PER DAY	432

DEPARTMENTS AND UNITS

SECONDARY PSAPS RECEIVING 911 TRANSFERS	10
FIRE DEPARTMENTS IN CONSOLIDATED DISPATCH SYS	20

AVERAGE TIMES FOR FIRE/EMS INCIDENTS

PROCESSING TIME - TIME FRAME FROM RECEIPT OF 911 CALL UNTIL FIRE/EMS UNITS ARE DISPATCHED.	34 SECONDS
RESPONSE TIME - AMOUNT OF TIME FROM RECEIPT OF 911 CALL UNTIL FIRST UNIT ARRIVES ON SCENE.	04:24 MINUTES
INVOLVED TIME - TIME FROM RECEIPT OF 911 CALL UNTIL INCIDENT IS CLOSED OUT.	25:07 MINUTES

911 OPERATORS

TOTAL EMERGENCY COMMUNICATIONS OPERATORS	58
AVERAGE OPERATORS ON DUTY	9
TOTAL EMERGENCY COMMUNICATIONS SUPERVISORS	10
AVERAGE SUPERVISORS ON DUTY	2

PINELLAS COUNTY EMERGENCY COMMUNICATIONS

COMPUTER AIDED DISPATCH INFORMATION FOR 2007

9-1-1 PHONE & RECORDING SYSTEMS

- 2 Dedicated 5E tandem Switches
- 1 Primary Public Safety Primary Answering Point (9-1-1 Center)
- 10 Secondary Public Safety Answering Points
- 100 Total 9-1-1 Positions in Pinellas County
- 544 Total Recorded Telephone Channels in Pinellas County
- 18 Dispatch Consoles at Primary PSAP
- 8 Dispatch Consoles at Back Up Facility

WIDE AREA COMPUTER NETWORK

- 2 IBM P Series 630 Mainframes
- 1 IBM RISK 6000 F80 Mainframe at Remote Site
- AIX 5.2
- Ardent (Unidata) 5.0
- 8 SSA Logical Disk Drives Mirrored Front to Back
- Rotating High Availability Cluster Management Protocol Environment
- 640 Shared Ports
- 80 Remote Sites (Administrative and Fire Stations) Throughout Pinellas County

COMPUTER AIDED DISPATCH DATA FILES

Number of Locations	1,541,676
Number of Streets	10,986
Number of Runcards	140,028
Number of Trucks	2,624
Number of System Users	2,625

PINELLAS COUNTY EMERGENCY COMMUNICATIONS

2007 RADIO SYSTEM INFORMATION

800 MHZ TRUNKED RADIO AND HIGH PERFORMANCE DATA SYSTEMS

SYSTEMS TECHNOLOGIY- MOTOROLA SMARTZONE 4.1 AND P25

NUMBER OF RADIO SITES (SIMULCAST)	10
NUMBER OF RADIO CHANNELS	53
NUMBER OF DATA SITES	3
NUMBER OF DATA CHANNELS	6
NUMBER OF TOTAL RADIO SYSTEM USERS	10,045
AVERAGE DAILY RADIO SYSTEM AIR TIME	175 HOURS
NUMBER OF FIRE/EMS RADIO SYSTEM USERS	1,560
NUMBER OF FIRE/EMS DATA SYSTEM USERS	149
OVERALL SYSTEM VALUE	52 MILLION

UHF/800 MHZ MEDICAL RADIO SYSTEM

EMS USES A COMBINATION OF 800 MHZ TALKGROUPS AND UHF CHANNELS FOR COMMUNICATIONS
WITH ALL HOSPITALS IN ACCORDANCE WITH THE STATEWIDE PLAN

NUMBER OF HOSPITALS	14
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UHF DIGITAL PAGING SYSTEM

NUMBER OF SIMULCAST TRANSMITTERS	3
NUMBER OF INDEPENDENT PAGING SYSTEMS	3
NUMBER OF PAGERS ON SYSTEM	850
COST OF MOTOROLA PAGEBRIDGE HARDWARE	\$ 180,000.00

PINELLAS COUNTY EMERGENCY COMMUNICATIONS

20 BUSIEST TRUCKS WITH ON-SCENE DURING 2007

AGENCY	UNIT	TOTAL		
		TOTAL RESPONSES PER YEAR	RESPONSES WITH ON-SCENE	TOTAL RESPONSES PER DAY
St Petersburg	R3	5734	5380	15.7
St Petersburg	R5	4940	4482	13.5
St Petersburg	R1	4406	4017	12
Lealman	E18	4355	4004	11.9
St Petersburg	R7	3953	3758	10.8
Pinellas Park	R33	3921	3574	10.7
Largo	R41	3864	3607	10.6
St Petersburg	R6	3795	3577	10.4
St Petersburg	R4	3776	3459	10.3
Clearwater	R45	3760	3471	10.1
Lealman	R19	3728	3494	10.2
Clearwater	R49	3594	3309	9.8
Palm Harbor	E65	3487	3100	9.5
Clearwater	R47	3426	2999	9.4
Clearwater	R48	3419	3116	9.3
St Petersburg	R10	3350	2997	9.1
Pinellas Park	R34	3084	2909	8.5
St Petersburg	R8	3007	2817	8.2
St Petersburg	R9	2999	2830	8.2
Largo	S38	2970	2386	8.1

PINELLAS COUNTY EMERGENCY COMMUNICATIONS

DISPATCH STATISTICS BY FIRE DEPARTMENT ID

DEPARTMENT	2004	2005	2006	2007
BAYFLITE	1,305	1,138	1,107	1,138
BELLEAIR BLUFFS	1,028	1,306	1,081	1,347
CLEARWATER	25,100	24,531	24,797	24,627
CRASH FIRE RESCUE	259	171	128	191
DUNEDIN	7,596	6,900	6,694	6,460
EAST LAKE	2,887	2,998	3,108	2,872
GULFPORT	2,713	2,764	2,812	2,668
LARGO	20,019	20,559	20,471	20,509
LEALMAN	9,502	9,702	9,618	9,447
MADEIRA BEACH	1,594	1,508	1,476	1,430
OLDSMAR	1,759	1,937	1,975	1,871
PALM HARBOR	8,199	8,108	7,997	7,861
PINELLAS PARK	12,769	12,441	13,019	13,314
PINELLAS SUNCOAST	3,567	3,377	3,299	3,167
SAFETY HARBOR	3,389	3,923	3,765	3,550
SEMINOLE	10,634	10,461	10,625	10,601
SOUTH PASADENA	2,643	2,558	2,916	3,008
ST. PETE BEACH	2,371	2,447	2,617	2,686
ST. PETERSBURG	45,982	45,806	46,342	46,357
TARPON SPRINGS	4,113	4,107	4,093	3,963
TREASURE ISLAND	1,318	1,239	1,246	1,295