

HELENA FIRE DEPARTMENT

1983 ANNUAL REPORT

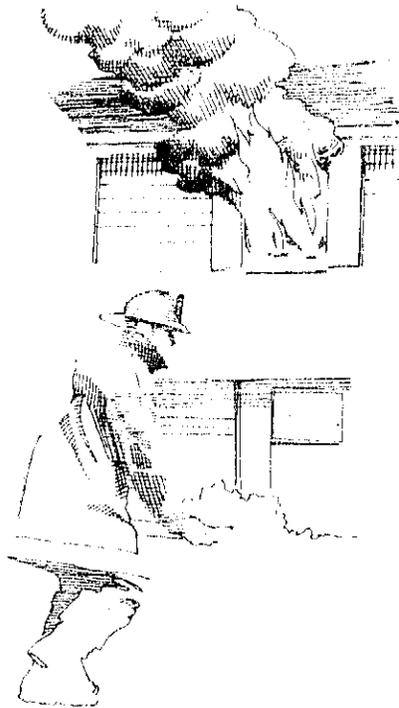
AS SUBMITTED TO

THE HONORABLE MAYOR AND THE CITY COMMISSION

NORM GRAY, FIRE CHIEF

RICH COE, ASS'T CHIEF

ROBERT A. ERICKSON, CITY MANAGER



FIRE

It hits you where you live



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Commissioners

Russell J. Ritter, Mayor
Rayleen Beaton
Michael J. DaSilva
Joan A. Duncan
Blake Wordal

Robert A. Erickson
City Manager



Fire Department
Mailing Address:
City-County Admin. Bldg.
316 North Park
Helena, MT 59623
Phone 406/442-9920
Office Location:
Civic Center Building

Fire Chief
Norm Gray

January 20, 1984

Mr. Bob Erickson
City Manager
Helena, Mt 59623

Dear Mr. Erickson:

I am submitting herein the 1983 Annual Report of the Helena Fire Department. This report contains statistical data and information relating to the operation and activities for the year 1983.

The year 1983 was the busiest year in the history of the Helena Fire Department. We responded to a record 860 alarms during 1983, which is 98 alarms over last year's 762 alarms, which also was a record. We also had a record of 111 alarms for the month of December.

The year 1983 was a very disappointing year from the standpoint of fire loss in the City of Helena. Two major fires, (The Dawn Hotel and Albertson's) caused an estimated fire loss of \$2,300,000.00. We also had several serious dwelling fires which caused an estimated fire loss of \$222,115.00. The balance of the fire loss was due to miscellaneous fires. The total estimated fire loss for 1983 was \$2,705,855.00.

A positive statistic for 1983 was that there were no fire deaths in the City of Helena. Hopefully, the statistic will hold true again in 1984. We had one (1) civilian injury and two (2) minor injuries to firefighters.

Our goals for the coming year are to continue to upgrade all aspects of the Helena Fire Department, especially training, fire prevention and emergency medical services.

I am looking forward to 1984 and would like to thank you, the City Commission and the dedicated members of the Helena Fire Department for the support which I have received this past year.

Respectfully submitted,

Norm Gray
Norm Gray, Fire Chief
Helena Fire Department

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MAYOR

RUSS RITTER

COMMISSION

RAYLEEN BEATON
MIKE DASILVA
JOAN DUNCAN
BLAKE WORDAL

CITY MANAGER

ROBERT ERICKSON



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Norm Gray

HELENA FIRE DEPARTMENT

FIRE CHIEF

NORM GRAY

ASST. FIRE CHIEF

RICH COE

FIRE PREVENTION BUREAU

FF III-FPO - BOB KNUDSON

CFF-EMT - JOEL KING

COMBAT

SHIFT #1

Capt. Ron Jacobsen
Lt. Ted Simpson
FF 1/C Ron Morris
FF 2/C-EMT Jim Skinner
FF III-EMT Warren Ziegler
FF III Don Gage
FF II Doug Duncan
FF-EMT Pat Clinch

SHIFT #2

Capt. Don Holshue
Lt. Dennis Sorrels
FF 1/C-Mech Don Hurni
FF 2/C-EMT Mike Foster
FF III-EMT Jay Moore
FF II Mike Spotorno
FF II-EMT Ed Flies
FF I-EMT Steve Larson

SHIFT #3

Capt. Bob Pare
Lt. Joe Cross
FF 1/C Art Kreiger
FF 2/C Bob Olson
FF III-EMT Harry Crawford
FF III Dale Klugman
FF III-EMT Norb Roth
FF II-EMT Jim Feucht

SECRETARY

BERNIE MARTIAN

New man - Joel P. King

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FIRE APPARATUS

1983

<u>APPARATUS #</u>	<u>STATION</u>	<u>TYPE APPARATUS</u>	<u>DESCRIPTION</u>	<u>YEAR</u>
Engine 1	1	1250 Pumper	Seagrave	1975 198
Engine 2	2	1250 Pumper	Hahn	1980 95
Engine 3	1	1000 Pumper	FWD	1962 85
Truck 1	1	85' Tower	Sutphen	1976 2001
Truck 2	2	75' Ladder	Pirsch	1946 —
Squad 1	1	Mini/Rescue	Chevrolet	1979 89
Squad 2	2	Mini/Rescue	Dodge	1976 86
#27	1	Staff	Ford 2 dr	1980 90
#28	1	Staff	Ford 4 dr	1980 90
#29	1	Staff Pickup	Ford PU	1981 91

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Fire Chief
Norm Gray

TO: Norm Gray, Fire Chief
FROM: Bob Knudson, Fire Prevention Officer
DATE: January 20, 1983
SUBJECT: Annual Report From the Fire Prevention Bureau
the Year of 1983

COMMENTARY:

THE NEED FOR FIRE PREVENTION

The first organized efforts to protect property and prevent fires, dates as far back as 300 B.C. in Rome. In almost all respects, the efforts of Rome to prevent and protect property from fire, resemble our efforts today.

Almost before the settlement of America began, there were serious setbacks because of fire. The first permanent colony in Virginia was destroyed by fire and then in 1623, the colony in Plymouth suffered near destruction by fire.

These losses from fire could not continue if the colonies were to survive, and to attempt a lessening of fire loss called for regulation.

During the years from 1900 to the present, fire deaths and losses provided the basis for legislation after the fact. Each major fire loss gave rise to new and revised building construction, fire and life safety regulations.

Historically, fire prevention regulations have been enacted following fire loss. By studying their history we can prevent the same mistakes. On the other hand, we can ignore history and be doomed to repeat the pattern of loss of life by fire, by reacting too late.

The functions of the Fire Prevention Bureau are many. The Bureau is responsible for conducting routine, as well as technical fire inspections, complaint investigations, fire and arson investigations, plan reviews for commercial construction and remodeling, consultation with architects, contractors, and

Annual Report/Fire Prevention Bureau
January 20, 1984
page 2

property owners concerning all aspects of fire protection and prevention. The Bureau also has the task of informing the public about its fire safety program and how it concerns each and everyone of them. To reach this broad area of people in our community, it takes a constant on-going public education program. In order to accomplish this, the Bureau uses several different things, including the use of the news media, talks at meetings, two (2) seasonal programs, including Fire Prevention Week and spring clean-up, and various other programs for educating children, baby-sitters, employees and employers in many of the different businesses throughout our community.

This brings me to the goals of the Bureau for the up-coming year of 1984:

- 1) To continue on with the current inspection program.
- 2) To make available for shift personnel, the "Fire Away" series from N.F.P.A., which includes continuing education credits.
- 3) To attend any schools which would further my knowledge of fire prevention and/or fire investigations.
- 4) To look into the possibility of a computer, and how it could assist in helping the Department as a whole, hydrants, budget, inspections, pre-planning, etc.
- 5) To investigate all suspicious, incendiary, large loss fires and those fires which result in a death.

1983 CODE ENFORCEMENT ACTIVITIES

INSPECTIONS

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<u>OCCUPANCY TYPE</u>	<u>NUMBER OF INSPECTIONS</u>
Miscellaneous	39
Assembly	116
Educational	28
Residential	147
Mercantile	31
Business	36
Industrial	<u>62</u>
	Sub Total
	459
Re-Inspections Conducted	<u>84</u>
TOTAL INSPECTIONS FOR 1983	543

FIVE YEAR COMPARISON

<u>YEAR</u>	<u>TOTAL INSPECTIONS</u>
1983	543
1982	778
1981	1,145
1980	749
1979	1,486

The decline in the number of inspections over the years, is due to the fact that one person on a full time bases cannot do that many inspections, he has other responsibilities to the tax payers. Therefore, to bring the inspections up to what would be required under state law, additional manpower would be required.

NOTICES, ORDERS & CITATIONS:

Notices are issued for the correction of routine violations, orders are issued for the correction of more hazardous violations, and to gain code compliance, after all other measures have failed, a citation would be issued.

During 1983, there were 202 notices, 10 orders, and no citations issued.

PLAN REVIEWS

The Fire Prevention Bureau is responsible for plan reviews of all new construction and remodeling of commercial structures, plus plan reviews for all fire protection systems that are installed.

Total plan review hours for 1983, 94.5.

FIRE INVESTIGATION

As required by State Law, the Bureau is responsible for investigating all fires within its jurisdiction. In 1983, the Bureau investigated all fires which were of incendiary origin, suspicious origin, where there was injury or death and large dollar loss fires.

In 1983, the Bureau investigated a total of 28 fires, 12 were determined accidental, 15 incendiary, 1 undetermined origin.

FIVE YEAR COMPARISON

<u>YEAR</u>	<u>NO. INVESTIGATED</u>	<u>INCENDIARY</u>	<u>ARRESTS</u>	<u>CONVICTIONS</u>
1983	28	15	1	1
1982	31	11	0	0
1981	53	22	7	1
1980	59	32	5	0
1979	47	16	5	2



PUBLIC EDUCATION

Part of the Public Education Program is informing the people of Helena through the news media. During 1983, the Bureau conducted four (4) programs for radio and T.V., along with several public service announcements. The Bureau also conducted thirteen (13) fire drills, fourteen (14) demonstrations, seventeen (17) lectures, counseled ten (10) juvenile fire setters and helped with six (6) Boy Scout Merit badges.

Through the Public Education Program we contacted a total of 1,501 people. As the result of our smoke detector program in late 1982, we feel that at least two persons lives were saved as the result of smoke detectors. This program consumed many hours of our time, but after all, what is a life worth?

Commissioners

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Robert A. Erickson
City Manager



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Fire Chief
Norm Gray

BUILDING MAINTENANCE

Members of the Helena Fire Department devote many hours each year to building maintenance. This includes all janitorial work and most minor repairs. Members of the Helena Fire Department take pride in keeping their quarters clean and in good repair.

Following is a breakdown of building maintenance costs and utility costs for both stations from January 1, 1983 to December 31, 1983.

BUILDING MAINTENANCE COSTS:

Station 1	\$	574.31
Station 2	\$	45.75
Total	\$	620.06

UTILITY COSTS: (1983)

Station 1

Gas	\$	5,839.90
Water & Sewer	\$	474.48

Station 2

Electric	\$	2,249.65
Gas	\$	2,661.06
Water & Sewer	\$	591.81
Garbage	\$	180.00
Total Utilities	\$	11,996.90

JANITORIAL COST: (1983)

Station 1 and Station 2 \$727.44

MAN-HOURS SPENT IN BUILDING MAINTENANCE - 3,290 hours

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Fire Chief
Norm Gray

TO: Norm Gray, Fire Chief
FROM: Rich Coe, Asst. Fire Chief
DATE: January 20, 1984
SUBJECT: Annual Report of Fire Department Training

During 1983, Fire Department training included:

- 1) Numerous company inspections.
- 2) Periodic inspections of V.A. Hospital. (Covered by contract)
- 3) Annual test of all fire pumps.
- 4) "Smoke Diving", a course by the State Fire Service Training School, employing the use of self contained breathing apparatus. (Twenty-one (21) men attended)
- 5) Burlington Northern Railroad presented a course involving their hazardous materials, "Training Train." (Attended by nineteen (19) members of the City Fire Department)
- 6) Recertification of eighteen (18) people in C.P.R.
- 7) "Radiological Monitoring" course. (Attended by two (2) men)
- 8) In 1983, one (1) more firefighter completed the E.M.T. course, making a total of eleven (11).
- 9) One (1) man completed the orientation & indoctrination test and several completed Firefighter II & III.
- 10) Fire Department mechanic attended week-long Detroit Diesel School in Billings. (Holeman G.M. Diesel)

Annual Report of Fire Department Training
January 20, 1984
page 2

In addition, such things as streets & addresses, hose evolutions, mask drills, ropes & knots, equipment & apparatus checks are done regularly.

Currently we are in the process of compiling several sets of questions to be used in future promotion tests. This should serve to make the tests much more relevant to our local situation. In addition, the tests can then be made up, administered and corrected by the Personnel Department and/or the Fire Department. This should eliminate the need to purchase expensive tests from an outside source.

Also nearly finished are sets of "Rolodex Cards" that will greatly assist and simplify the response of Fire Department personnel to many buildings. These cards may be pulled and taken by the officer in charge. They contain information such as address, hydrants & sprinkler connection locations and key box and alarm panel locations. They also indicate the name and phone number of a person or persons that can be called after hours in an emergency.

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Fire Chief
Norm Gray

TO: Norm Gray, Fire Chief
FROM: Don Hurni, Mechanic
DATE: January 20, 1984
SUBJECT: 1983 Truck & Equipment Maintenance

The man-hours in this report show the time spent by shift members and the Fire Department mechanic on fire apparatus and equipment. Preventive maintenance and minor repairs are maintained by shift members and major repairs are performed by the Fire Department mechanic. The first six months were very good as for major repairs, but the high number of alarms accounted for some major repairs during the second six months.

The following is a break down of repairs for work of the Fire Department vehicles.

Engine 1 - (1975 Seagrave Pumper)-----	\$ 878.06
Major repairs were:	
Front end repair -----	459.61
Pump gauges -----	162.00
Battery -----	147.60
Engine 2 - (1980 Hahn Pumper)-----	\$ 24.61
No major repairs	
Engine 3 - (1962 FWD Pumper)-----	\$ 249.43
Major repairs were:	
1½" valve-----	185.95
Muffler & clamp -----	63.68
Truck 1 - (1976 Sutphen Tower)-----	\$ 659.89
Major repairs were:	
Pump gauge -----	101.20
Battery -----	161.20
Bucket pump -----	350.00

1983 Truck & Equipment Maintenance
 January 20, 1984
 page 2

Truck 2	- (1946 Pirsch Ladder)-----	\$ 10.69
	No major repair	
Squad 1	- (1979 Chevrolet)-----	\$ 262.59
	Major repairs were:	
	Replace exhaust system-----	81.90
	Battery-----	50.60
	Paint for body work-----	49.29
	Spark plug wiring-----	33.67
Squad 2	- (1976 Dodge)-----	\$ 140.38
	Major repairs were:	
	Replace exhaust system-----	87.90
#27	- (1980 Ford Sedan)-----	\$ 36.54
	No major repairs	
#28	- (1980 Ford Sedan)-----	\$ 5.14
	No major repairs	
#29	- (1981 Ford Pickup)-----	\$ 29.80
	No major repairs	

The balance of the repair budget was used for small equipment and miscellaneous repairs.

Total Parts & Repairs for Vehicles 1983-----\$2,297.11

Man-Hours for Shift Personnel:

Equipment-----1,910 hours
 Truck-----1,348 hours

Man-Hours for Mechanic:

Equipemnt-----154 hours
 Truck-----341.5 hours

TOTAL MAN-HOURS FOR TRUCK & EQUIPMENT MAINTENANCE 3,753.5 hours

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HELENA FIRE DEPARTMENT
YEARLY FUEL REPORT

(JANUARY 1, 1983 to DECEMBER 31, 1983)

<u>VEHICLE</u>	<u>FUEL</u>	<u>MILES</u>	<u>M.P.G.</u>
Engine 1 (Diesel)	543.6 gallons	1,407.9	2.57
Engine 2 (Diesel)	414.3 gallons	2,037.9	4.92
Engine 3 (Gasoline)	113.6 gallons	255	2.25
Squad #1 (Gasoline)	293.6 gallons	722	2.46
Squad #2 (Gasoline)	327.7 gallons	1,333.5	4.08
Truck #1 (Diesel)	266.8 gallons	945	3.54
Truck #2 (Gasoline)	18.0 gallons	3.3	1.83
#27 Ford (Gasoline)	297.8 gallons	4,525	15.2
#28 Ford (Gasoline)	336.3 gallons	4,248	12.6
#29 Ford Pickup (Gasoline)	446.3 gallons	5,292	11.9
TOTAL GALLONS OF GASOLINE (NON-LEAD)		1,080.4 gallons	
TOTAL GALLONS OF DIESEL		1,224.7 gallons	
TOTAL GALLONS OF GASOLINE (REGULAR)		752.9 gallons	
TOTAL GALLONS OF FUEL		3,058.0 gallons	
TOTAL MILES (ALL VEHICLES)		20,999.3 miles	
AVERAGE M.P.G. (ALL VEHICLES)		6.87 M.P.G.	

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FIRE INCIDENT STATISTICAL REPORT

Source of Alarm

	<u>This Year</u>	<u>Last Year</u>
Fire Department telephone	415	391
Police Department telephone	367	275
Alarm Board	46	70
Radio	17	15
Direct report	<u>15</u>	<u>11</u>
TOTAL.....	860	762

Type of Situation Found

	<u>This Year</u>	<u>Last Year</u>
Fire, explosion, etc.....	229	211
Smoke scare	98	79
Rescue, crash, emergency	336	253
Hazardous condition	58	70
Public Service	22	28
Alarm - (no fire).....	80	85
False alarm (malicious)	11	14
Electrical problem	21	20
Miscellaneous	<u>5</u>	<u>2</u>
TOTAL.....	860	762

Total Alarm by Area

	<u>This Year</u>	<u>Last Year</u>
In City	833	725
Fire District	23	25
Contract	1	8
Mutual Aid	<u>3</u>	<u>4</u>
TOTAL	860	762

- continued on next page

Fire Location

	<u>This Year</u>	<u>Last Year</u>
In Building	99	93
Wild land	29	29
Rubbish near building	8	5
Rubbish in vacant lot	14	10
Trash cans	3	3
Vehicles	39	42
Dumpsters	32	25
Miscellaneous	5	4
TOTAL.....	229	211

Fire Control Method

	<u>This Year</u>	<u>Last Year</u>
By Fire Department	192	166
By occupants	7	9
Sprinkler system	0	0
Fire out on arrival	25	35
Other	5	1
TOTAL.....	229	211

Fire Causes (In Buildings)

	<u>This Year</u>	<u>Last Year</u>
Chimneys and wood burning appliances	47	35
Combustibles near heaters	9	13
Careless use of open flame	6	2
Careless use of smoking material	4	10
Children with matches	0	3
Defective electrical.....	7	20
Flammable liquids	4	0
Fireworks.....	0	0
Natural conditions	1	1
Incendiary	17	5
Suspicious	0	1
Unknown	0	1
Miscellaneous	4	2
TOTAL	99	93

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Fire Loss Analysis

	<u>This Year</u>		<u>Last Year</u>	
	<u>Fires</u>	<u>Loss</u>	<u>Fires</u>	<u>Loss</u>
Public Buildings	2	\$ 25,000.00	6	\$ 6,050.00
Dwellings	83	\$ 619,955.00	77	\$112,810.00
Mercantiles	11	\$2,034,250.00	6	\$ 1,050.00
Manufacturing	0	-0-	0	-0-
Miscellaneous	2	\$ 70.00	1	\$ 100.00
Outdoor (vehicles).....	72	\$ 26,580.00	67	\$ 20,960.00

Total Fire Loss

	<u>This Year</u>	<u>Last Year</u>
Outdoor fires (Vehicles & dumpsters).....	\$ 26,580.00	\$ 20,960.00
Building fires	\$2,679,275.00	\$120,010.00
TOTAL ESTIMATED FIRE LOSS	\$2,705,855.00	\$140,970.00

Death and Injury

	<u>This Year</u>	<u>Last Year</u>
Civilians injured	1	5
Firefighters injured	2	1
TOTAL	3	6
Civilians killed	0	2
Firefighters killed	0	0
TOTAL ...	0	2

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Fire Chief
Norm Gray

TO: Norm Gray, Fire Chief
FROM: Rich Coe, Asst. Fire Chief
DATE: January 20, 1984
SUBJECT: 1983 Fire Hydrant Program

At the end of 1983, there were nearly 900 fire hydrants within the response area of the Helena Fire Department, (excluding the V.A. Hospital.) Most of these hydrants were flowed and checked with the exception of a few in the undeveloped portion of the City, near the Sleeping Giant Bowling Lanes.

Water mains were installed or replaced in part of the lower west side, along N. Benton Ave., N. Montana Ave., Custer Ave. East and near the B.N. Depot. Approximately 25 new hydrants were added in these areas and in the vicinity of Associated Foods and the new Elks Club. This work has greatly improved some formerly deficient fire flows.

There are other parts of the City which are in need of water replacement/enlarging. One of the worst is along Jerome Place and Highland Ave.

During the summer several vehicles collided with hydrants. The Water Department has managed to repair these hydrants, however, presently there are 7 or 8 hydrants out of service for various reasons.

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HELENA FIRE DEPARTMENT OPERATIONAL PROCEDURE

IN-CITY ALARMS:

Small fires; Grass, brush, cars, dumpsters, garbage, etc.

Two (2) men - either squad or 1250 pumper
East of Montana - East Side Station
West of Montana - Main Station

Small structure fire: (Initial attack)

East of Montana - Engine 2 and three (3) men
Engine 1 and two (2) men

West of Montana - Engine 1 and three (3) men
Engine 2 and two (2) men

Extra man - truck 1

Large structure fire: (Initial attack)

East of Montana - Engine 2 and three (3) men
Engine 1 and two (2) men
Truck 1 and one (1) man

West of Montana - Engine 1 and two (2) men
Truck 1 and one (1) man
Engine 2 and three (3) men

MUTUAL AID

East Helena:

Engine 2 and two (2) men (Call in two (2) men to standby)

West Valley:

Engine 2 and two (2) men (Call in two (2) men to standby)

page 2

FIRE PROTECTION CONTRACTS

Fire District #3

Engine 1 and three (3) men (Squad 2 and Engine 2 move to Main Station if working fire)

V.A. Hospital

Engine 1 and three (3) men (Squad 2 and Engine 2 move to Main Station if working fire)
(Call in three (3) men to standby if working fire)

Highway Shops

Engine 1 and three (3) men (Squad 2 and Engine 2 move to Main Station if working fire)
(Call in three (3) men to standby if working fire)

Fairgrounds

Engine 1 and three (3) men (Squad 2 and Engine 2 move to Main Station if working fire)
(Call in three (3) men to standby if working fire)

If additional help is needed call Police desk and instruct dispatcher how many men will be needed. If only one shift is needed call in shift which was relieved.

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Helena, MT 59623
Phone 406/442-9920
Office Location:
Civic Center Building

Fire Chief
Norm Gray

FIRE PROTECTION CONTRACTS

At the present time the City of Helena has several Fire Protection contracts with areas outside the city limits. These include the Veteran's Administration Hospital, the County Fairgrounds, the State Highway Shops, and the area west of the city which is Fire District #3. We cover these areas with one (1) pumper and three (3) men. The cost of the fire protection for these areas is computed by taking the valuation based on fire insurance and multiplying that figure by mill levy necessary for operating the Helena Fire Department. The cost for taxpayers in the fire district is computed on the same basis as the people who live in the city limits. The private protection contracts are re-negotiated each year after it is determined what the operational budget for the Helena Fire Department is.

Following is a breakdown of the money received by the City of Helena from these contracts:

VETERAN'S ADMINISTRATION HOSPITAL.....	\$19,687.52
COUNTY FAIRGROUNDS	\$ 2,523.13
HIGHWAY SHOPS	\$ 1,418.14
FIRE DISTRICT #3	<u>\$31,195.64</u>
TOTAL	\$54,824.43

The Helena Fire Department also has two (2) Mutual Aid contracts. These contracts are with the West Helena Valley Volunteer Fire Department and the East Helena Volunteer Fire Department. These contracts state that in the event of a large fire, the Helena Fire Department would receive one (1) pumper and ten (10) men from each fire department for a total of two (2) pumpers and twenty (20) men. If either of the volunteer fire departments should need our help, we are obligated to send one (1) pumper and two (2) men.

Commissioners

Russell J. Ritter, Mayor
Rayleen Beaton
Michael J. DaSilva
Joan A. Duncan
Blake Wordal

Robert A. Erickson
City Manager



Fire Department
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FIRE LOSS COSTS AND FIRE PROTECTION COSTS

Helena Fire Department Budget

1982 - \$695,586.00

1983 - \$721,293.00

Fire Protection Cost Per Capita

1982 - \$27.82 per person

1983 - \$28.85 per person

Fire Loss Per Capita

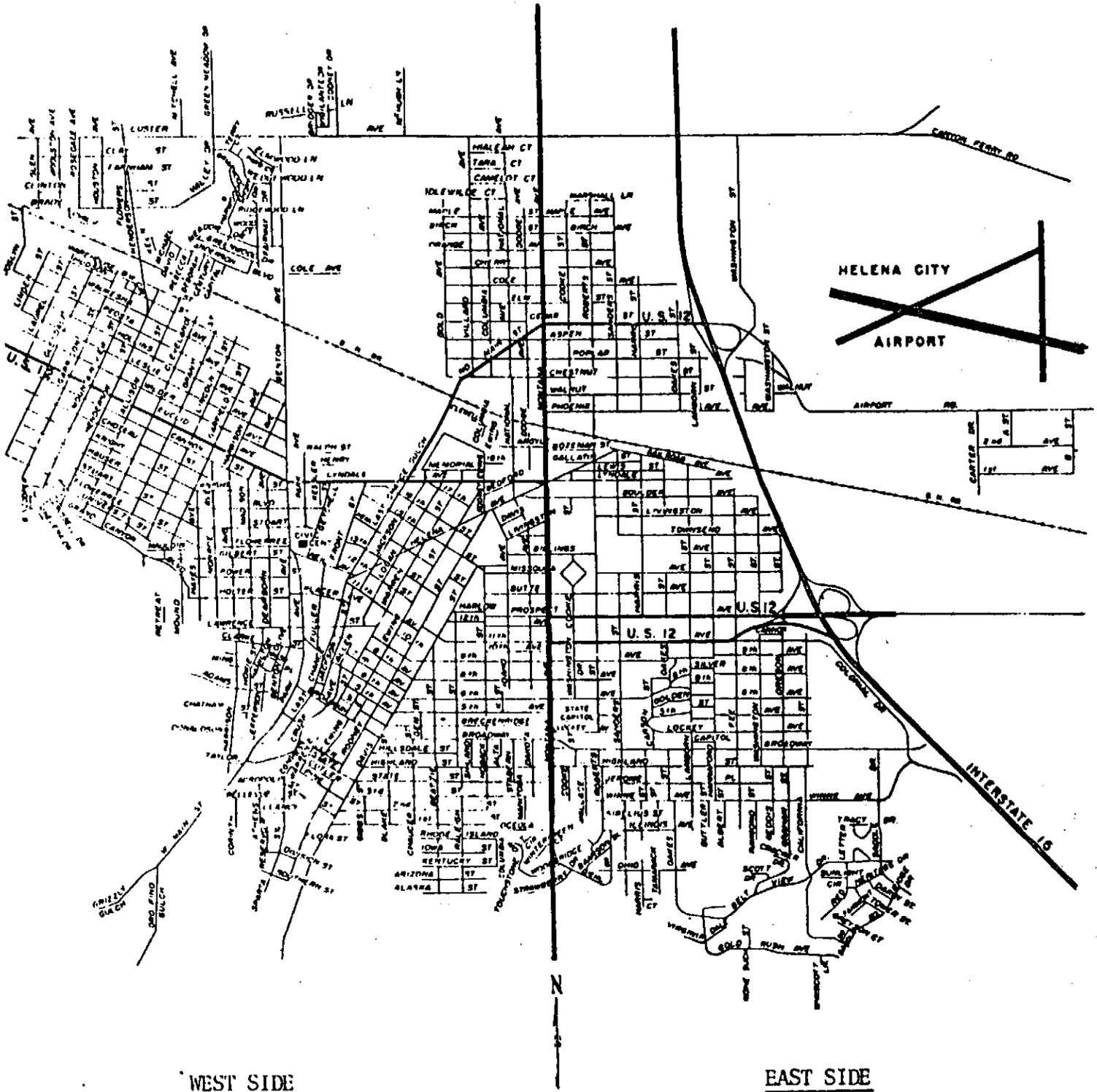
Fire Loss 1982 - \$ 140,970.00

Fire Loss 1982 - \$ 5.64 per person

Fire Loss 1983 - \$2,705,855.00

Fire Loss 1983 - \$ 108.23 per person

MAP OF HELENA

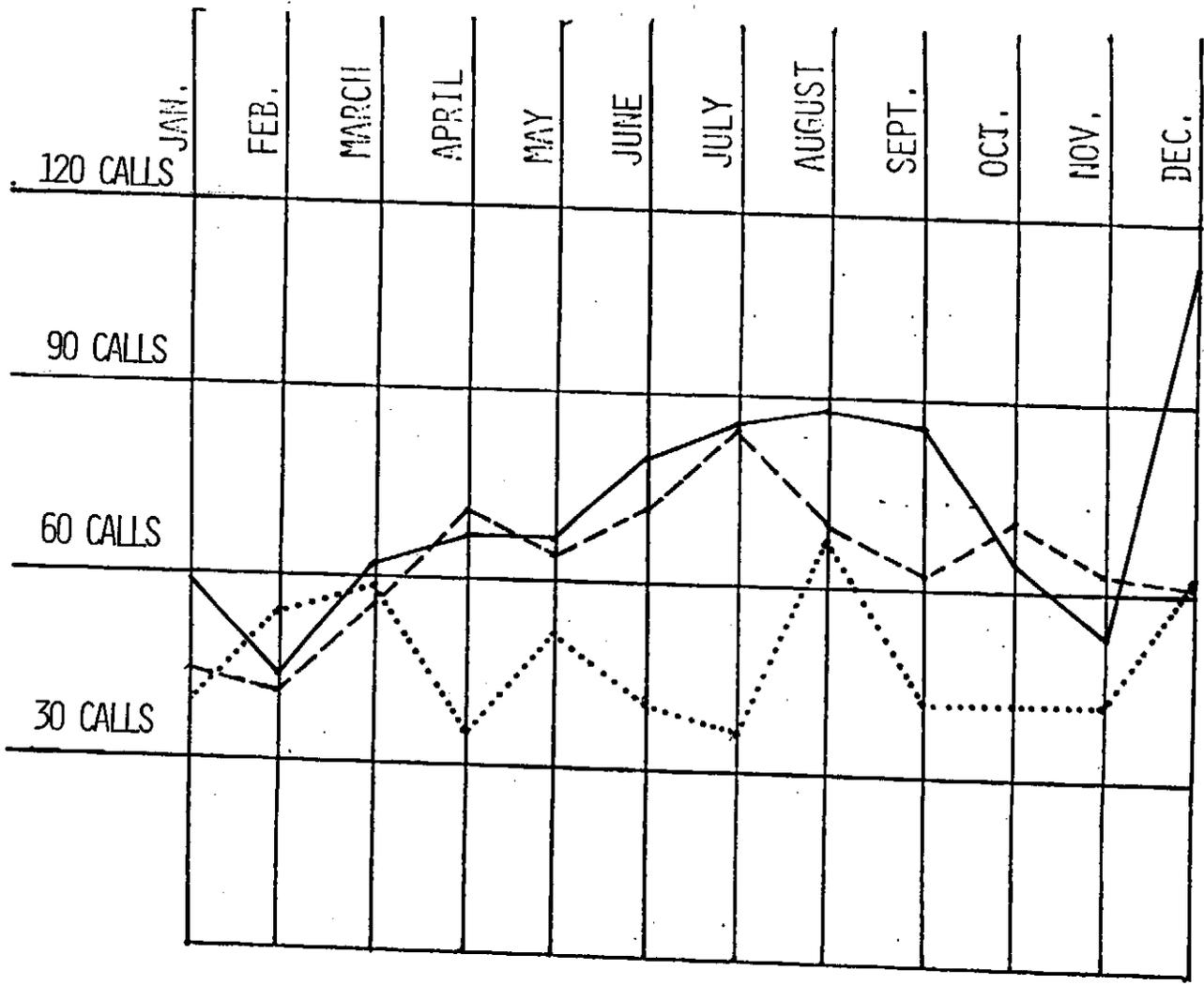


WEST SIDE

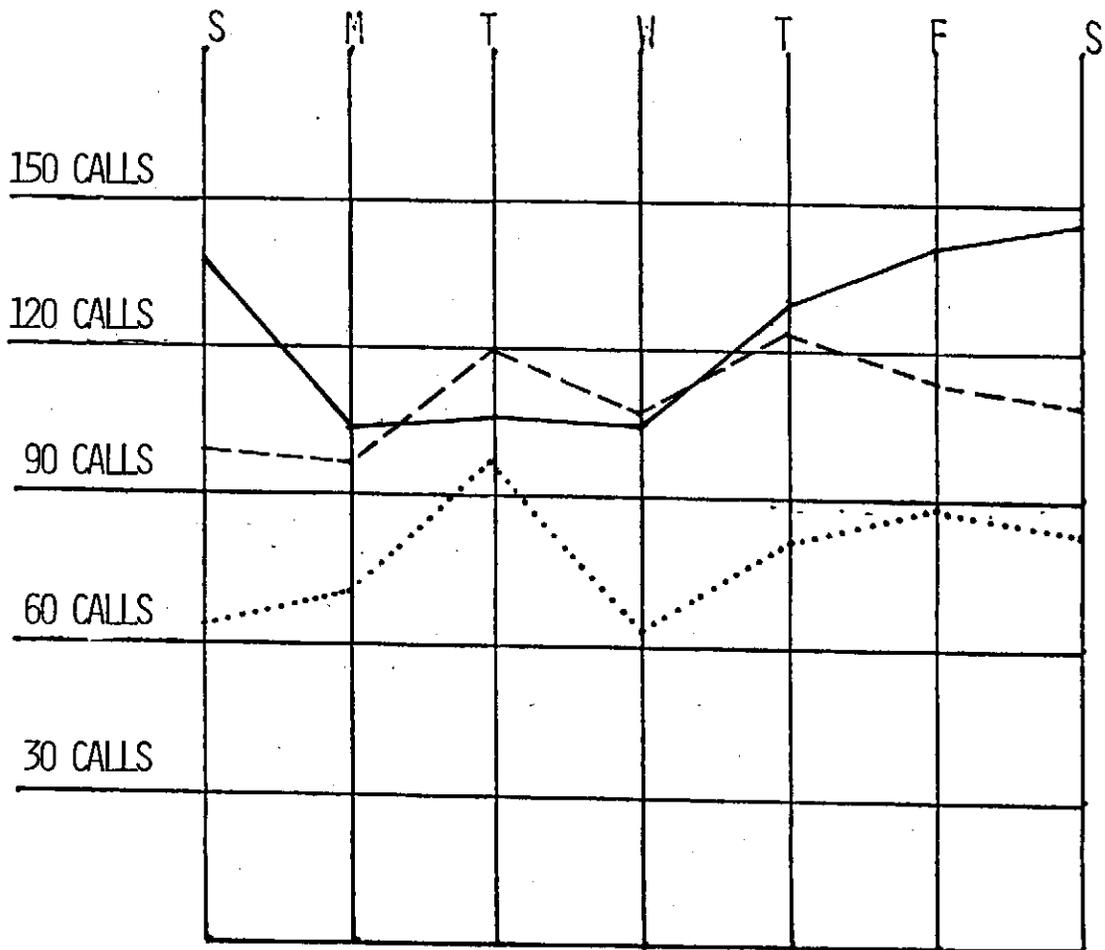
E.M.T.	-	220
MISC.	-	175
FIRES	-	159
TOTAL	-	554

EAST SIDE

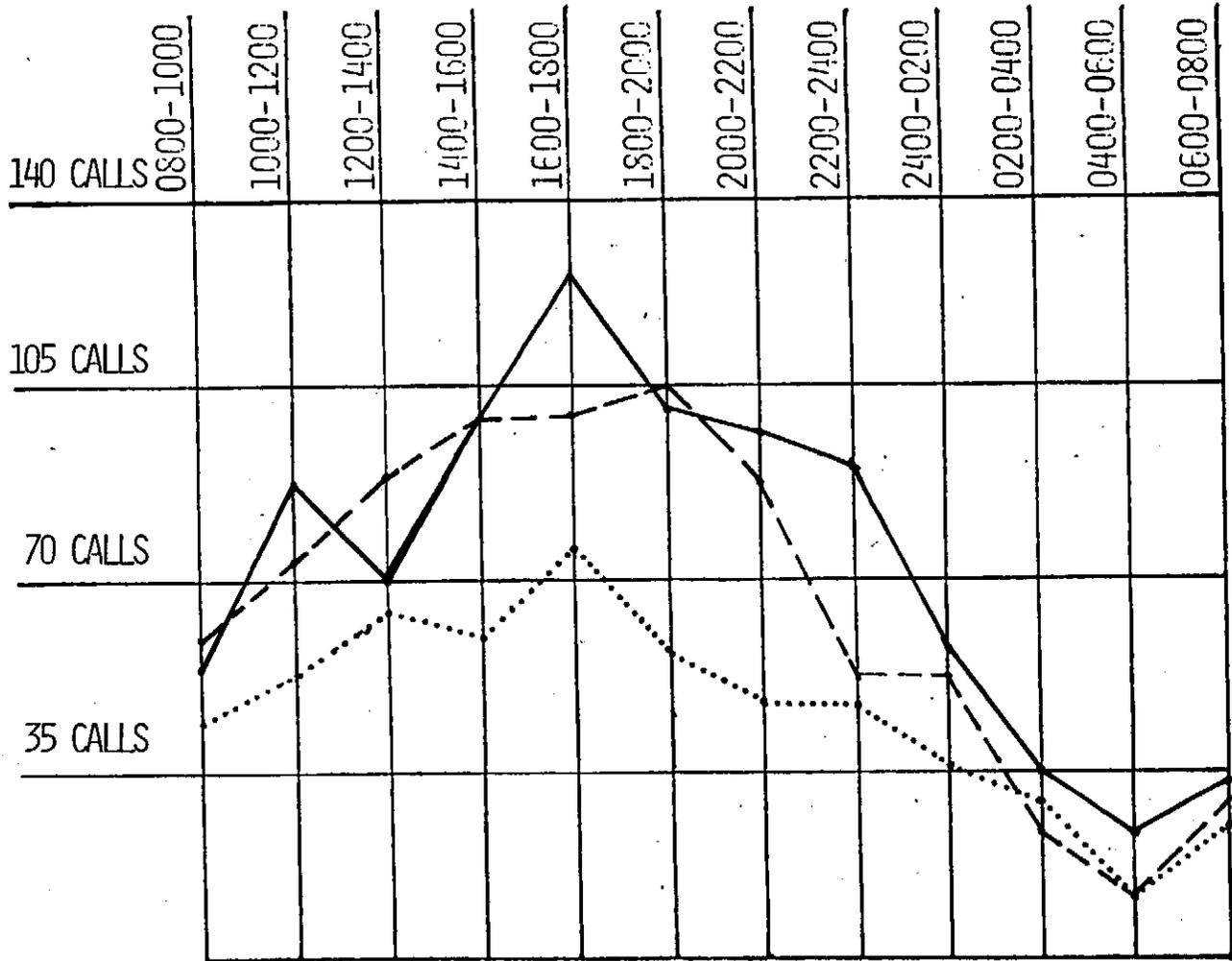
E.M.T.	-	116
MISC.	-	120
FIRES	-	70
TOTAL	-	306



CALLS PER MONTH OF YEAR - 1983
 CALLS PER MONTH OF YEAR - 1982
 CALLS PER MONTH OF YEAR - 1981



CALLS PER DAY OF WEEK - 1983 _____
 CALLS PER DAY OF WEEK - 1982 - - - - -
 CALLS PER DAY OF WEEK - 1981



CALLS PER HOUR OF DAY - 1983
 CALLS PER HOUR OF DAY - 1982
 CALLS PER HOUR OF DAY - 1981