

Christian County Emergency Services

2013 Annual Statistical Report

By David R. Driskell, Operations and Systems Manager

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Computer Aided Dispatch

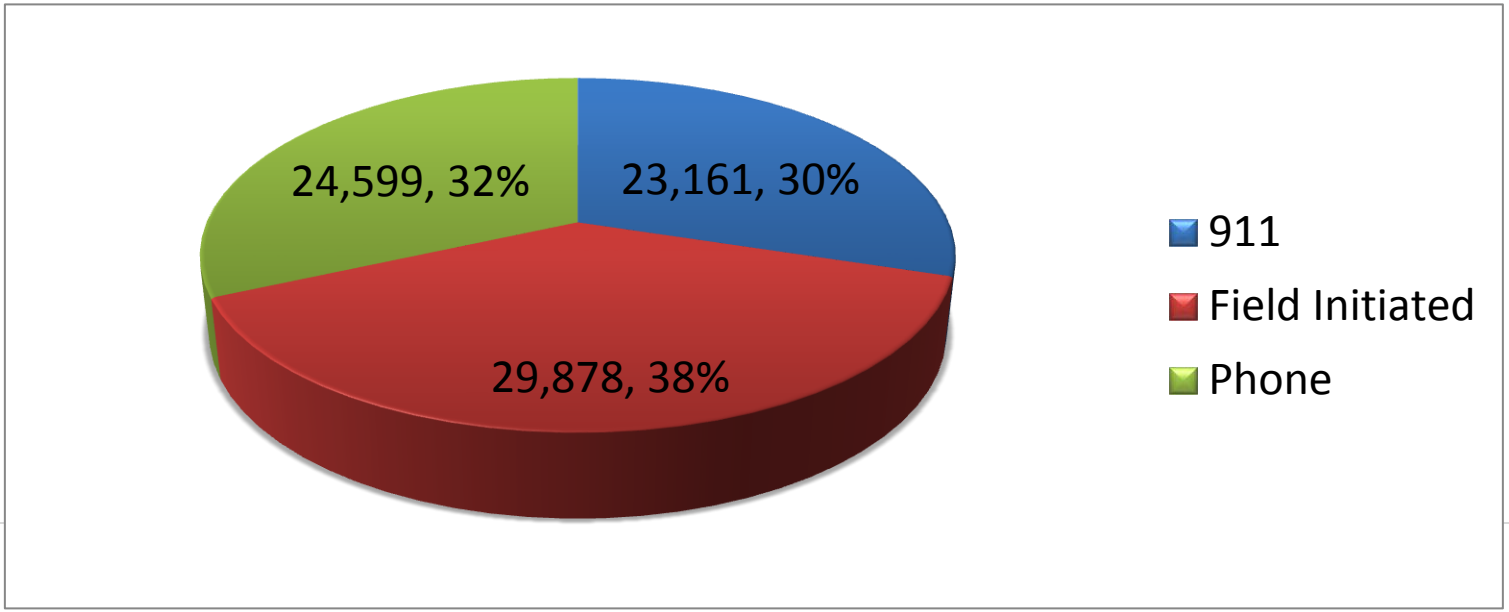
Generated directly from the New World Aegis MSP CAD.

Calls for Service by Source

Calls for service are entered into the CAD by three means;

- 911
- Field Initiated
- Phone

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
911	1,779	1,759	1,880	1,957	2,105	2,297	2,239	2,093	1,957	1,980	1,644	1,471	23,161
Field Initiated	2,664	2,391	2,363	2,289	2,559	2,627	2,810	2,972	2,556	2,538	2,259	1,850	29,878
Phone	2,035	1,731	1,914	1,860	2,106	2,249	2,256	2,093	1,969	1,975	2,170	2,241	24,599
Totals	6,478	5,881	6,157	6,106	6,770	7,173	7,305	7,158	6,482	6,493	6,073	5,562	**77,638**

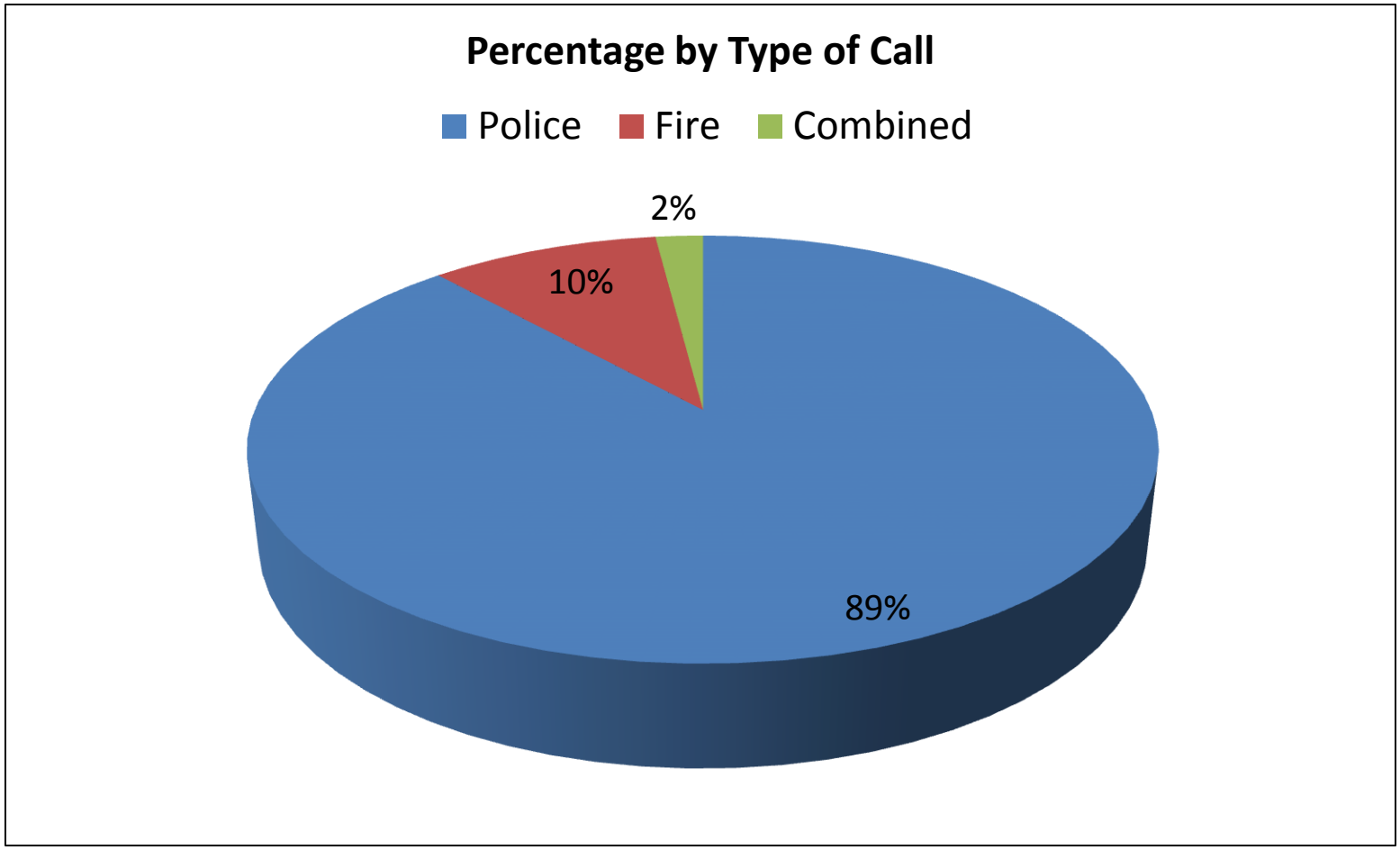


Calls for Service by Incident Type

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
>New Call<	66	80	38	57	70	87	95	21	8	9	4	9	544
911 Hangup	377	465	480	469	380	310	294	330	261	238	196	228	4028
911 Misdial	0	0	0	0	83	179	196	180	155	144	133	132	1202
Abduction/Kidnap	1	0	1	0	2	3	1	2	1	2	1	1	15
Abuse/Neglect	7	4	3	5	5	4	8	7	8	2	5	10	68
Administrative	52	45	45	60	53	51	65	74	64	58	64	51	682
Agency Assist	85	71	79	108	152	126	150	141	136	148	145	121	1462
Aircraft Emergency	0	0	0	0	0	0	0	2	0	0	0	0	2
Alarm	135	126	180	141	189	202	171	201	132	145	177	160	1959
Alarm Panic/Holdup	7	10	8	13	16	17	15	15	13	12	21	21	168
Animal	177	195	164	189	235	204	192	170	162	215	180	152	2235
Assault	19	20	28	33	32	33	27	34	28	33	20	34	341
Behavioral Issues	7	2	3	3	3	4	7	6	12	2	2	5	56
Burglary	34	34	38	31	53	56	38	34	46	36	35	39	474
Check Area	109	84	111	131	115	131	129	130	113	103	97	69	1322
Check Building	151	141	78	52	57	62	52	58	44	67	74	74	910
Check Person	151	138	122	166	135	147	184	146	155	164	105	95	1708
Check Vehicle	288	209	233	230	236	237	236	232	193	234	196	227	2751
Citizen Assist	222	181	127	123	175	226	264	262	264	218	221	171	2454
Civil	244	224	276	267	208	194	141	155	127	163	108	83	2190
Civil Process	0	0	0	0	68	95	133	138	168	175	118	142	1037
Control Burn	11	37	28	49	37	39	75	70	59	84	58	34	581
CWB/TTC	55	55	81	83	72	92	94	95	77	76	95	92	967
Deceased Person	6	7	3	2	5	1	1	2	7	0	1	0	35
Disturbance	135	100	89	91	135	123	107	124	104	88	78	91	1265
Domestic	27	29	60	34	50	48	56	42	39	58	51	41	535
Drugs	33	22	27	44	27	37	28	30	20	23	22	24	337

DWI	14	14	21	18	16	27	27	23	18	16	15	15	224
Electrical Hazard	1	0	1	0	7	26	2	1	2	2	0	3	45
Explosion	1	0	1	0	2	0	3	1	0	0	0	0	8
Extra Patrol	282	298	286	168	230	254	236	175	147	172	197	285	2730
Fire Alarm Commercial	19	10	17	19	23	15	16	21	13	34	16	24	227
Fire Alarm Residential	13	10	14	11	14	19	10	15	9	2	14	16	147
Fire Out	1	1	1	1	0	0	3	0	0	2	1	0	10
Follow Up	205	174	202	184	262	314	255	221	199	265	257	231	2769
Forgery/Fraud	51	35	50	46	38	41	36	62	46	54	51	39	549
Found/Lost Property	15	16	15	22	27	21	24	18	29	17	28	14	246
Fuel Spill	2	0	0	1	0	1	1	0	0	0	0	1	6
Gas Odor Commercial	0	3	1	3	0	2	0	1	0	0	0	0	10
Gas Odor Outside	1	2	2	2	5	3	1	3	3	5	5	8	40
Gas Odor Residential	1	0	7	4	1	2	4	4	0	1	3	1	28
Harass/Threats	114	82	88	92	103	88	84	90	82	75	74	61	1033
Hazmat	0	0	0	1	0	2	2	0	0	1	1	0	7
Information	0	0	0	0	0	1	10	23	39	47	26	36	182
Lightning Strike	0	0	1	0	3	1	0	0	0	0	0	0	5
Littering	3	3	6	3	4	1	2	3	2	2	1	1	31
Marine Fire	0	2	0	0	1	0	0	0	0	0	0	0	3
Medical	444	386	414	391	396	424	468	479	439	435	473	431	5180
Medical Alarm	1	4	5	6	6	11	11	8	1	6	5	6	70
Miscellaneous	181	105	121	203	162	156	140	109	83	80	78	48	1466
Missing/Runaway	25	10	26	18	26	20	23	18	12	23	20	12	233
Motorist Assist	82	86	71	64	90	97	99	97	70	74	55	105	990
MVC Injury	45	62	61	63	78	70	73	52	64	103	60	84	815
MVC Noninjury	91	119	127	97	106	131	107	100	113	139	148	177	1455
Outside Fire	20	15	30	32	22	34	48	14	35	27	27	10	314
Peace Disturbance	34	41	24	46	46	97	125	44	50	38	34	31	610
Property Damage	70	42	52	49	66	65	60	44	44	62	48	38	640

Rescue	2	0	0	3	1	3	1	1	0	1	3	1	16
Robbery	1	0	0	0	2	1	2	0	1	0	1	1	9
Service Call	78	56	59	76	46	65	73	76	67	78	92	62	828
Sex Crime	21	15	10	22	15	12	22	16	9	6	8	7	163
Smoke Investigation	0	3	2	6	1	2	5	4	6	6	2	2	39
Smoke/Odor/Chemical	1	0	0	0	0	0	0	0	0	0	0	0	1
Structure Fire Commercial	1	9	6	4	4	4	8	3	10	8	6	3	66
Structure Fire Residential	31	31	38	26	23	13	16	23	18	21	25	25	290
Suicide Threat	17	20	19	24	25	31	32	18	24	23	18	27	278
Suspicious Package	0	0	0	0	0	0	0	1	2	2	2	1	8
Test	16	17	1	11	3	12	9	68	57	46	55	23	318
Theft	178	125	150	163	197	220	192	196	208	201	239	170	2239
Traffic Complaint	224	207	250	297	350	368	317	312	305	271	233	269	3403
Train Emergency	0	0	0	0	0	0	0	0	0	0	1	0	1
Trespassing	22	11	23	38	48	39	52	40	31	33	23	19	379
Traffic Stop	1663	1525	1462	1368	1544	1613	1785	1921	1693	1382	1366	1036	18358
Unknown	24	4	3	5	15	11	11	15	15	10	8	8	129
Vehicle Fire	6	6	5	2	9	11	13	11	5	9	7	8	92
Warrant Attempt/Arrest	110	95	163	111	128	108	125	112	120	205	124	104	1505
Watercraft Emergency	0	0	0	0	1	0	1	0	0	0	0	0	2
Weapons	15	11	20	21	31	26	13	14	16	15	16	12	210
Weather Spotters	1	0	0	2	0	1	0	0	0	0	0	0	4
	6526	5934	6157	6104	6770	7171	7306	7158	6483	6496	6073	5561	**77,739**


Percentage by Type of Call
Police
Fire
Combined
2%
10%
89%

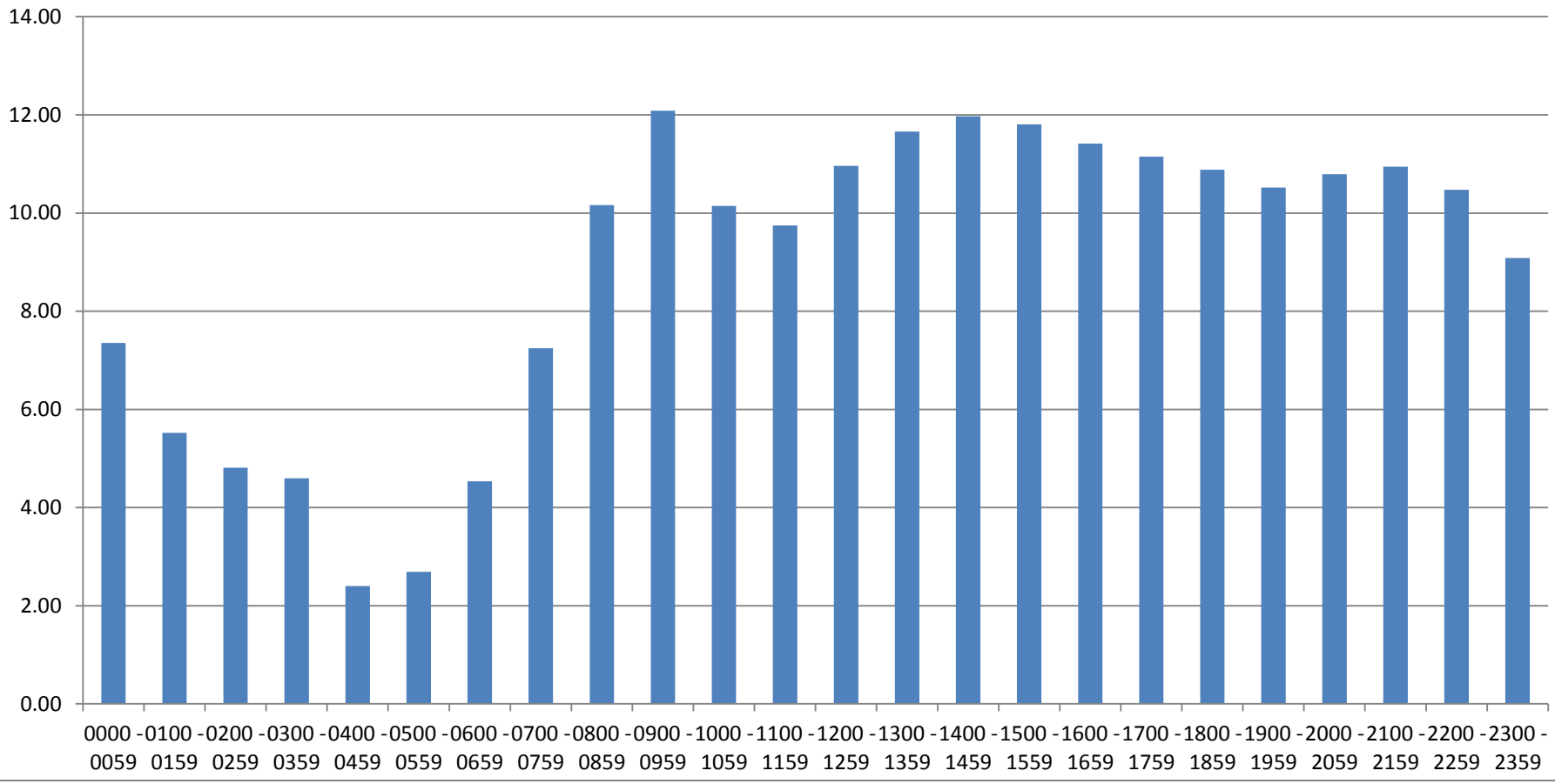
Calls for Service by Time of Day

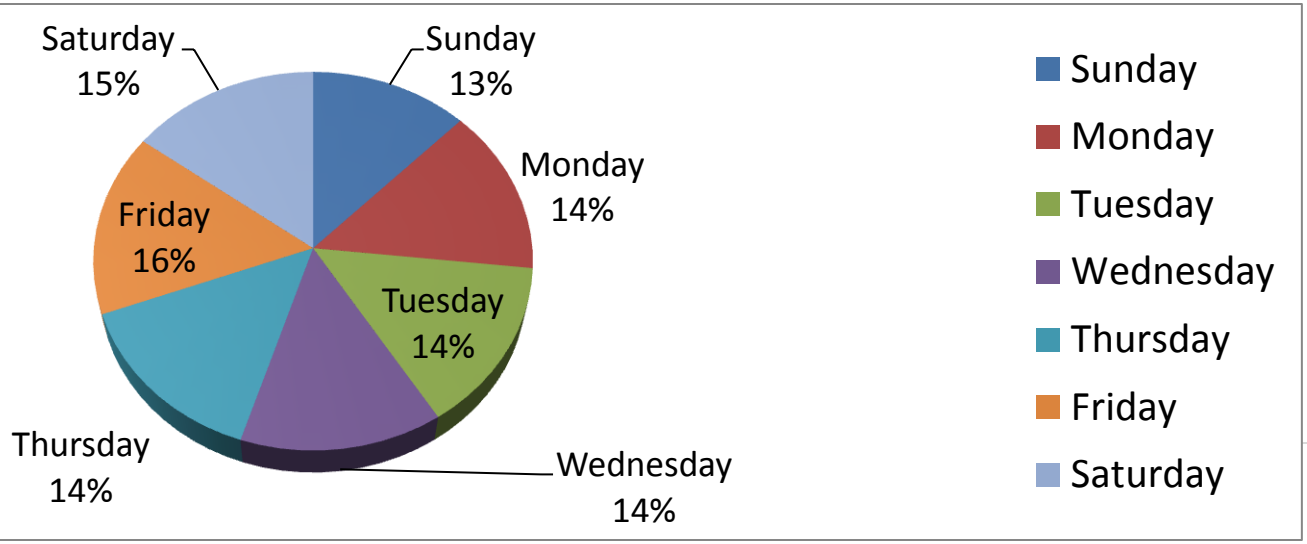
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals	Daily Avg
0000 - 0059	165	171	262	167	236	273	286	312	222	217	187	187	2685	7.36
0100 - 0159	128	114	201	99	184	217	227	201	151	164	166	164	2016	5.52
0200 - 0259	219	222	123	145	137	170	141	135	107	126	127	104	1756	4.81
0300 - 0359	63	66	181	40	143	207	183	155	133	150	164	194	1679	4.60
0400 - 0459	76	79	73	70	61	78	77	67	68	69	81	78	877	2.40
0500 - 0559	93	83	79	89	71	84	87	77	65	83	87	85	983	2.69
0600 - 0659	202	159	113	185	113	141	112	131	115	137	118	129	1655	4.53
0700 - 0759	305	256	167	243	211	191	219	246	236	206	190	176	2646	7.25
0800 - 0859	471	437	241	332	270	292	290	295	286	294	272	230	3710	10.16
0900 - 0959	353	308	380	291	414	412	428	366	329	374	375	382	4412	12.09
1000 - 1059	296	244	248	242	343	376	363	330	324	331	339	268	3704	10.15
1100 - 1159	320	277	225	303	313	332	341	323	305	286	292	242	3559	9.75
1200 - 1259	363	341	303	366	358	316	391	349	341	306	295	272	4001	10.96
1300 - 1359	376	379	332	375	372	355	388	374	370	346	296	292	4255	11.66
1400 - 1459	399	330	324	345	381	395	403	433	373	360	352	275	4370	11.97
1500 - 1559	383	338	343	352	375	377	359	419	352	388	311	313	4310	11.81
1600 - 1659	335	297	290	366	385	425	374	371	320	353	334	316	4166	11.41
1700 - 1759	324	273	349	325	334	404	354	357	356	348	351	294	4069	11.15

1800 - 1859	321	287	328	293	362	397	324	351	373	339	320	278	3973	10.88
1900 - 1959	294	263	282	329	348	342	335	396	366	349	294	241	3839	10.52
2000 - 2059	287	288	304	330	380	359	386	381	339	324	321	240	3939	10.79
2100 - 2159	253	249	313	305	362	389	454	386	357	363	290	274	3995	10.95
2200 - 2259	261	243	383	288	329	355	412	366	316	310	263	298	3824	10.48
2300 - 2359	239	230	313	224	288	284	372	337	279	273	248	229	3316	9.08
Totals	6,526	5,934	6,157	6,104	6,770	7,171	7,306	7,158	6,483	6,496	6,073	5,561	**77,739**	***212.98***

Calls for Service by Day of Week

	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Totals**	**Daily Avg**
Sunday	683	858	768	701	810	1038	809	767	886	782	762	819	9683	186
Monday	922	770	762	1046	853	887	1198	932	1022	887	818	958	11055	213
Tuesday	1046	832	795	1038	901	871	1169	913	825	1000	791	941	11122	210
Wednesday	1039	800	808	796	1066	969	1121	860	964	1034	746	694	10897	210
Thursday	1061	766	922	795	1021	984	1049	1217	878	1054	727	746	11220	216
Friday	899	955	1106	844	1238	1093	977	1286	1024	899	1071	741	12133	233
Saturday	876	953	996	884	881	1329	983	1183	884	840	1158	662	11629	224
Totals	6526	5934	6157	6104	6770	7171	7306	7158	6483	6496	6073	5561	**77,739**	***212.98***

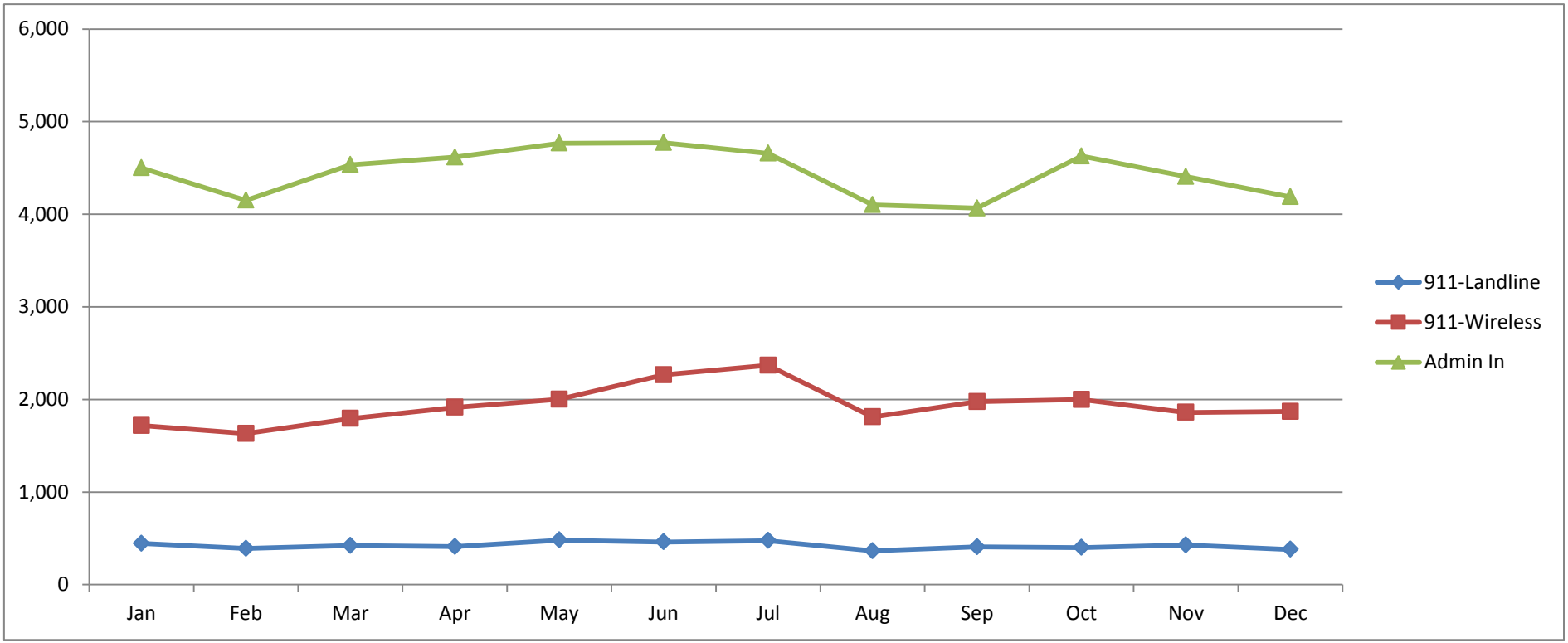

14.00
12.00
10.00
8.00
6.00
4.00
2.00
0.00
0000 - 0059
0100 - 0159
0200 - 0259
0300 - 0359
0400 - 0459
0500 - 0559
0600 - 0659
0700 - 0759
0800 - 0859
0900 - 0959
1000 - 1059
1100 - 1159
1200 - 1259
1300 - 1359
1400 - 1459
1500 - 1559
1600 - 1659
1700 - 1759
1800 - 1859
1900 - 1959
2000 - 2059
2100 - 2159
2200 - 2259
2300 - 2359


Saturday 15%
Sunday 13%
Monday 14%
Friday 16%
Tuesday 14%
Thursday 14%
Wednesday 14%
Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday

9-1-1 and Administrative Telephone Calls

Provided directly from CenturyLink. Sentinel 9-1-1 ECS-1000

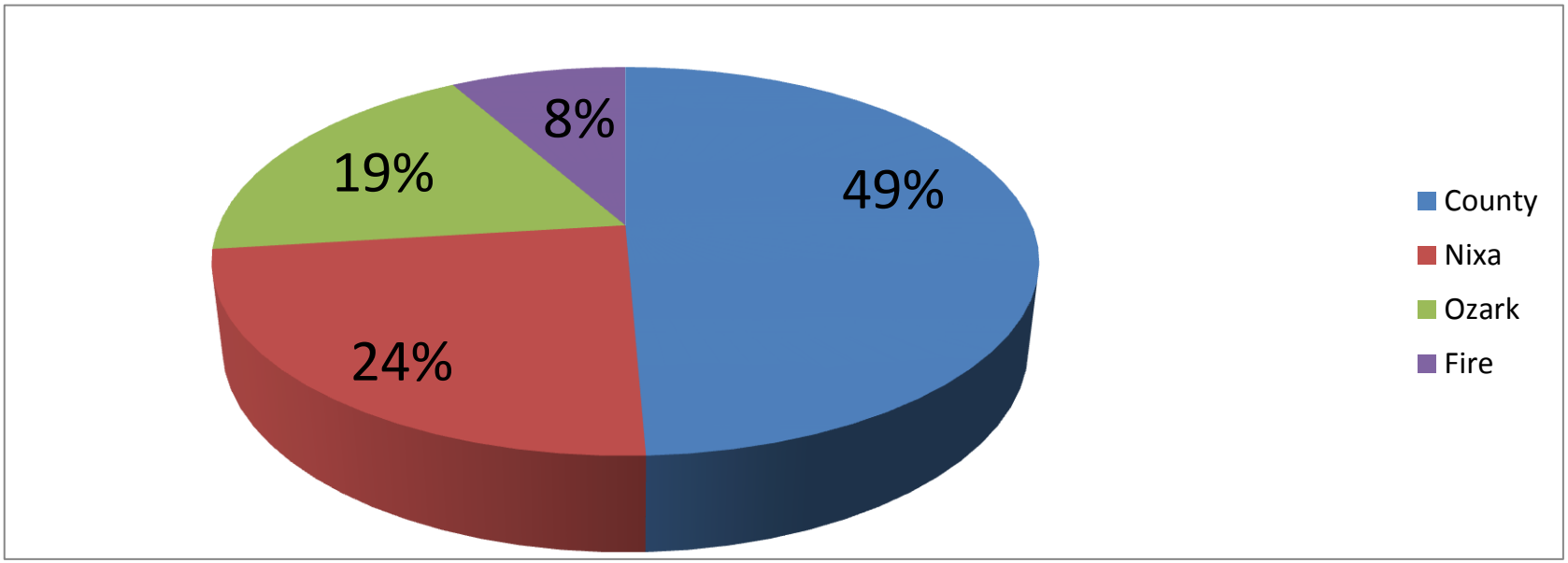
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
911-Landline	445	391	422	410	481	460	475	364	408	401	427	381	5,065
911-Wireless	1,717	1,632	1,793	1,914	2,001	2,265	2,369	1,811	1,976	1,998	1,860	1,869	23,205
Admin In	4,500	4,150	4,535	4,616	4,766	4,772	4,657	4,102	4,066	4,628	4,407	4,187	53,386
Totals	6,662	6,173	6,750	6,940	7,248	7,497	7,501	6,277	6,450	7,027	6,694	6,437	**81,656**



Dedicated Telephone Lines

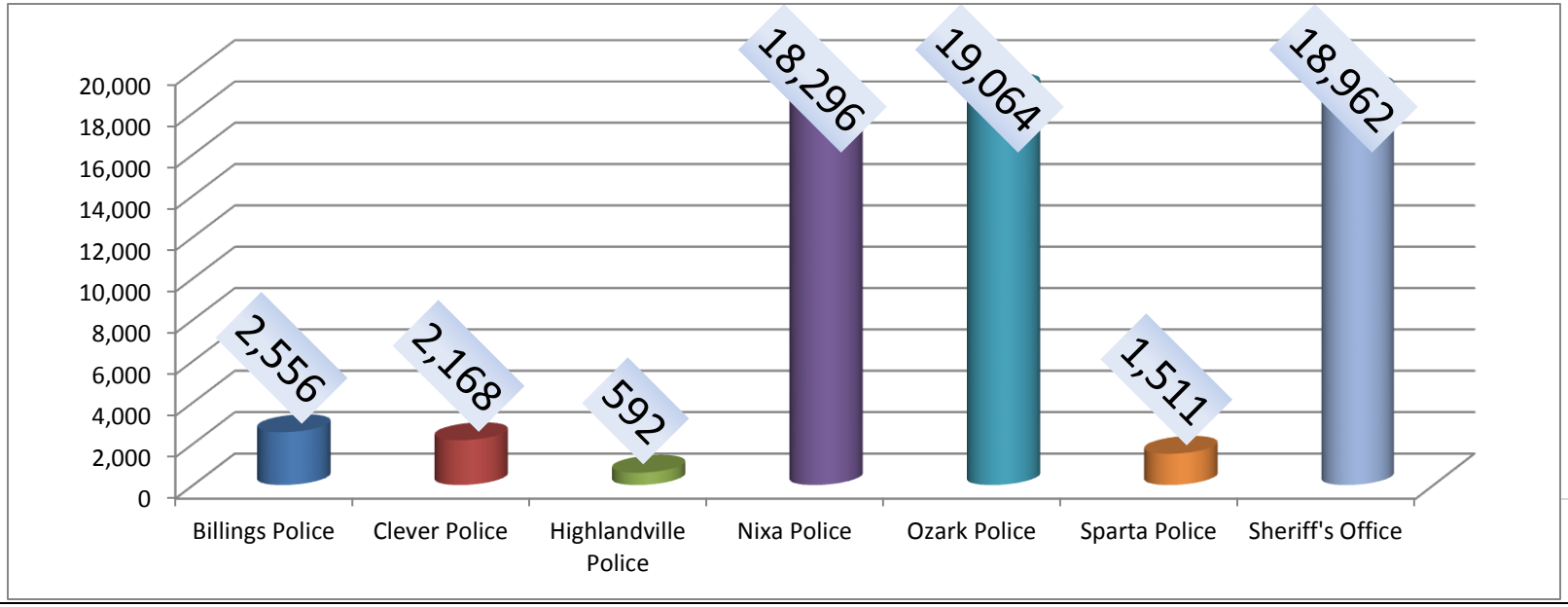
Each discipline is provided with a dedicated line where they may reach their dispatcher, bypassing the call taker.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
County	642	699	815	892	809	786	735	608	705	806	727	667	8,891
Nixa	373	272	291	295	365	381	370	355	385	487	387	308	4,269
Ozark	211	228	252	261	257	277	358	313	253	308	311	350	3,379
Fire	133	126	130	73	96	112	100	99	121	161	163	166	1,480
Totals	1,359	1,325	1,488	1,521	1,527	1,556	1,563	1,375	1,464	1,762	1,588	1,491	**18,019**



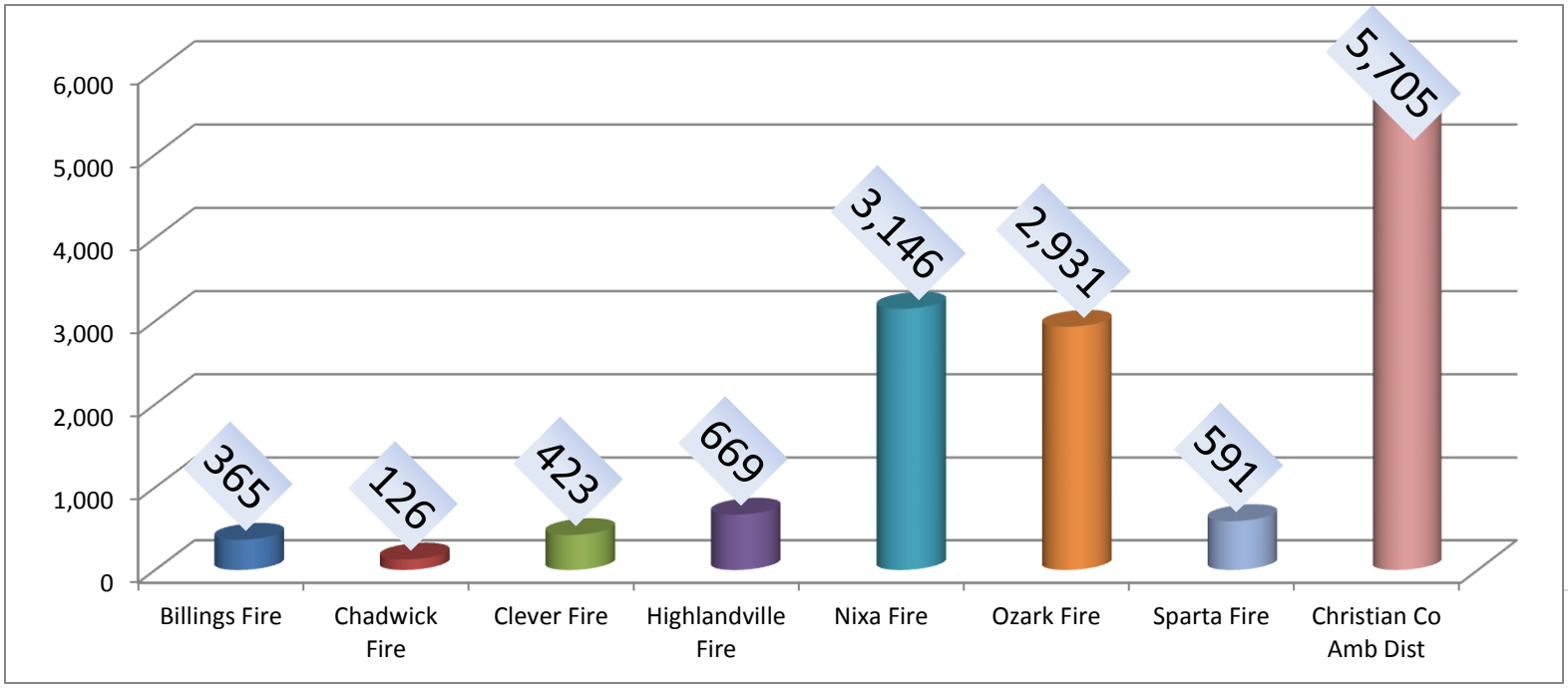
Law Enforcement Incidents

	BPD	CPD	HPD	NPD	OPD	SPD	CCSD	**TOTAL**
Jan	137	144	42	1729	1669	86	1519	**5326**
Feb	96	136	42	1539	1475	88	1319	**4695**
Mar	149	182	65	1518	1395	103	1483	**4895**
Apr	121	169	54	1425	1332	112	1563	**4776**
May	175	177	69	1590	1707	122	1693	**5533**
Jun	288	185	51	1608	1874	179	1678	**5863**
July	364	217	64	1556	1928	165	1728	**6022**
Aug	320	213	53	1598	1817	174	1745	**5920**
Sept	255	173	34	1570	1496	134	1669	**5331**
Oct	230	240	36	1477	1549	134	1738	**5404**
Nov	241	177	53	1293	1526	118	1490	**4898**
Dec	180	155	29	1393	1296	96	1337	**4486**
YTD	**2,556**	**2,168**	**592**	**18,296**	**19,064**	**1,511**	**18,962**	**63,149**



Fire & EMS Incidents

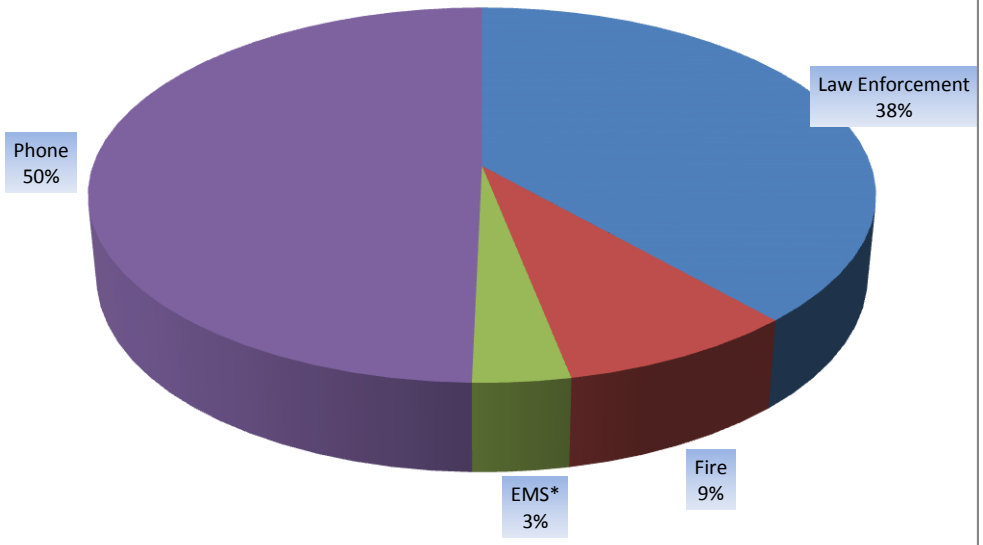
	BFD	CHFD	CLFD	HFD	NFD	OFD	SFD	CCAD	TOTAL
Jan	26	9	49	53	263	223	49	463	**1135**
Feb	26	9	27	45	231	220	43	423	**1024**
Mar	37	16	29	50	272	242	48	455	**1149**
Apr	26	12	34	50	254	252	53	451	**1132**
May	23	8	25	64	273	213	45	483	**1134**
Jun	23	11	36	59	279	245	50	486	**1189**
July	24	9	44	89	259	279	54	529	**1287**
Aug	28	16	32	42	276	245	61	489	**1189**
Sept	34	10	35	51	254	241	37	496	**1158**
Oct	39	7	40	66	253	268	43	511	**1227**
Nov	41	7	36	54	280	255	53	482	**1208**
Dec	38	12	36	46	252	248	55	437	**687**
YTD	**365**	**126**	**423**	**669**	**3,146**	**2,931**	**591**	**5,705**	**13,956**

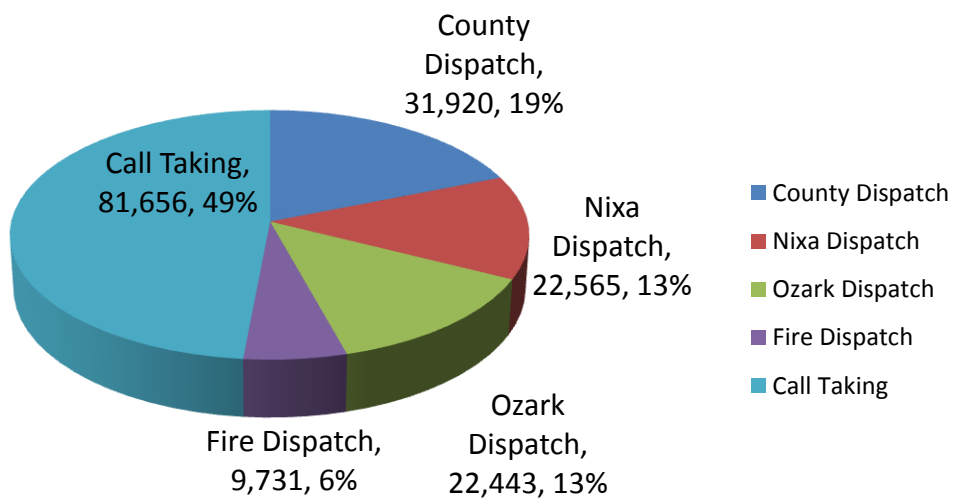


Total Volume by Dispatch Position and Type of Discipline

County Dispatch	31,920
Nixa Dispatch	22,565
Ozark Dispatch	22,443
Fire Dispatch	9,731
Call Taking	81,656

Law Enforcement	63,149
Fire	13,519
EMS*	5,705
Phone	81,656





Dispatch Time Analysis

Average Time of Call Received to Dispatch (*Priority 1 – 3 events only)*

All Events

Priority	Average Time	Number of Calls
1	1:48	11,974
2	4:24	18,876
3	10:08	27,369

Law Events

Priority	Average Time	Number of Calls
1	2:12	4,944
2	4:24	18,876
3	10:08	27,352

Fire Events

Priority	Average Time	Number of Calls
1	1:41	10,434
2	2:14	63
3	2:31	575

Average Time from Dispatch to On Scene

All Events

Priority	Average Time	Number of Calls
1	7:38	10,183
2	7:30	13,567
3	8:59	15,624

Law Events

Priority	Average Time	Number of Calls
1	7:51	4,137
2	7:30	13,567
3	8:59	15,611

Fire Events

Priority	Average Time	Number of Calls
1	7:45	8,851
2	6:38	54
3	0:56	192