

2011 -  
2014



# Christian County Emergency Services

**[4 YEAR STATISTICAL DATA  
COMPARISON]**

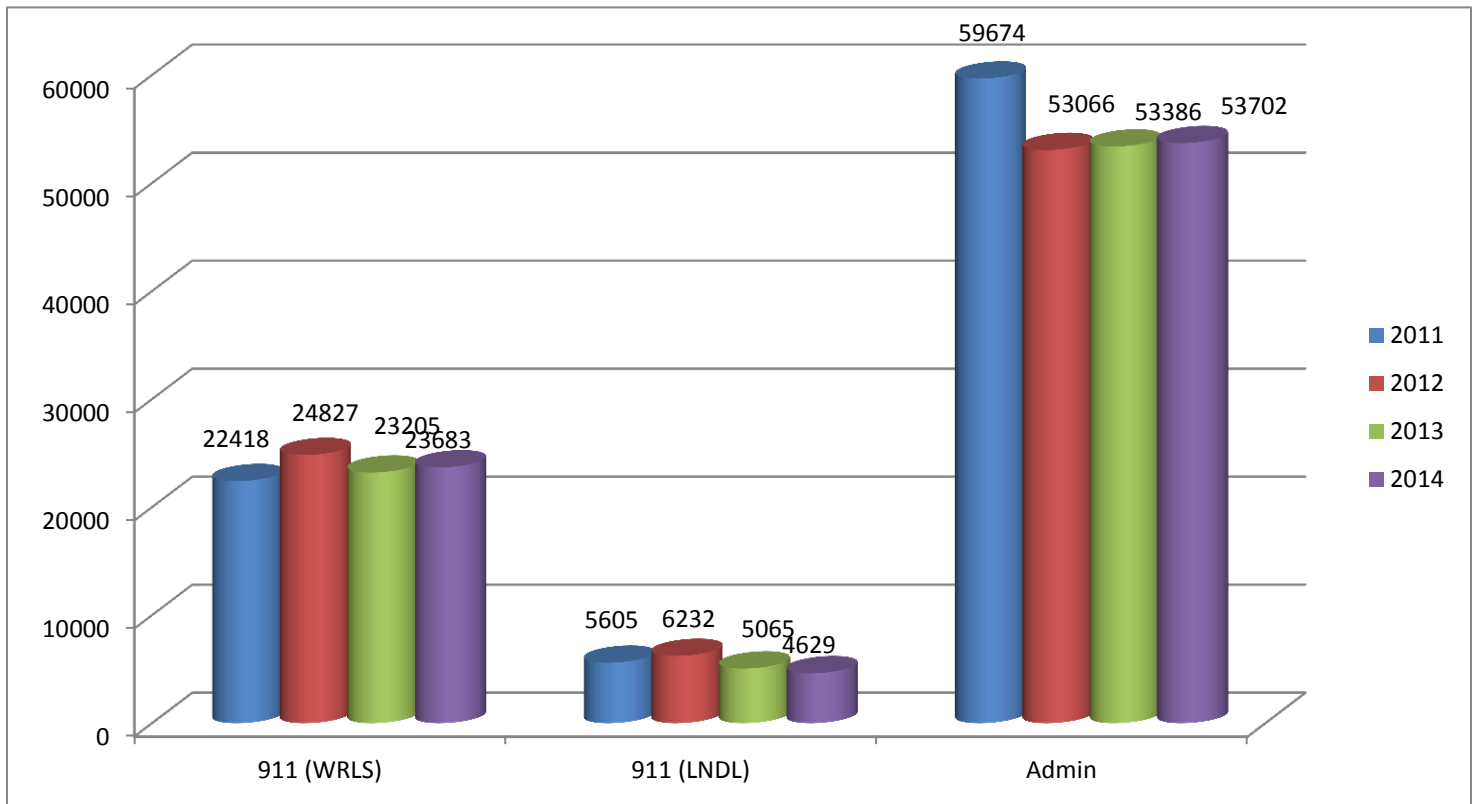
## Contents

9-1-1 and Administrative Telephone Statistics .....	2
Incoming 9-1-1 and Administrative Calls .....	2
Incoming 9-1-1 / Administrative Calls Comparison .....	3
Combined Incoming Calls.....	4
Computer Aided Dispatch (CAD) System Statistics.....	5
Calls for Service by Day of Week.....	5
Calls for Service by Time of Day .....	6
Total Calls for Service.....	6
Agency Statistics .....	7
Law Enforcement Calls for Service.....	7
Fire District and EMS Calls for Service .....	8
Law Enforcement, Fire and EMS Calls for Service Comparison .....	9
Workload by Dispatch Position.....	10
Call Taker.....	10
Fire Dispatcher .....	10
Nixa Dispatcher .....	11
Ozark Dispatcher.....	11
County Dispatcher.....	11

## 9-1-1 and Administrative Telephone Statistics

### Incoming 9-1-1 and Administrative Calls

Year	911 (WRLS)	911 (LNDL)	Admin
2011	22418	5605	59674
2012	24827	6232	53066
2013	23205	5065	53386
2014	23683	4629	53702

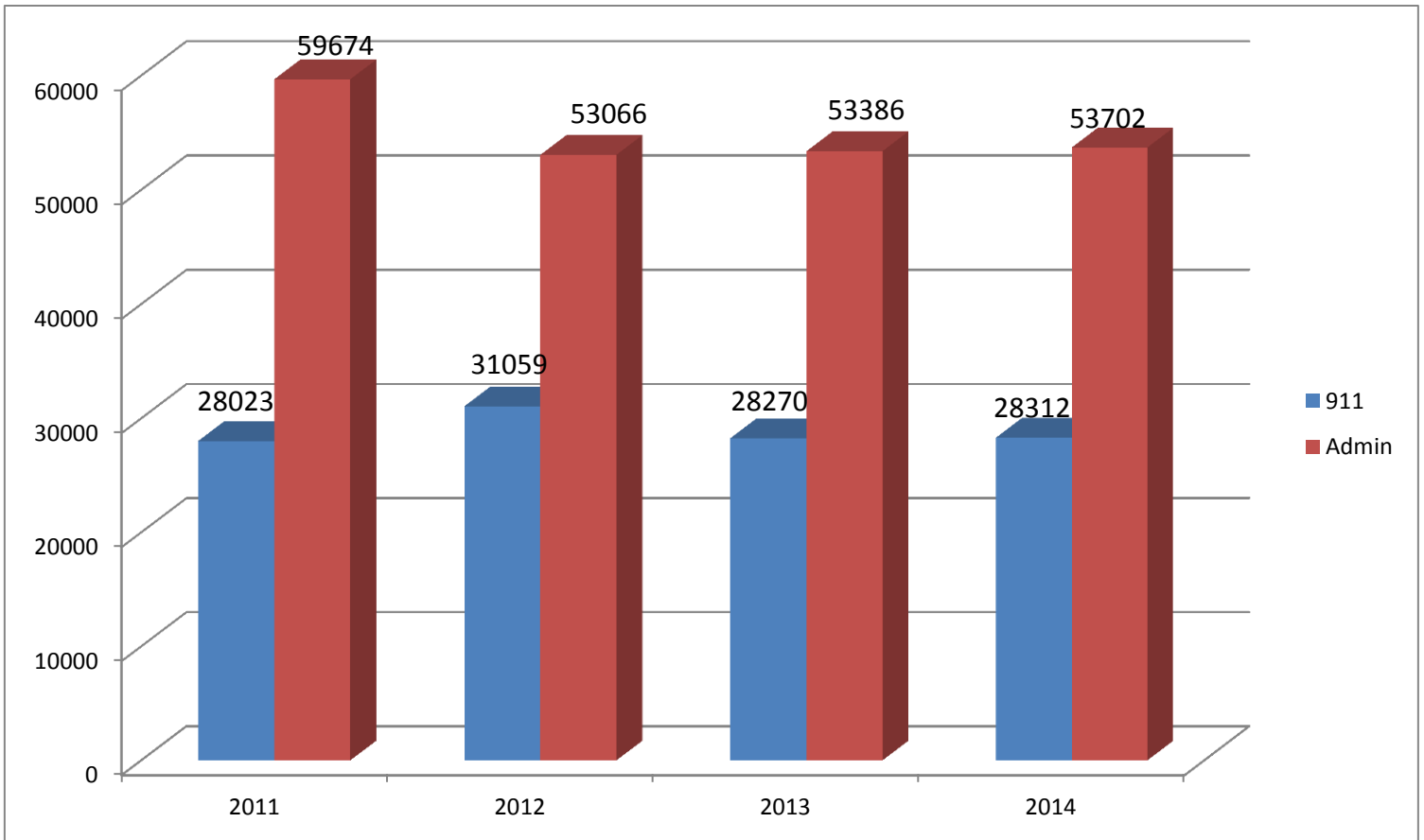


#### SECTION NOTES

- 5.64% **INCREASE** in incoming wireless 911 calls
- 17.41% **DECREASE** in incoming landline 911 calls
- 10.01% **DECREASE** in incoming administrative telephone calls

## Incoming 9-1-1 / Administrative Calls Comparison

Year	Total 911	Total Admin
2011	28023	59674
2012	31059	53066
2013	28270	53386
2014	28312	53702

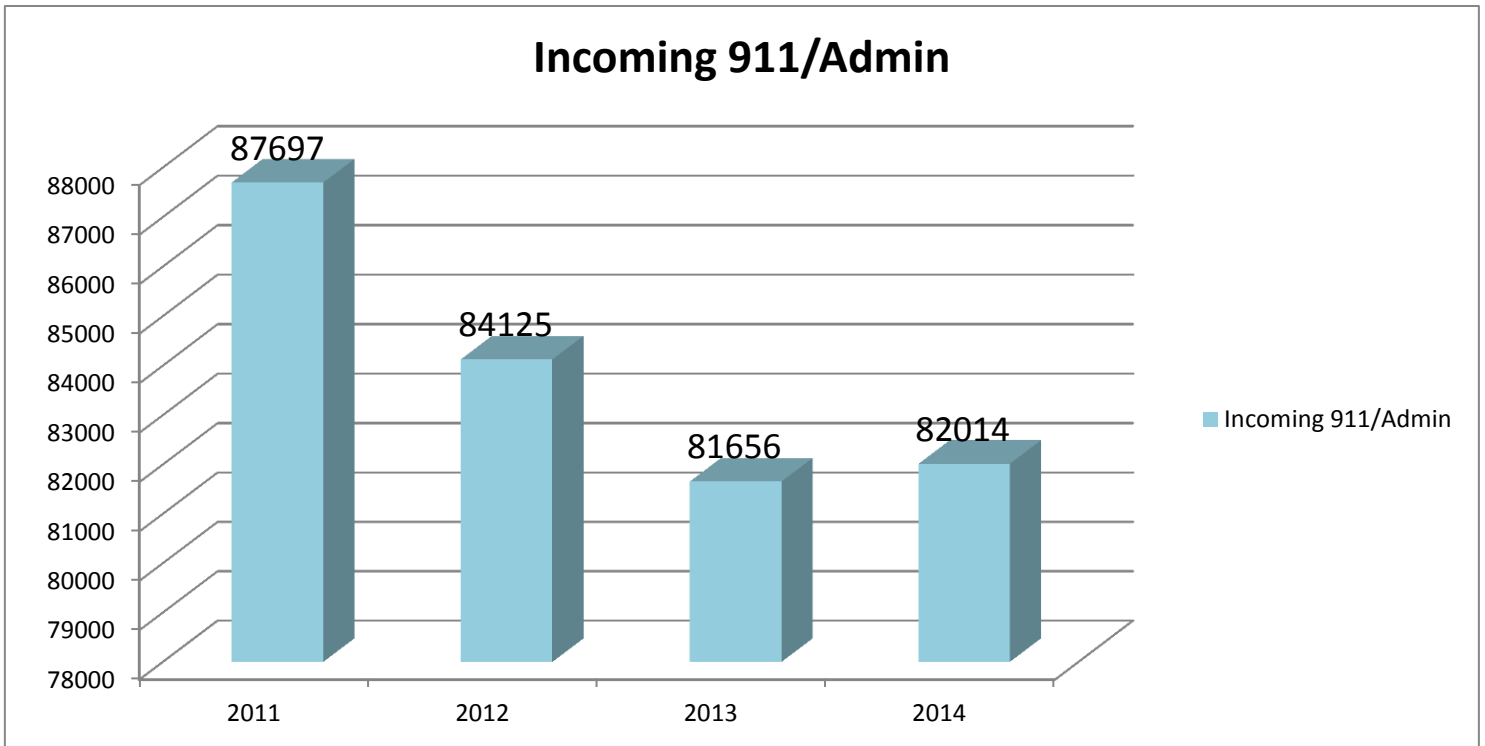


### SECTION NOTES

- 1.03% **INCREASE** in the total amount of incoming 9-1-1 calls
- 10.01% **DECREASE** in the total amount of incoming administrative calls

## Combined Incoming Calls

Year	Incoming 911/Admin
2011	87697
2012	84125
2013	81656
2014	82014



### SECTION NOTES

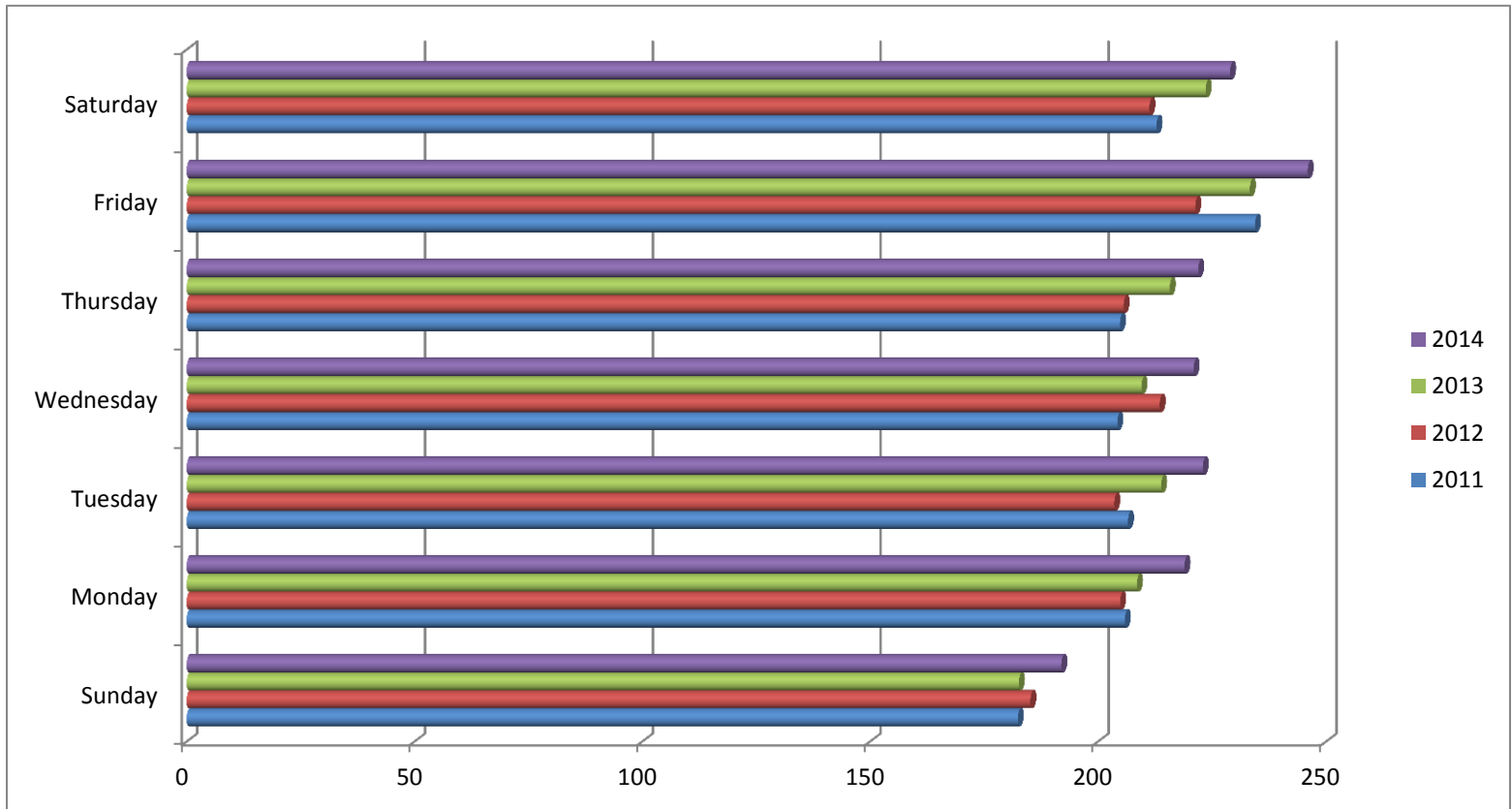
- 6.48% **DECREASE** in total of incoming 9-1-1 and administrative telephone calls

## Computer Aided Dispatch (CAD) System Statistics

### Calls for Service by Day of Week

#### Daily Average

Year	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2011	182	206	207	204	205	234	213
2012	185	205	204	214	206	221	211
2013	183	209	214	210	216	233	224
2014	192	219	223	221	222	246	229

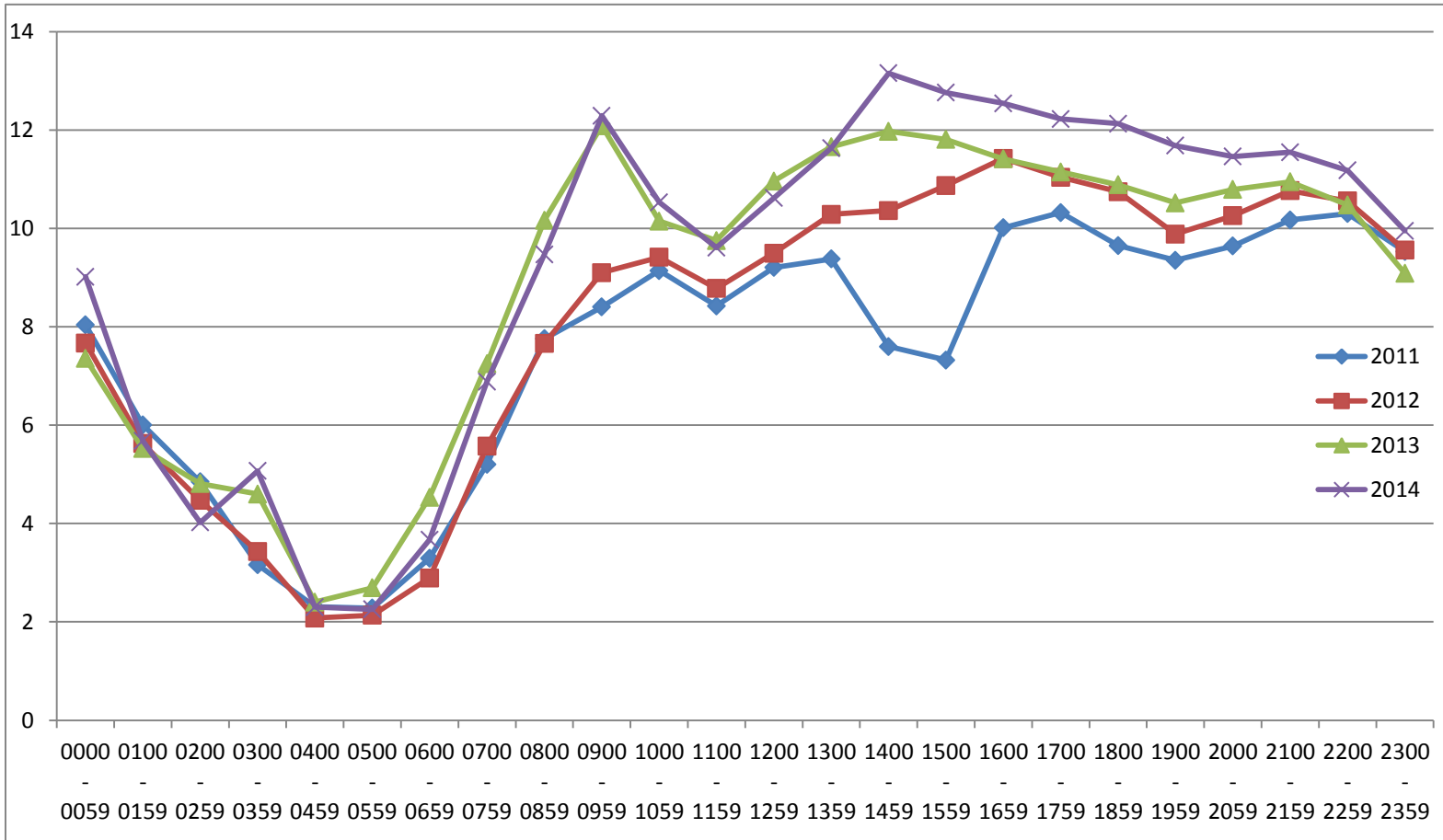


#### SECTION NOTES

- 5.23% **INCREASE** on the average number of calls on Sundays
- 6.35% **INCREASE** on the average number of calls on Mondays
- 7.93% **INCREASE** on the average number of calls on Tuesdays
- 8.19% **INCREASE** on the average number of calls on Wednesdays
- 8.37% **INCREASE** on the average number of calls on Thursdays
- 4.92% **INCREASE** on the average number of calls on Fridays
- 7.58% **INCREASE** on the average number of calls on Saturdays

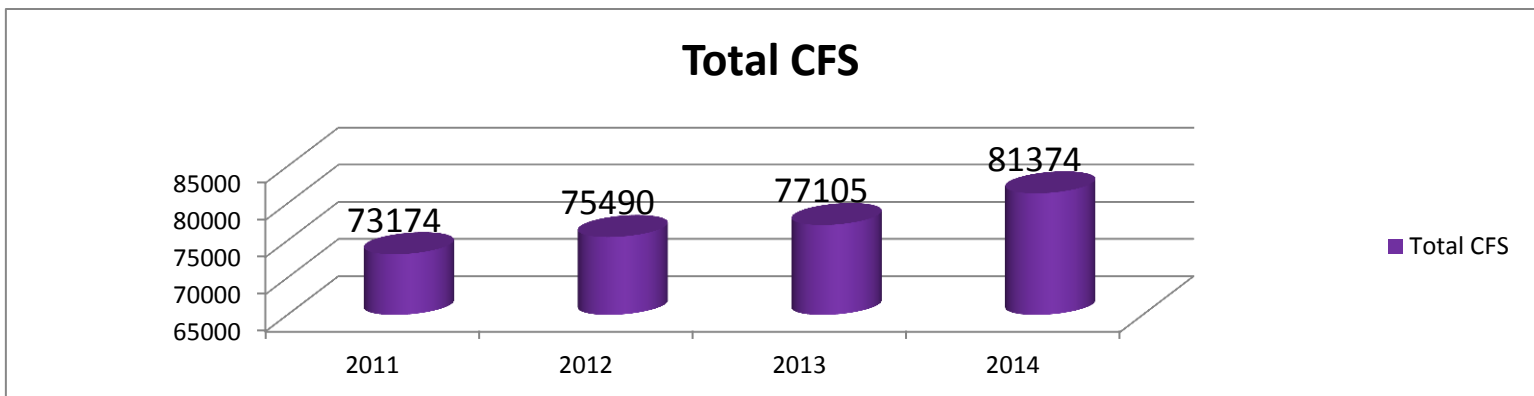
## Calls for Service by Time of Day

*Daily Average*



## Total Calls for Service

### Total CFS



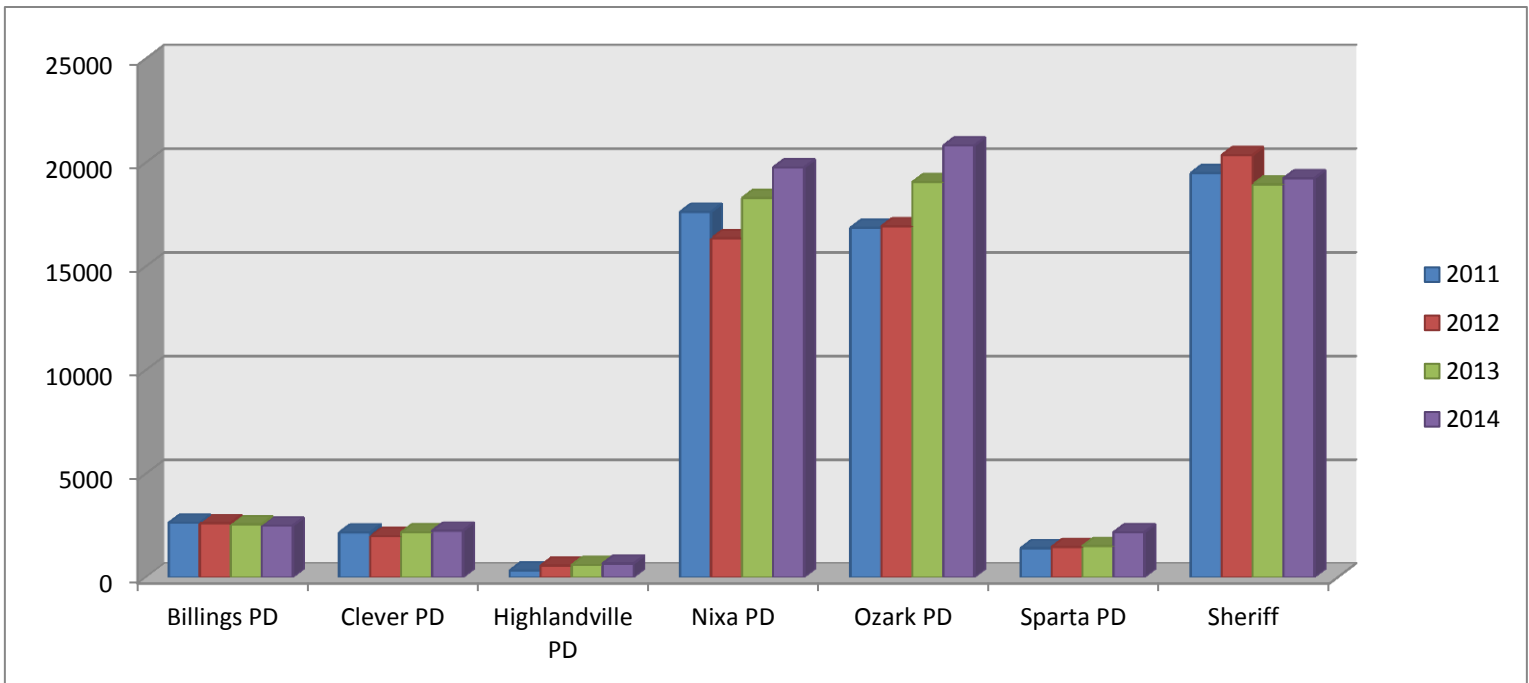
#### SECTION NOTES

- 11.21% **INCREASE** in the total number of Calls for Service

## Agency Statistics

### Law Enforcement Calls for Service

Year	Billings PD	Clever PD	Highlandville PD	Nixa PD	Ozark PD	Sparta PD	Sheriff
2011	2633	2164	325	17629	16861	1406	19497
2012	2620	1985	563	16358	16936	1466	20361
2013	2556	2168	592	18296	19064	1511	18962
2014	2494	2253	665	19764	20825	2170	19247



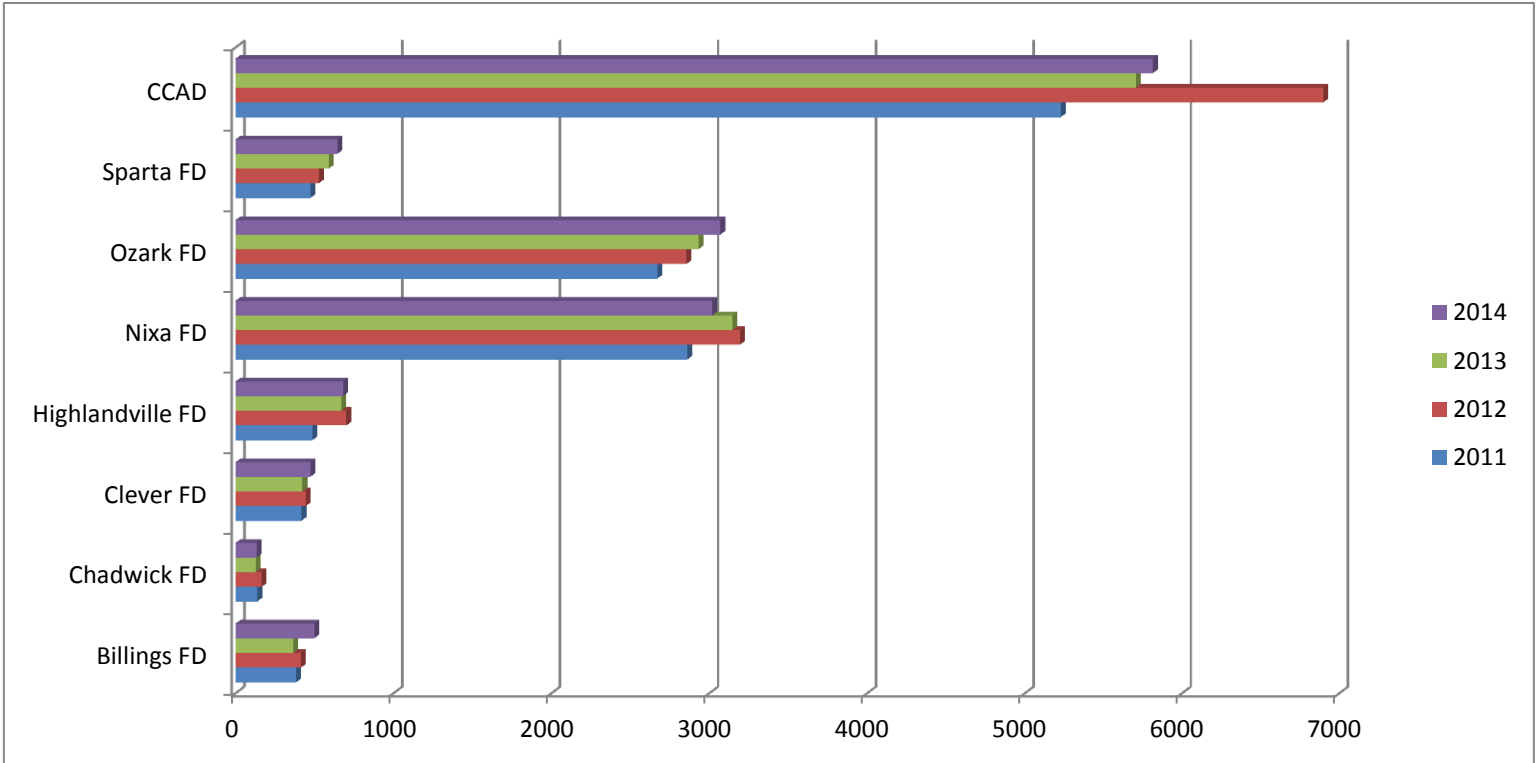
#### SECTION NOTES

- 5.28% **DECREASE** in total calls for service for Billings Police Department
- 4.11% **INCREASE** in total calls for service for Clever Police Department
- 104.62% **INCREASE** in total calls for service for Highlandville Police Department
- 12.11% **INCREASE** in total calls for service for Nixa Police Department
- 23.51% **INCREASE** in total calls for service for Ozark Police Department
- 54.34% **INCREASE** in total calls for service Sparta Police Department
- -1.28% **DECREASE** in total calls for service for Christian County Sheriff's Office



## Fire District and EMS Calls for Service

	Billings FD	Chadwick FD	Clever FD	Highlandville FD	Nixa FD	Ozark FD	Sparta FD	CCAD
<b>2011</b>	384	137	417	487	2862	2670	474	5228
<b>2012</b>	415	165	444	702	3195	2856	527	6897
<b>2013</b>	365	126	423	669	3146	2931	591	5705
<b>2014</b>	499	132	474	680	3020	3070	644	5814

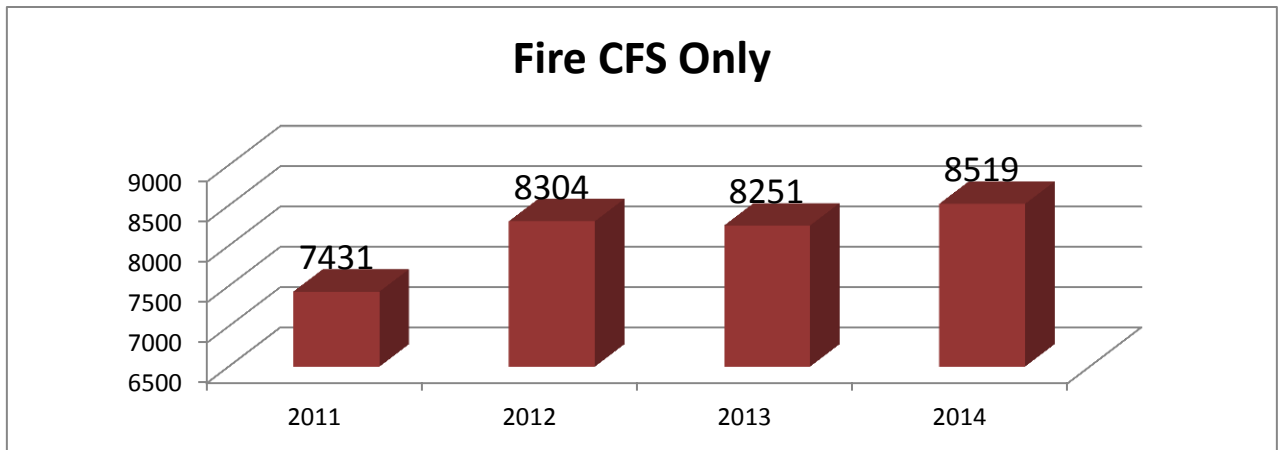
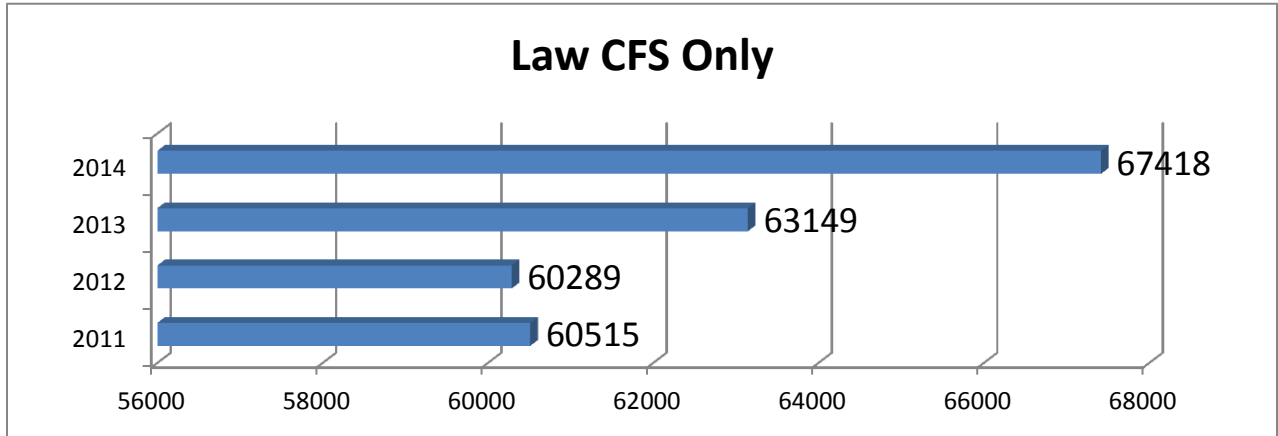


### SECTION NOTES

- 29.95% **INCREASE** in total calls for service for Billings Fire
- 3.65% **DECREASE** in total calls for service for Chadwick Fire
- 13.67% **INCREASE** in total calls for service for Clever Fire
- 39.63% **INCREASE** in total calls for service for Highlandville Fire
- 5.52% **INCREASE** in total calls for service for Nixa Fire
- 14.98% **INCREASE** in total calls for service for Ozark Fire
- 35.86% **INCREASE** in total calls for service for Sparta Fire
- 11.21% **INCREASE** in total calls for service for Christian County Ambulance District

## Law Enforcement, Fire and EMS Calls for Service Comparison

Year	Law CFS Only	Fire CFS Only
2011	60515	7431
2012	60289	8304
2013	63149	8251
2014	67418	8519

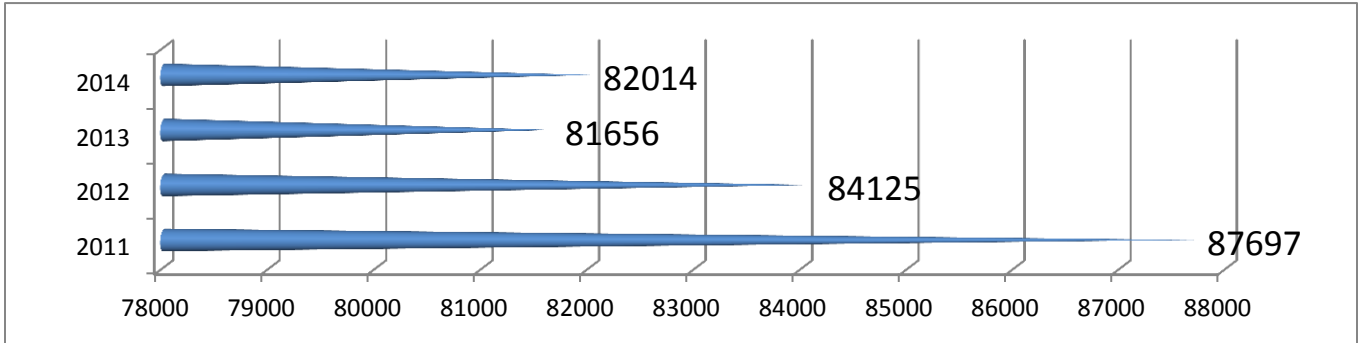


### SECTION NOTES

- 11.41% **INCREASE** in total number of Law Enforcement calls for service
- 14.64% **INCREASE** in total number of Fire calls for service

## Workload by Dispatch Position

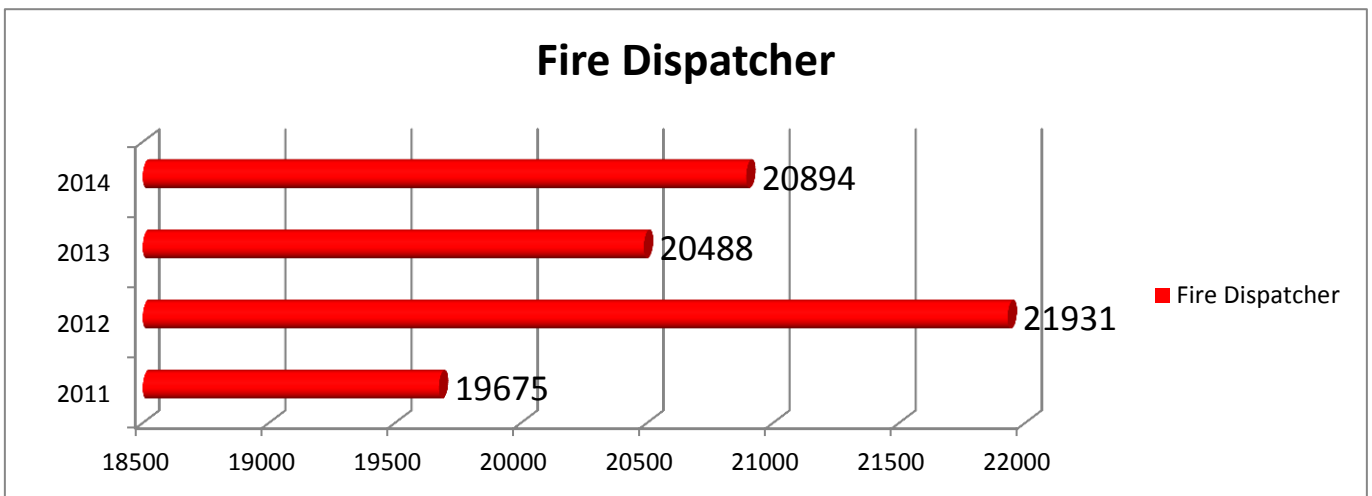
### Call Taker



#### SECTION NOTES

- 6.48% **DECREASE** in workload

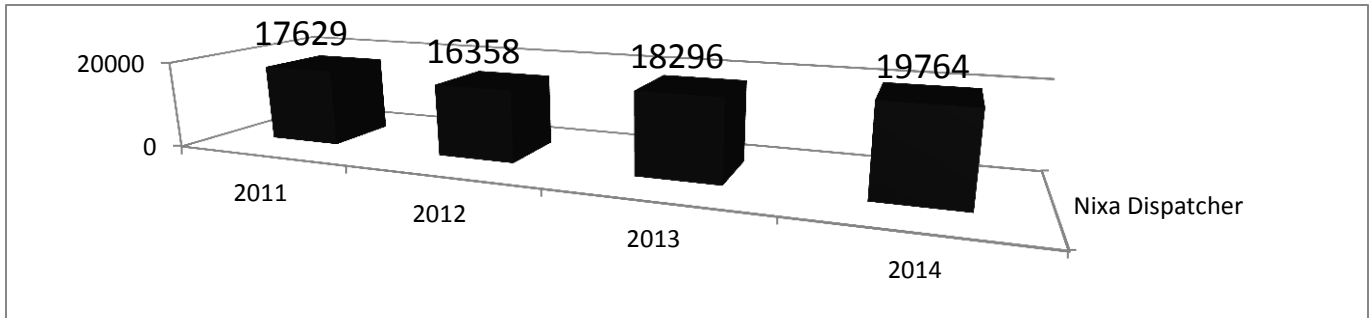
### Fire Dispatcher



#### SECTION NOTES

- 4.38% **INCREASE** in workload

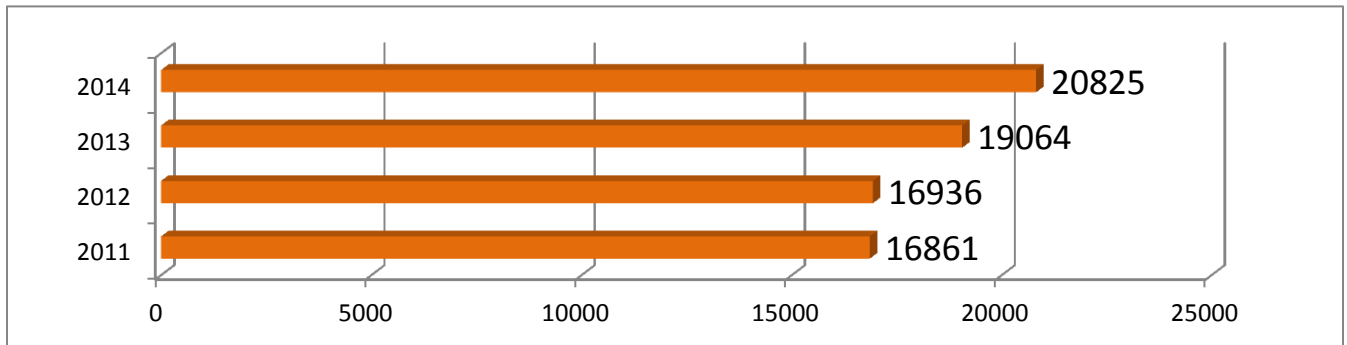
### Nixa Dispatcher



#### SECTION NOTES

- 12.11% INCREASE in workload

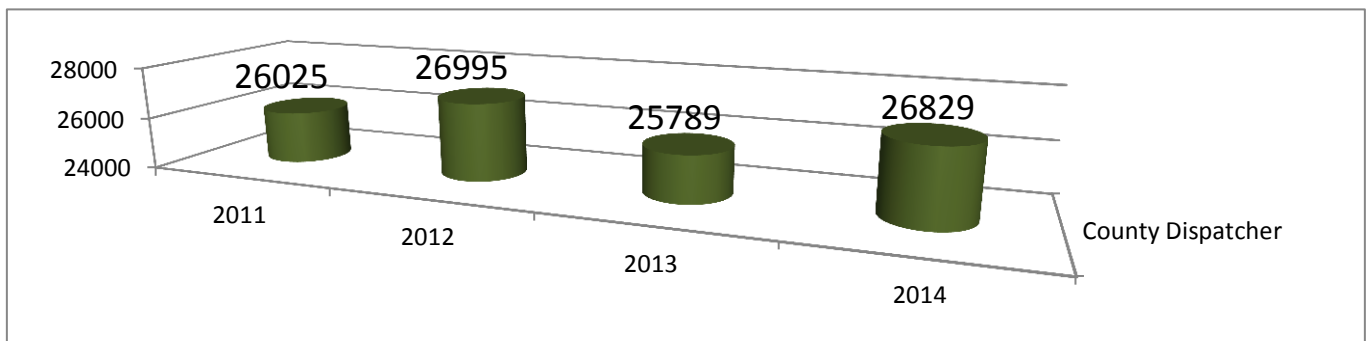
### Ozark Dispatcher



#### SECTION NOTES

- 23.51% INCREASE in workload

### County Dispatcher



#### SECTION NOTES

- 3.09% INCREASE in workload