

Moniteau County Emergency Dispatch

2022 Annual Report

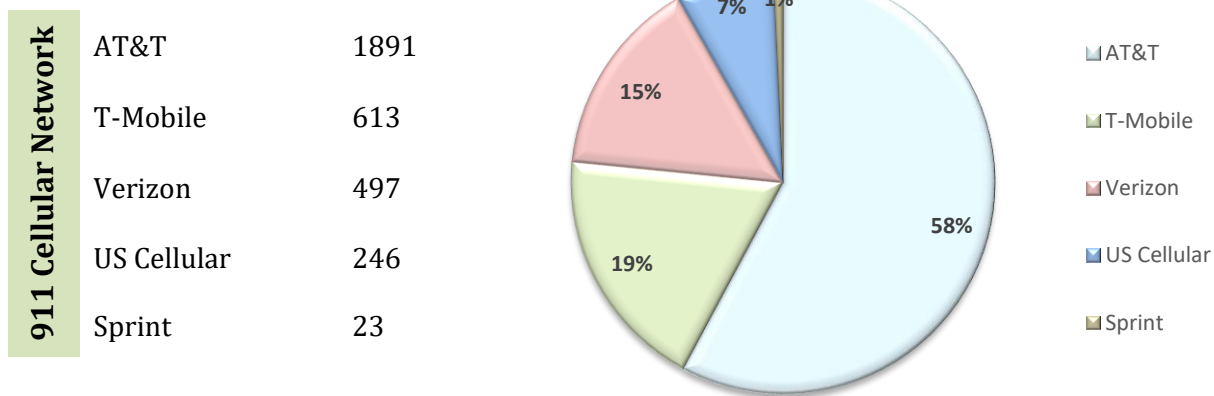
MONITEAU COUNTY EMERGENCY DISPATCH



Moniteau County Emergency Dispatch (MCED) serves as the sole Public Safety Answering Point for Moniteau County Missouri. All 911 emergency calls placed within the county boundaries are answered and processed by MCED Public Safety Telecommunicators. In 2022 we saw a 14% decrease in the total number of 911 calls placed, compared to 2021, but in turn have seen a slight increase in the percentage of valid 911 calls compared to accidental dials.

911 Calls				911 Class of Service			
911 calls received		3,915		Cellular 911 calls	3,270	84%	
	Accidental	825	21%	Residential 911 calls	162	4%	
	Valid 911 calls	3,090	79%	Business 911 calls	115	3%	
				Voice Over Internet Protocol	247	6%	
				Other	121	3%	

The proportion of emergency calls being placed via cellular devices continues to be the most common form of communication. These statistics reflect consistency in the 911 industry across the Nation. Below is a breakdown of the cellular 911 calls received at Moniteau County Emergency Dispatch by each Cellular Network. Pre-paid services, such as Straight Talk & Cricket, each contract with one of the below Cellular Providers for their network.



MONITEAU COUNTY EMERGENCY DISPATCH



Moniteau County Emergency Dispatch also has the ability to process Text-to-911, meaning if someone is unable to place a voice call to 911 within the County, they can simply send a text or SMS message. These messages are processed similarly to that of a voice call.

This can be very beneficial in cases where a reporting party is concerned for their safety and cannot speak verbally with a Public Safety Telecommunicator, or in cases of poor cellular signal. This service was made available to the citizens of Moniteau County in 2019, in 2022 **9** separate text-to-911 sessions were processed. These included possible home invasion, domestic violence and medical related calls for service. In addition to this service being available for citizens to utilize, some alarm companies such as ADT have begun to employ Text-to-911 to request public safety response for its customers in Moniteau County also.



While voice 911 calls are the preferred method of communication, Text-to-911 remains available for the citizens of Moniteau County in the event it is needed.



Smart911™

With the continuous progression of technology and the increased use of cellular devices, Moniteau County Emergency Dispatch has made Smart911 available to the citizens of Moniteau County. Smart911 was purchased by the MCED Board of Directors in 2019 and is provided free of charge to the public. Smart911 allows users to create a secure safety profile that gives Public Safety Telecommunicators information associated with their cellular number. This information is only able to be viewed when a registered phone number places a 911 call and 15 minutes after the call is disconnected. An added benefit to this service is it works across the United States with 911 centers that utilize this service. Other Counties in the area that utilize Smart911 include Boone, Cole, Osage, and Callaway Counties.

In 2022, **24** new profiles were created in Moniteau County and a total of **73** 911 calls were placed by those who utilize Smart911. We hope to get at least 100 new enrollments in 2022. Additional information pertaining to Smart911 can be found on our website; www.moniteau911.com/smart911

MONITEAU COUNTY EMERGENCY DISPATCH



Apart from the five 911 trunks that serve Moniteau County, there are six administrative lines that are also monitored by MCED Telecommunicators. Many calls for service originate from these lines as those specific events tend to be lower in priority, however there are many times when higher priority calls are placed via an administrative phone line. We would like to encourage citizens of Moniteau County to utilize 9-1-1 in the event of an emergency, as there may be times when administrative phone lines may not be answered as expeditiously as 911 calls and may be placed on hold if there is a large volume.

For 2022, there were **686** *High Priority* Calls for Service that were received via an administrative phone line instead of the caller calling 911.

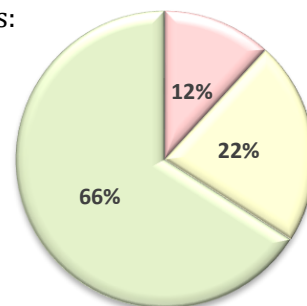
Administrative Phone Lines	Inbound	19,800
	Outbound	8,442

2022 revealed a 9% decrease in calls for service with a total of **13,918** events responded to by law enforcement, fire and EMS agencies within Moniteau County. While the number of events may seem disproportionate from the amount of phone calls received, it is important to remember that not every call requires a response, and many calls for service have multiple phone calls associated with them. In fact, most calls for service were initiated by our response agencies. Response agencies initiating a call for service may be a traffic stop (1,600) or a building check (3,398) among other categories.

CFS Origination	Response Agency Initiated	7,219	52%
	Administrative Phone Lines	4,225	30%
	911	2,467	18%

Calls for Service are classified by priority, with 1 being the highest priority and 3 being the lowest. The 13,918 events for 2022 are broke down into the following priority levels:

Priority 1 (High Acuity)	1,642
Priority 2	3,093
Priority 3	9,183



MONITEAU COUNTY EMERGENCY DISPATCH



Moniteau County Emergency Dispatch works with multiple emergency response agencies. Below is a representation of the calls for service broke down by agency to reflect their specific call volume. The total of events below exceeds the number of calls for service previously discussed as it is very common for multiple agencies to be assigned to one call for service. Traffic crashes (263) for example will have law enforcement, EMS and multiple fire agencies assigned according to the severity and each departments response protocol.

LAW ENFORCEMENT	Moniteau County Sheriff's Office		4,375
	Top 5 Call Types	Traffic Stop	965
		Paper Service	497
		Follow-up	410
		Traffic Hazard	178
		Check Well Being	178
	Top 3 Priority 1 Call Types	Domestic Violence / Dispute	106
		Alarm Business/Residential	66
		Traffic Crash	60
	California Police Department		6,545
	Top 5 Call Types	Building Check	3,333
		Traffic Stop	477
		Follow-up	298
		Ordinance Violation	221
		Assist Citizen	201
Top 3 Priority 1 Call Types	Alarm Business/Residential	88	
	Domestic Violence / Dispute	69	
	Harassment/ Threat – In Progress	15	
Tipton Police Department		1,823	
Top 5 Call Types	Follow-up	225	
	Traffic Stop	167	
	Assist Citizen	126	
	Animal Complaint	108	
	Vehicle Check	82	
Top 3 Priority 1 Call Types	Alarm Business/Residential	67	
	Domestic Violence / Dispute	38	
	Traffic Crash	14	
Jamestown Police Department		138	
Top 5 Call Types	Traffic Stop	78	
	Ordinance Violation	18	
	Follow-up	6	
	Building Check	5	
	Assist Citizen	4	

MONITEAU COUNTY EMERGENCY DISPATCH



EMS

MID-MO Ambulance District

1,610

Most Common Call Types	Sick Person	173
	Fall	144
	Breathing Problems	136
	Emrgnt Pt Trnsfr Facility or Clinic	99
	Traffic Crash	92
	Chest Pain	90
	Unconscious / Fainting	80
	Cardiac/ Respiratory Arrest	28

Fire Districts in Moniteau County operate through Automatic Mutual Aid agreements with one another. This means that the type of emergency dictates if there are any assisting fire agencies initially dispatched. Because of this, the total of a call type in a specific jurisdiction may not represent how many of those events occurred within that venue, it in turn represents the number of that call type in which that specific agency was assigned to.

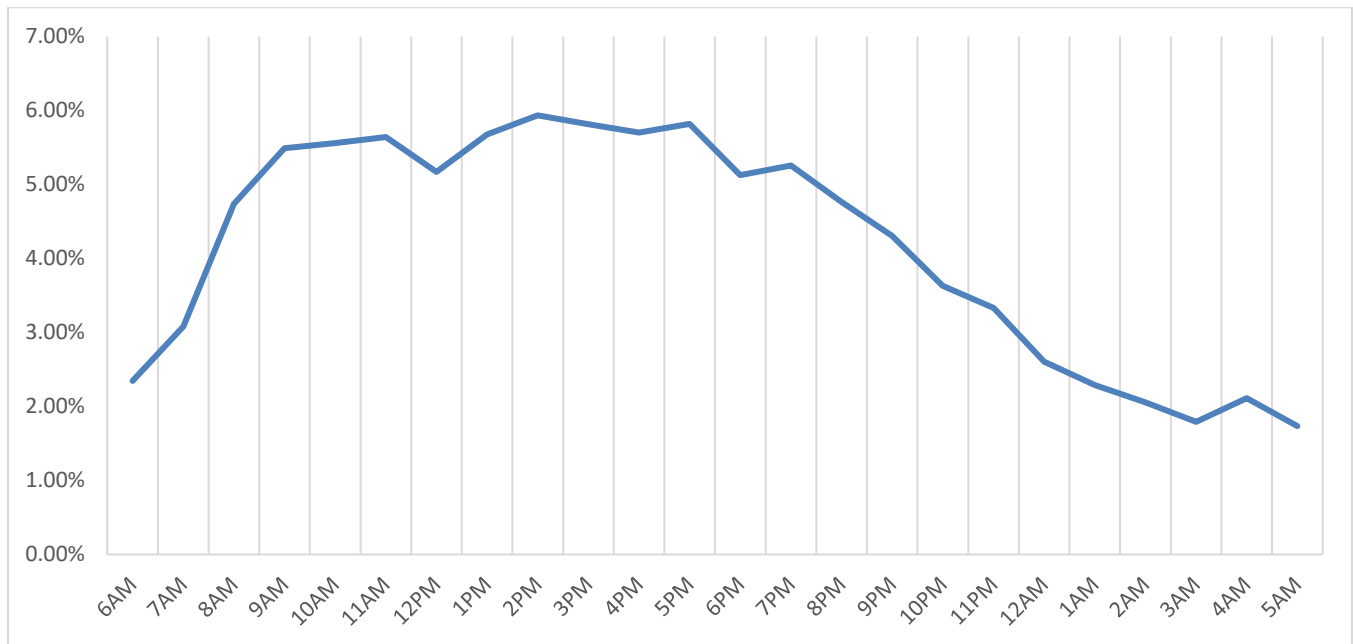
FIRE	Medical	Structure Fire	Vehicle Fire	Natural Cover Fire	Traffic Crash	Fire Investigation	Alarms	Gas Odor or Leak / CO	Electrical	Other	Total	<i>Total Outside Jurisdiction</i>	Total IN Jurisdiction
	California Fire Department	561	18	9	26	37	8	53	20	14	20	766	207
Tipton Fire Department	187	24	6	42	44	4	49	9	3	10	378	127	251
California Rural Fire District	542	17	8	28	41	6	52	16	14	19	742	366	376
Jamestown Rural Fire District	53	11	1	5	7	3	4	1	1	5	91	17	74
Fortuna Fire District	99	24	6	48	40	3	14	2	2	10	248	106	142
Moreau Fire District	28	2	1	11	13	0	4	2	0	1	62	16	46

MONITEAU COUNTY EMERGENCY DISPATCH



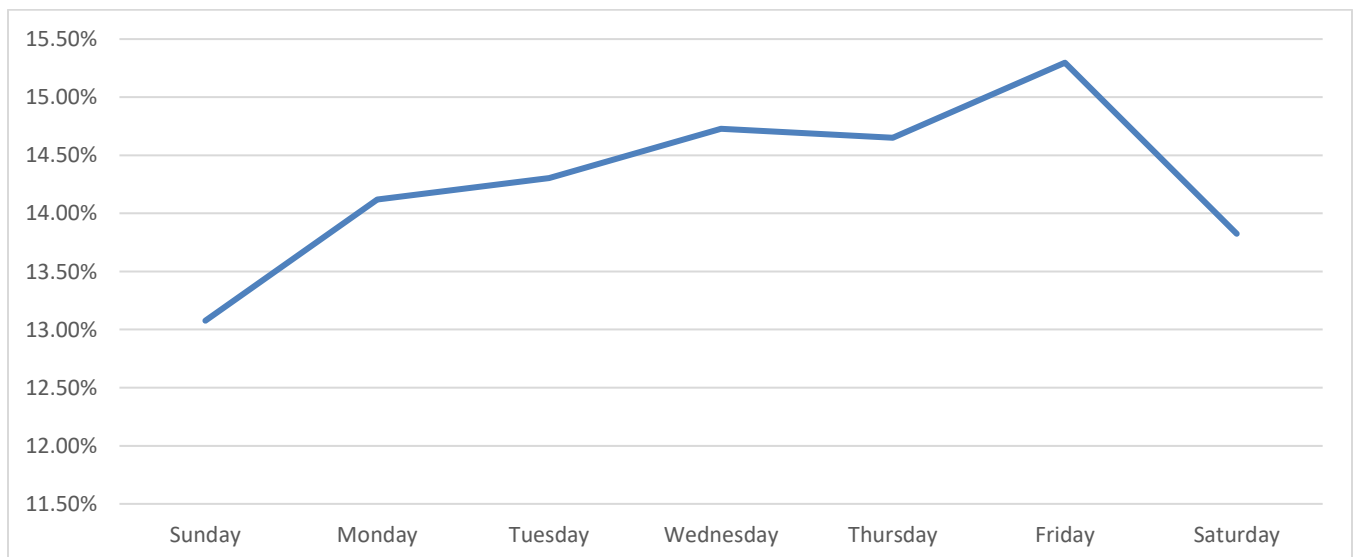
The timing of an emergency is unpredictable, however given a large sample size of data we can evaluate what is known as “peak times” for the year. To figure peak times for Moniteau County Emergency Dispatch we took the total percentage of the 911 calls, admin calls received and calls for service created by hour of the day and averaged each set to return the following analysis.

Moniteau County Emergency Dispatch 2022 Peak Times = 2PM – 5PM



Using the same methodology, we are also able to determine the peak day of the week.

Moniteau County Emergency Dispatch Peak Day of the Week = Friday



MONITEAU COUNTY EMERGENCY DISPATCH



Time-to-dispatch

Once common misconception that we find when people call 911 is that help is not going to be sent to them *until* they answer all of the call-takers questions. This misconception can cause frustration on both ends as the caller may become agitated as they don't feel help is ever going to arrive or be sent and can be frustrating on the call-taker's side as they are trying to gather necessary information quickly to provide to responders.

As it is understandable that callers may become agitated as they are in a stressful situation, one thing to remember is that responders are being sent to the scene while the questioning is occurring. On average for 2022 it took telecommunicators **1 minute and 51 seconds** from the time the call was received until responders were dispatched to high priority calls for service. While this may not seem fast enough to some, keep in mind that telecommunicators are obtaining and verifying location and phone numbers, entering that information into the computer, ascertaining what is taking place, determining which agency to send, asking pertinent pre-dispatch questions (which directly effects response), assigning the correct units in the computer and advising those units via radio. This is all complete while on the phone with the caller and additional questions are being asked to further update responders as to the situation while those responders are enroute to the emergency.

Staffing

Staffing has been a huge challenge for not only 911 centers throughout the Country but all employers. Moniteau County Emergency Dispatch was not immune to those challenges in 2022 as we had as many as 5 full time openings at one time. To further this challenge, once someone is successful with our hiring process, it takes approximately 3 months for them to complete their training. We have made adjustments in attempt to mitigate these challenges and we are happy to report that currently MCED is at full staff with some additional applicants in our queue.

Facility Expansion

One major project we are looking to begin on in 2023 is a building addition. We have simply outgrown our current facility and are in need of more space. One step we have taken was the purchase of the adjacent property previously owned by the County of Moniteau where the former County Jail was located. We have since demolished this building and will begin on the design process soon. In anticipation of this project, we have allocated over \$650,000 in hopes to reduce the amount of financial lending for the project total.

MONITEAU COUNTY EMERGENCY DISPATCH



Addressing

Moniteau County Emergency Dispatch is responsible for assigning 911 addressing to unincorporated areas of Moniteau County and works with Municipalities for addressing within city limits. We have 1 full time Addressor who also manages our Geographic Data for the 911 center. For 2022 **101** new addresses were assigned. Most of these indicated new construction within Moniteau County however some may be multiple family residences such as an apartment building or duplex.

Road Signs

Moniteau County Emergency Dispatch also maintains the road signs on County Roads in un-incorporated areas of Moniteau County. The challenge with this responsibility is the ongoing theft of road signs. As some may think this is a “victimless crime” it is most definitely not. Missing or damaged road signs may add delay to responders trying to locate the scene of an emergency. Moreover, for 2022, MCED has spent **\$6,149** on replacing missing or damaged road signs. For the year **162** signs were ordered, this does not accurately represent the total of signs that were replaced as we do retain some signs in stock that are frequently missing.

Moniteau County Emergency Dispatch does provide a \$500 reward for information that leads to the prosecution of individuals involved in the theft or damage to these road signs.

If you would like a road sign for your shop or garage, simply call and we will work with you rather than taking the risk to go steal one.

Utilities

Moniteau County Emergency Dispatch provides a free service to the City of California by fielding their afterhours Utilities calls/ complaints. For the year of 2022 there were over 150 calls related to California Utilities.

As this total may not seem significant, 77 of these occurred from 6 separate “power outage” events causing a large influx of phone calls, aside from public safety related calls for service that are also occurring. Depending on the volume of calls and events occurring there will be times when information related to utilities is not captured in attempt to clear the phone lines for potential emergent needs.

Year End Report 2022 - Prepared by Director Kevin Wieberg