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News Release

For Immediate Release

9-1-1 Statistics for 2012

In 2012, the Springfield/Greene County 911 Emergency Communications Center averaged 20,000 9-1-1 calls per month with 79 percent from mobile devices, said director Zim Schwartze.

This percentage is slightly above the national average, with most dispatch centers receiving approximately 75 percent of their 9-1-1 calls from mobile phones. This is also an increase of more than 500 percent since 1998. The volume of wireless calls provides a special challenge for telecommunicators, who must take extra time to process the call and dispatch the proper emergency personnel.

Staff in the dispatch center, which moved into the second floor of the state-of-art Springfield-Greene County Public Safety Center last summer, fielded 474,876 total phone calls (emergency and non-emergency) with 242,617 of those as incoming emergency 9-1-1 calls.

About 60 full-time employees cover 14 fire districts and nine law enforcement agencies countywide. Medical calls are immediately transferred to the appropriate local hospital for assistance. Thirty percent of Springfield-Greene County's 9-1-1 workforce has been with the department at least 13 years, and 20 percent have been with the department for at least 17 years. 9-1-1 telecommunicators undergo approximately 700 hours of training before they can be considered for release as a fully trained operator and dispatcher.

"Our 9-1-1 telecommunicators are highly trained and certified to handle those emergency situations when our community needs our help the most. While they are busy with emergency calls, they also handle a larger daily workload," Schwartze said. "When you look at the total workload of calls taken and transactions handled, you understand the challenges our telecommunicators face every day. Springfield/Greene County is fortunate to have trained professionals to assist them during emergencies."

Schwartze reminds citizens that 9-1-1 should be used only when an emergency response is needed from police, fire, or ambulance personnel.

For more information, contact: Zim Schwartze, 417-829-6209.