

**DIVISION OF COMMUNICABLE DISEASE PREVENTION
& PUBLIC HEALTH PREPAREDNESS
KANSAS CITY, MISSOURI HEALTH DEPARTMENT
2005**

**DUTY OFFICER SUMMARY
ANNUAL REPORT**

SUBMITTED BY:
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DIVISION MANAGER

REPORT PREPARED BY:
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Duty Officer Call Summary 1/1/2005 - 12/31/2005

Summary and Total of Pages by Program

	# Calls	% Total
Administration	2	1.481%
Air Quality	4	2.963%
Environmental	1	0.741%
Food Protection	19	14.074%
Communicable Disease/Public Health Preparedness (CD/PHP)	94	69.630%
Rabies Inquiry (Office of Epidemiology & Community Health Monitoring)	1	0.741%
Unknown	14	10.370%
Total	135	100.00%

Summary and Total of Action Needed Pages by Program

	% by Program	# Calls	% Total
Administration	100.00%	2	1.481%
Air Quality	100.00%	4	2.963%
Environmental	100.00%	1	0.741%
Food Protection	100.00%	19	14.074%
Communicable Disease/Public Health Preparedness	31.91%	30	22.222%
Rabies Inquiry (Office of Epidemiology & Comm Health Monitoring)	100.00%	1	0.741%
Unknown	7.14%	1	0.741%
Total		58	42.96%

Duty Officer Call Summary 1/1/2005 - 12/31/2005

Summary and Total of Pages by Hour of Day

0:00	3	2.222%	12:00	4	2.963%
1:00	2	1.481%	13:00	6	4.444%
2:00	2	1.481%	14:00	11	8.148%
3:00	3	2.222%	15:00	3	2.222%
4:00	3	2.222%	16:00	5	3.704%
5:00	2	1.481%	17:00	5	3.704%
6:00	3	2.222%	18:00	8	5.926%
7:00	13	9.630%	19:00	5	3.704%
8:00	17	12.593%	20:00	3	2.222%
9:00	8	5.926%	21:00	3	2.222%
10:00	7	5.185%	22:00	5	3.704%
11:00	10	7.407%	23:00	4	2.963%
Sub-Total	73	54.074%	Sub-Total	62	45.926%
Totals	135	100.00%			

Summary and Total of Action Needed Pages by Hour of Day

0:00	3	5.172%	12:00	2	3.448%
1:00	0	0.000%	13:00	3	5.172%
2:00	1	1.724%	14:00	6	10.345%
3:00	1	1.724%	15:00	3	5.172%
4:00	1	1.724%	16:00	3	5.172%
5:00	1	1.724%	17:00	4	6.897%
6:00	1	1.724%	18:00	6	10.345%
7:00	0	0.000%	19:00	3	5.172%
8:00	0	0.000%	20:00	2	3.448%
9:00	3	5.172%	21:00	1	1.724%
10:00	4	6.897%	22:00	3	5.172%
11:00	6	10.345%	23:00	1	1.724%
Sub-Total	21	36.207%	Sub-Total	37	63.793%
Totals	58	100.00%			

Duty Officer Call Summary 1/1/2005 - 12/31/2005

Summary and Total of Pages by Day of Week (DOW)

Monday (1)	22	16.296%
Tuesday (2)	26	19.259%
Wednesday (3)	14	10.370%
Thursday (4)	26	19.259%
Friday (5)	20	14.815%
Saturday (6)	12	8.889%
Sunday (7)	15	11.111%
Total	135	100.00%

Summary and Total of Action Needed Pages by DOW

Monday (1)	9	15.517%
Tuesday (2)	10	17.241%
Wednesday (3)	5	8.621%
Thursday (4)	10	17.241%
Friday (5)	10	17.241%
Saturday (6)	8	13.793%
Sunday (7)	6	10.345%
Total	58	100.00%

Duty Officer Call Summary 1/1/2005 - 12/31/2005

Initial Call Return Time Compliance

Goal < 5 min 90%

Response Time Initial Call			
0:00 - 00:59	13	22.41%	22.41%
1:00 - 1:59	18	31.03%	53.45%
2:00 - 2:59	17	29.31%	82.76%
3:00 - 3:59	8	13.79%	96.55%
4:00 - 4:59	0	0.00%	96.55%
5:00- 5:59	0	0.00%	96.55%
>6:00 **	2	3.45%	100.00%
 Total	 58		

Overall Response to Duty Officer Calls by Programs

Goal < 10 min 90%

0:00-5:00	50	86.21%	86.21%
5:01-10:00	3	5.17%	91.38%
10:01-15:00	1	1.72%	93.10%
15<	4	6.90%	100.00%
 Total	 58		

Duty Officer Call Summary 1/1/2005 - 12/31/2005

Response to Duty Officer Calls by Program

Administration Response to Duty Officer Calls

Goal < 10 min 90%

0:00-5:00	2	66.67%	66.67%
5:01-10:00	0	0.00%	66.67%
10:01-15:00	0	0.00%	66.67%
15<	1	33.33%	100.00%

Total 3

Environmental Response to Duty Officer Calls

Goal < 10 min 90%

0:00-5:00	0	0.00%	0.00%
5:01-10:00	0	0.00%	0.00%
10:01-15:00	0	0.00%	0.00%
15<	1	100.00%	100.00%

Total 1

Air Quality Response to Duty Officer Calls

Goal < 10 min 90%

0:00-5:00	4	100.00%	100.00%
5:01-10:00	0	0.00%	100.00%
10:01-15:00	0	0.00%	100.00%
15<	0	0.00%	100.00%

Total 4

Food Protection Response to Duty Officer Calls

Goal < 10 min 90%

0:00-5:00	15	78.95%	78.95%
5:01-10:00	2	10.53%	89.47%
10:01-15:00	1	5.26%	94.74%
15<	1	5.26%	100.00%

Total 19

CD/PHP Response to Duty Officer Calls

Goal < 10 min 90%

0:00-5:00	28	96.55%	96.55%
5:01-10:00	0	0.00%	96.55%
10:01-15:00	0	0.00%	96.55%
15< **	1	3.45%	100.00%

** = Outside LPHA

Total 29

Office of Epidemiology Response to Duty Officer Calls

Goal < 10 min 90%

0:00-5:00	0	0.00%	0.00%
5:01-10:00	0	0.00%	0.00%
10:01-15:00	1	100.00%	100.00%
15<	0	0.00%	100.00%

Total 1

Unknown Program Response to Duty Officer Calls

Goal < 10 min 90%

0:00-5:00 **	1	100.00%	100.00%
5:01-10:00	0	0.00%	100.00%
10:01-15:00	0	0.00%	100.00%
15<	0	0.00%	100.00%

** = Handled by Duty Officer

Total 1