NICOLLET COUNTY SHERIFF'S OFFICE

2023

Serving Citizens since 1853

ANNUAL REPORT

Section 1: Nicollet County Sheriff's Office Incident Numbers

1. Offense/Incidents – current year totals
2. Offense/Incidents comparison – monthly
3. Offense/Incidents comparison – day of the week
4. Offense/Incidents – yearly comparison
5. Deputy Special Activity Report – Frontline Public Safety Solutions
6. CAD calls for service for all agencies dispatched by Nicollet County
7. 911 Call Type – yearly comparison
8. 911 call location – yearly comparison
9. Traffic accident location – current year totals
10. Traffic accident – yearly comparison within Nicollet County
11. Traffic Citations – yearly comparison
12. Traffic Stop – current year totals

Section 2: Nicollet County Jail Numbers

1. Inmate Population Report – yearly comparison
2. Prisoners Boarded Out – Expenditures – yearly comparison
3. Out of County Prisoner Revenue – yearly comparison
4. Huber Revenue – yearly comparison
5. Booking Fee Revenue – yearly comparison
6. Fingerprint Fee Revenue – yearly comparison
7. Medical Co-Pay Revenue – yearly comparison
8. Drug Screen Revenue – yearly comparison
9. Laundry Expenditures – yearly comparison
10. Food Service Expenditures – yearly comparison

Section 3: Nicollet County Civil Process Numbers

1. Civil Process Income – yearly comparison

Section 1: Nicollet County Sheriff's Office Numbers

Offenses/Incidents – current year totals

	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Abandoned Vehicle	33	23	10						
Adult/Child Protection	80	67	2	1	1				9
Agency Assist	362	104	195	45		2	4		12
Alarm	87	47	12	25					3
Assist other agency	184	51	98	19	1		9		6
Civil Defense Test	14	14							
Civil Issue	82	47	21	1				1	12
Community Event	6	4	2						
County Moving Permit	40	40							
Disturbance	70	18	3	1			1	3	44
Domestic	44	17	2	1					24
Door/Window found open	13	13							
Extra Patrol	20	12	8						
Fire	86	22	23	7		6			28
Found Property	21	15	5						1
Funeral/Money Escort	14	8	6						
General Order/Special Detail	19	13	6						
Illness/Death Notifications	1	1							
Information Only	51	27	17	1					6
Jail Activity	12	9	3						
Lost Property	13	5	4	2					2
Missing Person/Runaway JV	15	5	4	2					4
MN Duty Officer Report	26	26							
Motorist Assist	304	148	95	8		3	1		49
Neighbor/Neighborhood Issues	19	5	10	1				1	2
Noise Complaint	10	3	1	2					4
Ordinance Violation	4	2	1			1			
On Call Social Worker Referral	49	1							48
Parking Complaint	22	14	4	1					3

	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Probation Transports	2	2							
Public Assist	646	105	121	1		1			418
Public Education/Public Relations	40	20	20						
Residence Check Requests	17	16		1					
Search Warrants	1	1							
Sign or Light Repair/Roadway Obstruction	148	51	27	5					65
Solicitor/Scam Complaints	29	20	7						2
Suspicious Circumstance	428	179	108	31	1	13	2		94
TipLine/Tip info	13	4	2						7
Traffic stops	2505	50	3	1		2197	254		
TRT callout	5	2	3						
TZD	12	12							
UA party complaint	2	2							
Vehicle repossession	5	2	3						
Void	86	86							
Warrant other agency	11	11							
Warrant service/attempts	44	2	2	29			11		
Welfare Check	108	38	13	9					48
Totals	5803	1364	841	194	3	2223	282	5	891

911 Verification	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
GAC Blue Lights	43	7	12						24
Ghost Calls	6	5	1						
Hang up	729	433	148	7					141
Misdial/Pocket Dial	1122	748	146	15					213
Test Call	50	47	1						2
Totals	1950	1240	308	22					380

Accident	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Car vs Deer	148	49	23	3			2		71
Fatality	1	1							
Hit & Run Injuries	1								1
Hit & Run Property Damage	20	5	3	1					11
Injuries	79	21	22	3			2		31
No Injuries	188	35	35	4			6		108
Vehicle in the ditch	174	75	26	10		2	1		60
Totals	611	186	109	21		2	11		282

Animal Complaint	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Animal at large	96	46	19	14			1		16
Animal Bite	7	5	2						
Barking Dog	4	3							1
Deer tag request	34	26	6						2
Found/Impounded Animal	59	43	5	2					9
Lost Animal	32	23	5						4
Other	84	30	11	9		1			33
Totals	316	176	48	25		1	1		65

Civil Orders	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
DANCO	17	17							
HRO	53	53							
OFP	38	38							
Order for Hearing	25	25							
Totals	133	133							

Commitments	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Inebriacy	3		3						
Mental Illness	23	5	18						
Totals	26	5	21						

Compliance Checks	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Nighthawk	5	2	3						
Probation	116	104	3	2			7		
Tobacco	1	1							
Totals	122	107	6	2			7		

Home Accidents	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Fatality	1	1							
Totals	1	1							

K9	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Assist	4	2	2						
Demo	4	3	1						
Totals	8	5	3						

Medical	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
General Medical	227	15	41	14				1	156
Lift Assist	8	1	1						6
Mental Cases	9	1	2						6
Sudden Death/Body Found	9	9							
Suicide	1	1							
Suicide Attempts	13	4	1						8
Suicide Threats	30	10	3	4					13
Totals	297	41	48	18				1	189

Occupational Accidents	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Other	1								1
Totals	1								1

Paper Service/Attempts	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
General	1198	742	8	448					
Apprehension and Hold	3	1	1				1		
Totals	1201	743	9	448			1		

Patrols	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
ATV Patrol	1	1							
Boat/Water Patrol	3	3							
Snowmobile Patrol	1	1							
Totals	5	5							

Permits	Total Reported	Issued	Assist/ Info Only	Denied	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Federal Firearms Permit	4		4						
Fireworks/Explosives Permit	1		1						
Permit To Acquire	106	103		3					
Permit To Carry	206	203		3					
Permit To Carry Renew	139	139							
Silencer/Suppressor Permit	7		7						
Totals	463	445	12	6					

Predatory Offender Registration	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Checks	3	3							
Notifications	1		1						
Totals	4	3	1						

Public Accidents	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Other	1								1
Totals	1								1

Records	Total Reported	Cleared	Assist/ Info Only	Denied	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Firearms sales	2		2						
GPS Monitor Clients									
Miscellaneous	16	7	9						
Request	50	50							
Sealing/Expungements	6	2	1	2	1				
Totals	74	59	12	2	1				

Traffic Complaints	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
ATV Complaint	6	2	3			1			
Driving Complaint	367	46	29	48		12	5		227
Snowmobile Complaint	5	1	2	1					1
Totals	378	49	34	49		13	5		228

Transports	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Adult	170	168	1	1					
Juvenile	16	16							
Mental Health	2	2							
Totals	188	186	1	1					

Weather	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Warning	5	5							
Watch	10	9		1					
Totals	15	14		1					

	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
General Call Totals	11597	4762	1453	789	4	2239	307	6	2037

Group A & B Crimes

Group A crimes listed in bold *Group B crimes listed in italics.*	**Total** Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Assault	20	1					6	5	8
Bad Checks	1	1							
Burglary/Breaking & Entering	14	3		1	4		2		4
Counterfeiting/Forgery	2	1						1	
Court Order Violation OFP/HRO/DANCO	17	3	1		1		3	4	5
Disorderly Conduct	4						3	1	
Driving Under the Influence	15						13	2	
Drunkenness	3								3
Extortion/Blackmail	3	1	1						1
Fraud	16	4	1		5			2	4
Fugitive from Justice	3						2	1	
Homicide	1						1		
Liquor Law Violations	1						1		
Motor Vehicle Theft	7				2		1	2	2
Narcotics	15	5					7	2	1
Obscene/Harassing Communications	12	6	5						1
Other Criminal Offenses	1						1		
Property Destruction/Damage/Vandalism	31	6	8		10			1	6
Prostitution Offense	1				1				
Runaway	1	1							
Sex Offenses	4	2					1	1	
Stolen Property	5		1				1	1	2
Theft/Larceny	62	16	5		15		4	1	21
Trespass of Real Property	21	10	4			3	2		2
Unlawful Disposal	27	13	6		4				4
Weapon Law Violation	8	3					2	2	1
Group A/B Totals	295	76	32	1	42	3	50	26	65

Calls for Service Grand Totals:

	Total Reported	Cleared	Assist/ Info Only	Unfounded/ Cancelled	Active	Warned	Arrest/ Cited	Refer to Co Atty	Refer to Other Agency
Totals	11892	4838	1485	790	46	2242	357	32	2102

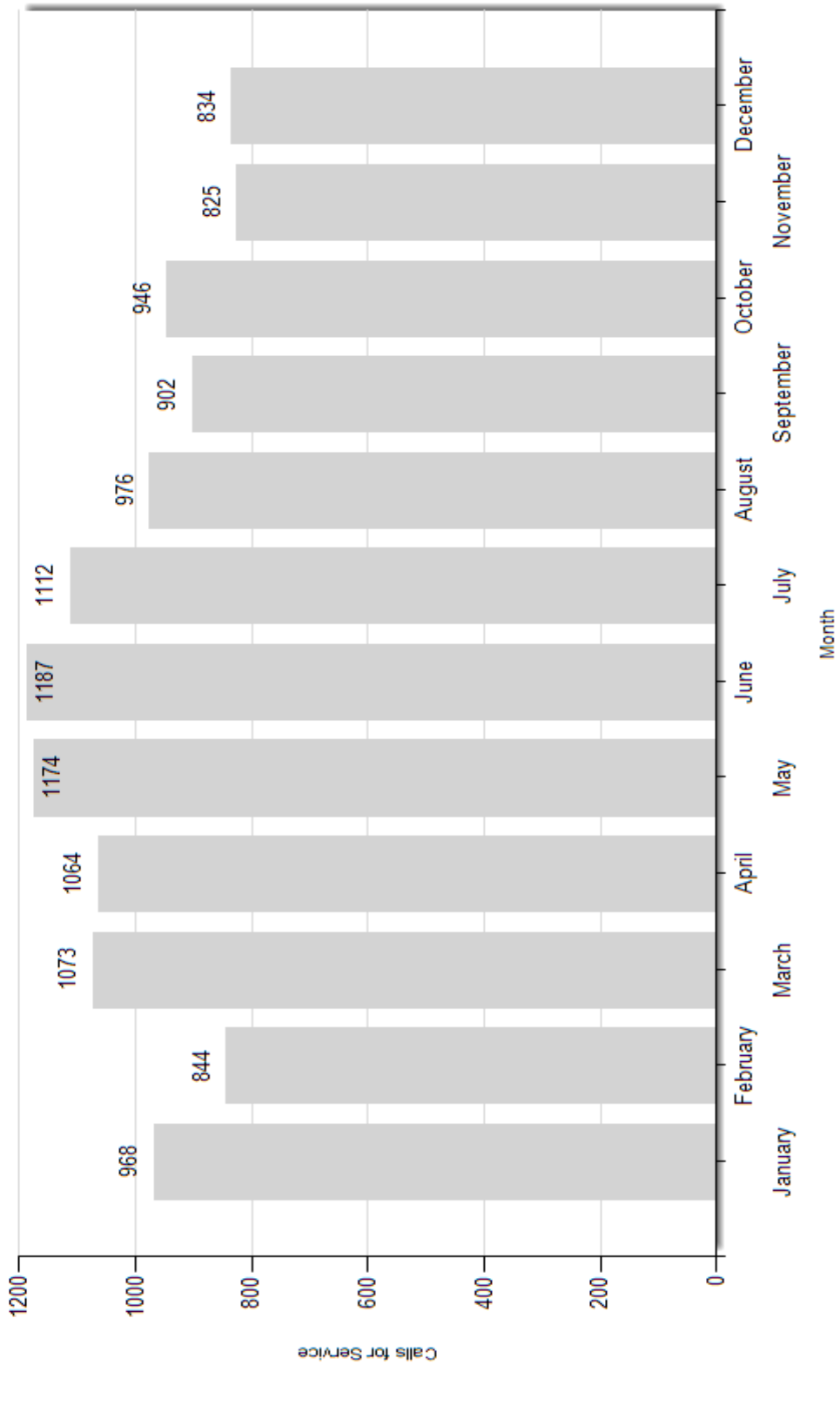
Offense/Incidents comparison – monthly

Calls for Service Monthly

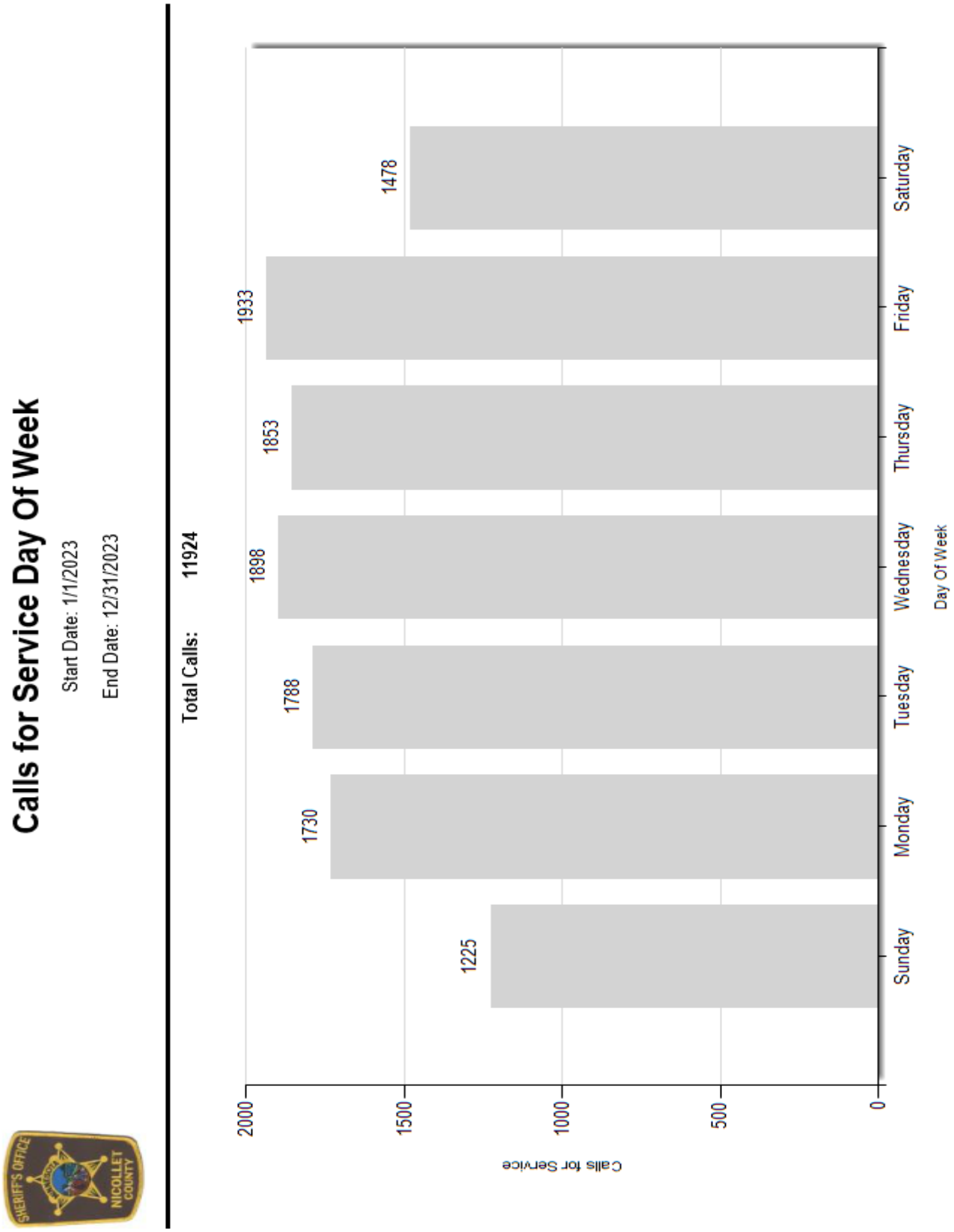
Start Date: 1/1/2023

End Date: 12/31/2023

Total Calls: 11924



Offense/Incidents comparison – day of the week



Offenses/Incidents – Yearly comparison

Event Type	2023	2022	2021
911 Verification	1,950	1,493	1,912
Abandoned Vehicle	33	39	38
Accident	611	564	451
Adult/Child Protection	80	87	56
Agency Assist	362	389	357
Alarm	87	84	77
Animal Complaint	316	262	228
Animal Cruelty (A) 720		1	1
Arson (A) 200			1
Assault (A) 13	20	32	35
Assist other agency	184	207	222
ATV Accidents			2
Bad Checks (B) 90Z	1	1	1
Burglary/Breaking & Entering (A) 220	14	21	15
Burn Prohibited Materials (B) 90Z		2	3
Burn w/o a permit (B) 90Z		4	8
Civil Defense Test	14	14	13
Civil Issue	82	128	113
Civil Orders	133	155	149
Commitments	26	17	15
Community Event	6	16	5
Compliance Checks	122	119	116
Counterfeiting/Forgery (A) 250	2	1	3
County Moving Permit	40	47	36
Court Order Violation OFP/HRO/DANCO (B) 90z	17	12	15

Event Type	2023	2022	2021
Disorderly Conduct (B) 90C	4	5	3
Disturbance	70	80	71
Domestic	44	58	57
Door/Window found open	13	11	3
Driving Under the Influence (B) 90D	15	19	18
Drunkenness (B) 90Z	3	6	1
Extortion/Blackmail (A) 210	3		
Extra Patrol	20	11	9
Fire	86	71	86
Firearms Accidents		1	
Found Property	21	20	25
Fraud (A) 26	16	20	11
Fugitive from Justice (B) 90Z	3	3	10
Funeral/Money Escort	14	8	21
General Order/Special Detail	19	5	4
Home Accidents	1	1	
Homicide (A) 09	1		
Hospice Notice		5	5
Illness/Death Notifications	1	1	7
Information Only	51	78	79
Jail Activity	12	19	14
K9	8	19	10
Liquor Law Violations (B) 90G	1	5	8
Lost Property	13	8	13
Medical	297	351	350
Missing Person/Runaway JV	15	17	16
MN Duty Officer Report	26	11	14
Motor Vehicle Theft (A) 240	7	1	8
Motorist Assist	304	331	279
Narcotics (A) 35	15	19	50
Neighbor/Neighborhood Issues	19	24	13
Noise Complaint	10	18	24
Obscene/Harassing Communications (B) 90z	12	7	11

Event Type	2023	2022	2021
Occupational Accidents	1		
On Call Social Worker Referral	49	31	57
Ordinance Violation	4		
Other Criminal Offenses (B) 90z	1	4	2
OTP Complts/Tire Chalk			2
Paper Service/Attempts	1,201	1,373	1,092
Parking Complaint	22	19	13
Patrols	5	2	1
Permits	463	430	634
Pornography/Obscene Material (A) 370		1	
Predatory Offender Registration	4	3	3
Probation Transports	2	3	11
Property Destruction/Damage/Vandalism (A) 290	31	22	41
Prostitution Offense (A) 40	1		
Public Accidents	1		1
Public Assist	646	490	378
Public Education/Public Relations	40	13	8
Pursuit (90z)		3	3
Records	74	47	68
Residence Check Requests	17	10	25
Runaway (B) 90I	1		1
Search Warrants	1	5	10
Sex Offenses (A) 11/36	4	5	12
Sign or Light Repair/Roadway Obstruction	148	178	157
Solicitor/Scam Complaints	29	35	59
Stolen Property (A) 280	5	1	2
Suspicious Circumstance	428	456	535
Theft/Larceny (A) 23	62	68	90
TipLine/Tip info	13	27	14
Traffic complaints	378	448	478
Traffic stops	2,505	2,190	2,078
Traffic Violations - F/GM (999)		3	4
Transports	188	158	214

Event Type	2023	2022	2021
Trespass of Real Property (B) 90J	21	7	15
TRT callout	5	4	2
TZD	12	10	10
UA party complaint	2	3	3
Unlawful Disposal (B) 90Z	27	13	13
Vehicle repossession	5		7
Void	86	83	89
Warrant other agency	11	14	6
Warrant service/attempts	44	35	28
Weapon Law Violation (A) 520	8	4	5
Weather	15	25	16
Welfare Check	108	107	92
Grand Totals	**11,892**	**11,258**	**11,372**

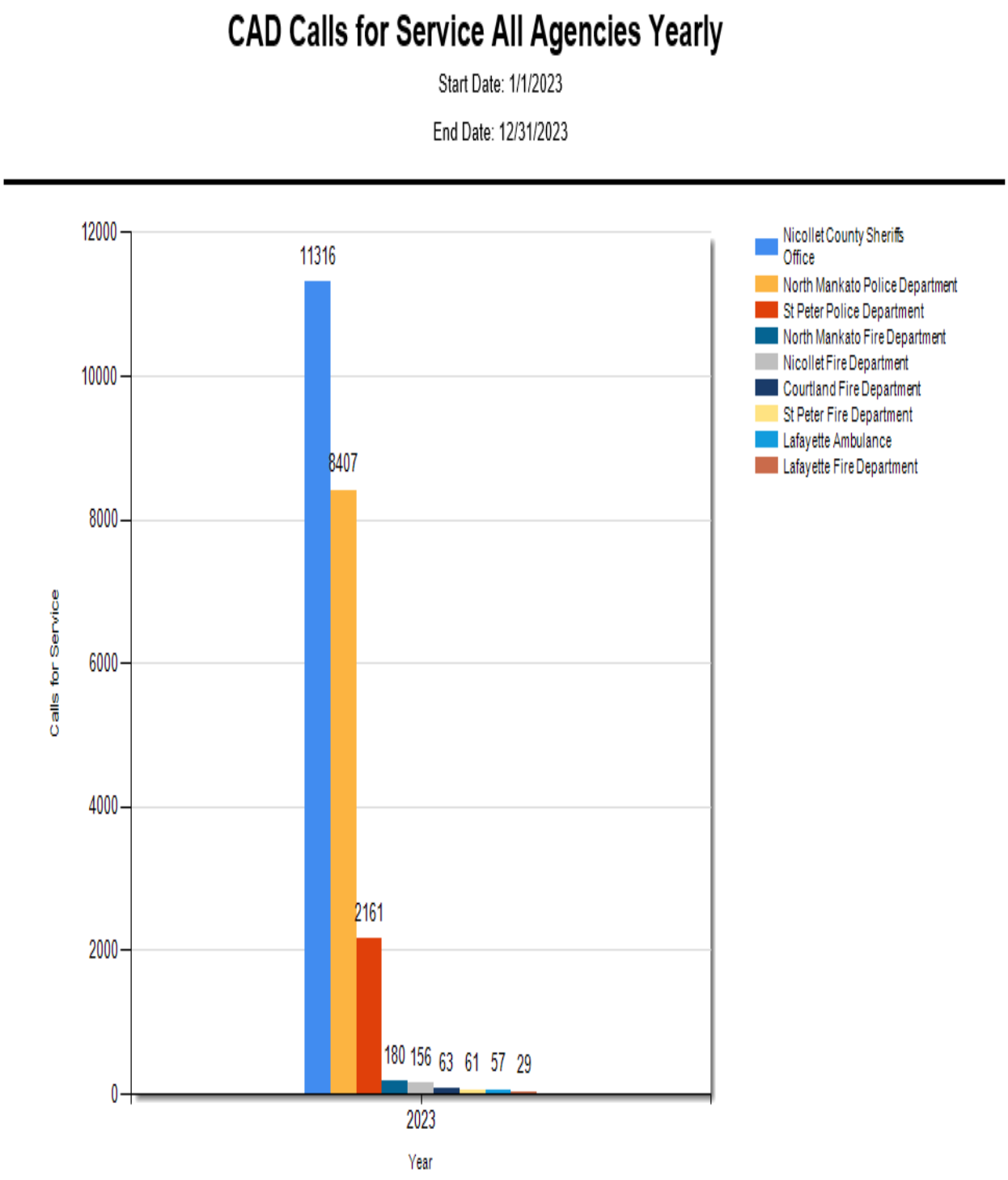
Deputy Special Activity Report – Frontline Public Safety Solutions

Vacation Watch	2023
Number active watches	25
Number of checks performed	354

Directive Patrol	2023
Number active patrols	26
Number of checks performed	1284

Abandoned/Stalled Vehicles	2023
Number active vehicles	12
Number of checks performed	12
Number of vehicles towed	1

CAD calls for service for all agencies dispatched by Nicollet County



Total CAD Calls: 22,430

911 Call Type – Yearly Comparisons

Call Type	2023	2022	2021
Assault	16	26	21
Burglary/Breaking & Entering	7	10	9
Court Order Violation OFP/HRO/DANCO	4	5	1
Disorderly Conduct	2	3	1
Disturbance	60	62	58
Domestic	38	51	54
Driving Under the Influence	5	6	3
Fire	61	49	69
Medical	264	297	291
Motor Vehicle Accidents	425	379	324
Motor Vehicle Theft	4		4
Narcotics		1	2
Obscene/Harassing Communications	4	2	5
Property Destruction/Damage/Vandalism	6	5	13
Sex Offenses		2	4
Sudden Death/Body Found	8	15	11
Suspicious Circumstance	143	160	194
Theft/Larceny	21	17	26
Traffic Complaint	279	344	358
Weapon Law Violation	3	1	1
Welfare Check	52	54	55
Totals:	**1,402**	**1,489**	**1,504**

911 Call Location- Yearly Comparisons

911 Call Location	2023	2022	2021
Blue Earth County	1,016	955	901
Brown County	199	152	178
Le Sueur County	222	191	237
Sibley County	77	60	88
Renville County		1	2
Other Counties	64	70	46
Unknown	110	144	140
Belgrade Township	258	261	219
North Mankato City	666	496	610
Bernadotte Township	18	15	15
Brighton Township	19	21	8
Courtland Township	102	55	110
Courtland City	44	31	59
Granby Township	52	31	38
Lafayette Township	124	74	89
Lafayette City	45	30	55
Klossner	3	9	5
Lake Prairie Township	118	140	150
Norseland	1		
New Sweden Township	42	36	43
Nicollet Township	106	88	135
Nicollet City	131	96	114
Oshawa Township	96	95	82
St. Peter City	741	560	635
Ridgely Township	22	13	14
Traverse Township	62	83	55
West Newton Township	43	51	50
St. George	1	2	2
Totals:	**4,382**	**3,760**	**4,080**

Traffic Accident Locations – Current Year Totals

Call Location	Property	Personal	Fatal	Total
Blue Earth County	115	14		129
Brown County	13	1		14
Le Sueur County	24	11		35
Sibley County	14	2		16
Other Counties	1			1
Belgrade Township	54	7		61
North Mankato City	6	2		8
Bernadotte Township	2			2
Brighton Township	7	1		8
Courtland Township	42			42
Courtland City	2	1		3
Granby Township	14	4		18
Lafayette Township	38	9		47
Lafayette City	2			2
Klossner	1			1
Lake Prairie Township	39	10		49
New Sweden Township	13	1		14
Nicollet Township	40	2		42
Nicollet City	15	2		17
Oshawa Township	23	2		25
St. Peter City	8	4	1	13
Ridgely Township	5	1		6
Traverse Township	30	3		33
West Newton Township	22	2		24
St. George	1			1
Totals:	**531**	**79**	**1**	**611**

Traffic Accidents – Yearly Comparison (within Nicollet County)

Accident Type	2023	2022	2021
Property	364	222	293
Injury	51	32	66
Fatal	1		3
Totals:	**416**	**254**	**362**

Citations Issued -Yearly Comparisons

Offense Type	2023	2022	2021
Reckless Driving	1	2	1
Careless Driving	5	2	2
Ted Foss Law	2		1
Window Tint Violation	6	4	5
Disorderly Conduct	7	6	3
Drug Paraphernalia	5		11
Marijuana Violations	3	6	11
Domestic Assaults	1		
5th Deg Assaults	1	1	
Burning violations			1
Public Nuisance	1		
Property Damage Viol		1	
Theft	4	2	1
Underage Consume/Poss	10	2	18
Underage Drink & Drive	1	2	
Pass/Lane change Viol	4		
Fail to report accident			2
Open Bottle	2	4	
Over Center Line	1		
Stop Sign	10	3	5
Drive After Revocation	13	31	51
Drive After Suspension	8	18	16
Drive After Cancellation	3	2	5
Speeding	152	167	166
Insurance Violations	12	7	9
Fail to Yield			3
Unsafe Equipment	10	4	
Expired Registration	20	9	12
Driver's License Viol	21	7	26

Offense Type	2023	2022	2021
Motorcycle Violations	1	1	
No Child Restraint			
No Seatbelt			2
School Bus Stop Arm	1		
No Headlights	1		
DWI	3	6	5
ATV Violation			2
Text/Distracted Drive	1	4	
No MN DL		18	
Other Violations	13	2	8
Totals:	**323**	**314**	**372**

Current Year Traffic Stop Totals

Current year Traffic Stop Totals	Total Stops	Closed	Warnings	Arrests/Citations
Totals	**2,505**	**55**	**2,196**	**254**

Section 2: Nicollet County Jail Numbers

Inmate Population Report – Yearly Comparisons

	2023	2022	2021
Males	398	423	370
Females	38	61	113
Totals:	**436**	**484**	**483**

	2023	2022	2021
Average Days Confined	12.08	11.6	9.72
Average Daily Population	14.43	14.93	12.87
Total Number of Days Confined	5,260.59	5,449.22	4,696.17
Percent Usage	42.45%	43.91%	37.84%

Prisoners Boarded Out – Expenditures – Yearly Comparisons

Housing County	2023	2022	2021
Blue Earth County	$42,540	$11,400	$0
Le Sueur County	$11,615		
Totals:	**$54,155**	**$11,400**	**$0**

Out of County Prisoner Revenue – Yearly Comparisons

	2023	2022	2021
Blue Earth County	$30,300	$76,620	
Le Sueur County		$1,920	
State of MN		$7,800	
Scott County			$14,365
Self Pay	$12,479.50	$720	$3,240
Totals:	**$42,779.50**	**$86,700**	**$17,605**

Huber Revenue – Yearly Comparisons

2023	2022	2021
$10,364.38	$19,753.22	$2,585

Booking Fee Revenue – Yearly Comparisons

2023	2022	2021
$2,401.60	$2,692.39	$3,642.86

Fingerprints Fee Revenue – Yearly Comparisons

2023	2022	2021
$1,640	$1,600	$1,070

Medical Co-Pay Revenue – Yearly Comparisons

2023	2022	2021
$80.72	$115.56	$164.90

Drug Screen Revenue – Yearly Comparisons

2023	2022	2021
$400	$660	$200

Laundry Expenditures – Yearly Comparisons

	Pounds of Laundry	Cost of Laundry
2023	10,830	$6,826.02
2022	11,077	$6,812.38
2021	9,735	$5,868.14

Food Service Expenditures – Yearly Comparisons

2023	2022	2021
$101,020.36	$92,327.66	$92,550.29

Section 3: Nicollet County Civil Process Numbers

Civil Process Income – Yearly Comparisons

2023	2022	2021
$25,980.24	$29,014.50	$20,650.44

Call Count by Call Category

For (Agent)

Creation Date: 02/09/2024 10:05:00 AM

Grouping: Agent

Date Range: 01/01/2023 12:00:00 AM - 12/31/2023 11:59:59 PM

Filter Criteria:

Summary Information

Agent	Total Calls	Call Category			Call Service (Emergency Incoming)					Outgoing (Emergency, Non-Emergency, Other)	Abandoned (Emergency)	Avg Wait (Emergency Incoming)
		Emergency	Non-Emergency	Other	Wire-Line	Wireless	VoIP	SMS	Unknown			
Total	38,969	10,775	28,194	0	690	9,319	664	48	54	11,355	512	00:00:03

Call Count by Call Category

For (Agent)

Creation Date: 02/09/2024 10:05:00 AM

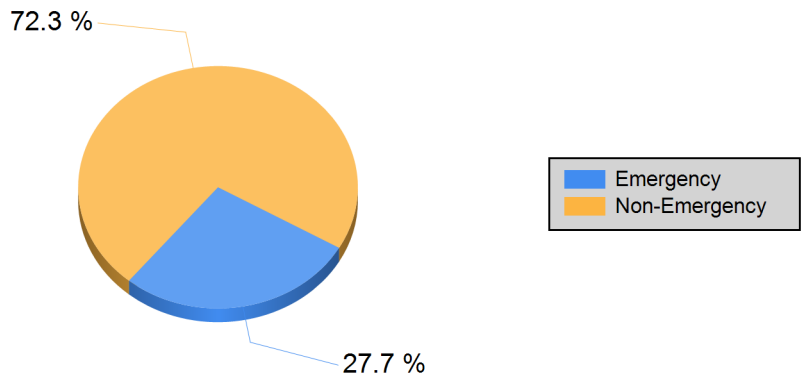
Grouping: Agent

Date Range: 01/01/2023 12:00:00 AM - 12/31/2023 11:59:59 PM

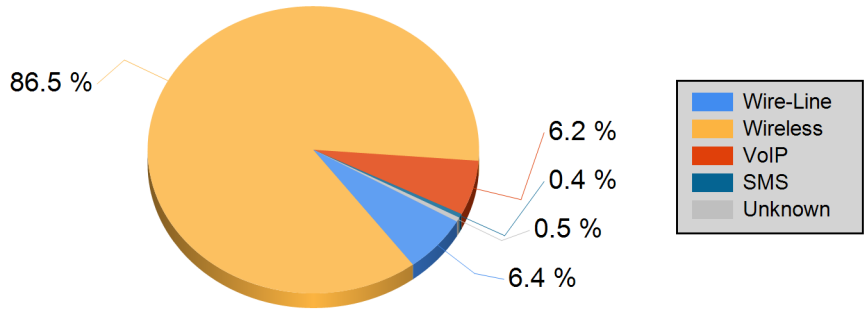
Filter Criteria:

Detail Chart

Call Count by Call Category



Call Count by Call Service (Emergency Incoming)



Call Count by Call Category

For (Agent)

Creation Date: 02/09/2024 10:05:00 AM

Grouping: Agent

Date Range: 01/01/2023 12:00:00 AM - 12/31/2023 11:59:59 PM

Filter Criteria:

Report Description

Report Definition: Provides the total number of processed calls per category and type for the specified date range and filter criteria. The possible call categories are:

- Call Category:
  - Emergency – Emergency call processed on either an incoming or outgoing trunk, or an SMS conversation between a caller and an agent.
  - Non-Emergency – Non-emergency call processed either on an incoming or outgoing line, or an SMS conversation initiated by an agent.
  - Other – Internal call (within the site) processed on an intercom, and any other non-emergency or non-administrative call.
- Call Service (Emergency Incoming):
  - Wire-line – Emergency incoming call that was transmitted through a wire or cable.
  - Wireless – Emergency incoming call that was transmitted through the air using a mobile telephone.
  - VoIP (Voice over Internet Protocol) – Emergency incoming call that was transmitted over a data network using the Internet Protocol.
  - SMS (Short Message Service) – Emergency incoming call (text message) that was transmitted through the air typically using a mobile device.
  - Unknown – Emergency incoming call for which we have insufficient data to determine the call service.
- Outgoing – New call that originated from within the site. (Transfers are not included here.) The outgoing call count includes:
  - Emergency calls – Console call back from an abandoned call.
  - Non-Emergency calls – Console to external location outside of the call center.
  - Other calls – Other non-emergency or non-administrative call.
- Abandoned – Emergency call where the caller hung up before the call was answered. The abandoned call count includes:
  - Not Serviced calls – Abandoned call where the calling party's number was recorded but the system did not find any call where the agent called the caller back.
  - Released calls – Abandoned call where the system released the call prior to a callback.
  - Serviced calls – Abandoned call where the calling party's number was recorded and the system found that the agent called the caller back.
  - Unserviceable – Abandoned call where the calling party's number was not recorded or was invalid, so the agent could not call the caller back.

Also provides the wait duration, that is the number of seconds the caller waited before the emergency incoming call was answered or abandoned.

Users select the row detail or member for the call count report. Typically they may count calls for agents, consoles, trunks, and so on. The users may also choose to include up to two grouping levels. So, for example, the report could count calls received by Agents, grouped by Site and Class of Service (COS).

Call Count by Day

For (Year)

Creation Date: 02/09/2024 10:12:12 AM

Grouping: Year

Date Range: 01/01/2023 12:00:00 AM - 12/31/2023 11:59:59 PM

Filter Criteria:

Detail Information

Year		Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
	Occurrences	53	52	52	52	52	52	52	
2023	Call Count:	4,621	5,659	6,138	5,882	5,870	6,019	4,780	38,969
	% of Total:	11.9 %	14.5 %	15.8 %	15.1 %	15.1 %	15.4 %	12.3 %	100.0 %
	Avg / Day:	87	109	118	113	113	116	92	107
Total	Call Count:	4,621	5,659	6,138	5,882	5,870	6,019	4,780	38,969
	% of Total:	11.9 %	14.5 %	15.8 %	15.1 %	15.1 %	15.4 %	12.3 %	100.0 %
	Avg / Group:	87	109	118	113	113	116	92	107

Call Count by Day

For (Year)

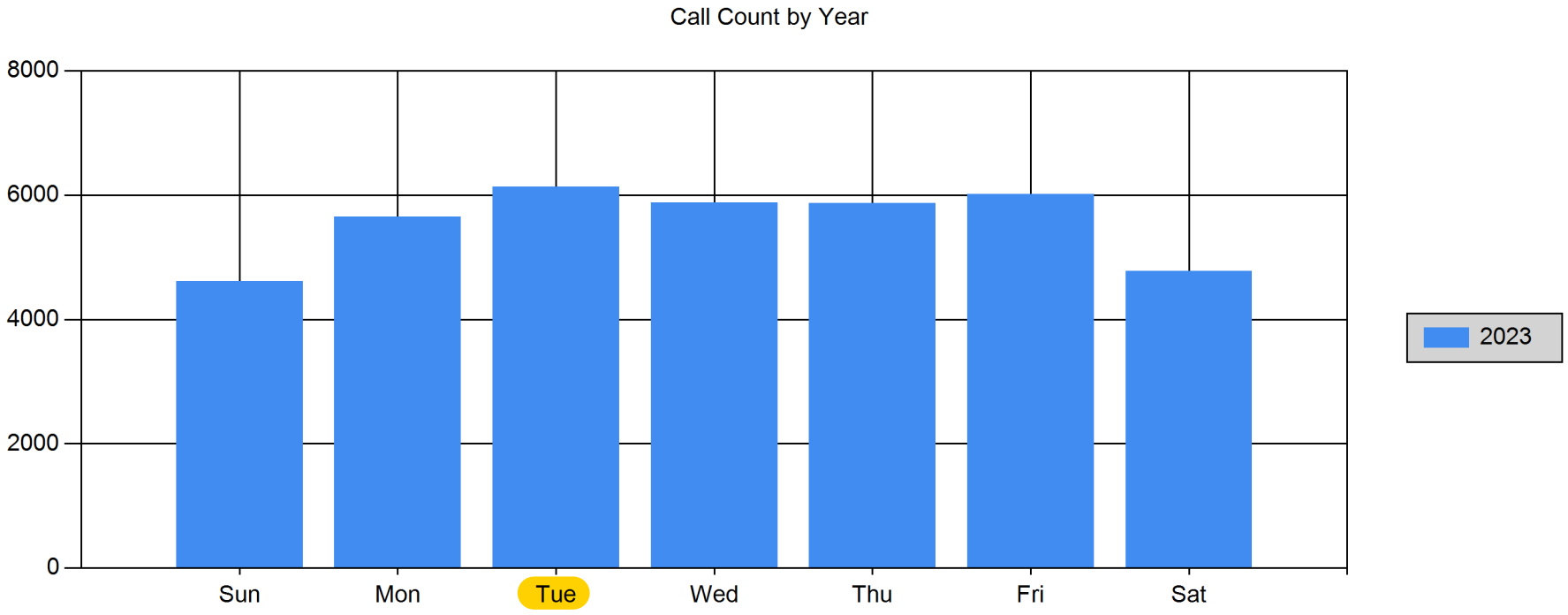
Creation Date: 02/09/2024 10:12:12 AM

Grouping: Year

Date Range: 01/01/2023 12:00:00 AM - 12/31/2023 11:59:59 PM

Filter Criteria:

Detail Chart



Call Count by Day

For (Year)

Creation Date: 02/09/2024 10:12:12 AM

Grouping: Year

Date Range: 01/01/2023 12:00:00 AM - 12/31/2023 11:59:59 PM

Filter Criteria:

Report Description

Report Definition: Provides the total number of calls processed each day of the week for the specified date range and filter criteria. The peak day of the week is also presented in the Summary Information section.

This report displays the call count, percentage of total, and average by day of the week. The data element (item being counted) is calls. Users select the row detail or member for the call count report. Typically they may count calls for agents, consoles, trunks, and so on. The users may also choose to include up to two grouping levels. So, for example, the report could count calls received by Agents, grouped by Site and Class of Service (COS).

Note:

A grey-colored figure on the report indicates a partial count was reported for the time period (hour, day, week, and so on). *Examples: The total count was for only half the hour rather than the entire hour. The average per year was extrapolated from ¼ year's data rather than from a full year's data.*

Call Count by Hour

For (Year)

Creation Date: 02/09/2024 10:18:24 AM

Grouping: Year

Date Range: 01/01/2023 12:00:00 AM - 12/31/2023 11:59:59 PM

Filter Criteria:

Detail Information

Year		0	1	2	3	4	5	6	7	8	9	10	11	12
	Occurrences	365	365	365	365	365	365	365	365	365	365	365	365	365
2023	Call Count:	863	682	662	563	545	589	855	1,187	2,069	2,234	2,371	2,511	2,426
	% of Total:	2.2 %	1.8 %	1.7 %	1.4 %	1.4 %	1.5 %	2.2 %	3.0 %	5.3 %	5.7 %	6.1 %	6.4 %	6.2 %
	Avg / Hour:	2	2	2	2	1	2	2	3	6	6	6	7	7
Total	Call Count:	863	682	662	563	545	589	855	1,187	2,069	2,234	2,371	2,511	2,426
	% of Total:	2.2 %	1.8 %	1.7 %	1.4 %	1.4 %	1.5 %	2.2 %	3.0 %	5.3 %	5.7 %	6.1 %	6.4 %	6.2 %
	Avg / Group:	2	2	2	2	1	2	2	3	6	6	6	7	7

VESTA Analytics

Call Count by Hour

For (Year)

MOTOROLA SOLUTIONS

Creation Date: 02/09/2024 10:18:24 AM

Grouping: Year

Date Range: 01/01/2023 12:00:00 AM - 12/31/2023 11:59:59 PM

Filter Criteria:

Detail Information

Year		13	14	15	16	17	18	19	20	21	22	23	Total
	Occurrences	365	365	365	365	365	365	365	365	365	365	365	
2023	Call Count:	2,510	2,584	2,486	2,622	2,268	2,121	1,632	1,634	1,368	1,199	988	38,969
	% of Total:	6.4 %	6.6 %	6.4 %	6.7 %	5.8 %	5.4 %	4.2 %	4.2 %	3.5 %	3.1 %	2.5 %	100.0 %
	Avg / Hour:	7	7	7	7	6	6	4	4	4	3	3	4
Total	Call Count:	2,510	2,584	2,486	2,622	2,268	2,121	1,632	1,634	1,368	1,199	988	38,969
	% of Total:	6.4 %	6.6 %	6.4 %	6.7 %	5.8 %	5.4 %	4.2 %	4.2 %	3.5 %	3.1 %	2.5 %	100.0 %
	Avg / Group:	7	7	7	7	6	6	4	4	4	3	3	4

VESTA Analytics

Call Count by Hour

For (Year)

MOTOROLA SOLUTIONS

Creation Date: 02/09/2024 10:18:24 AM

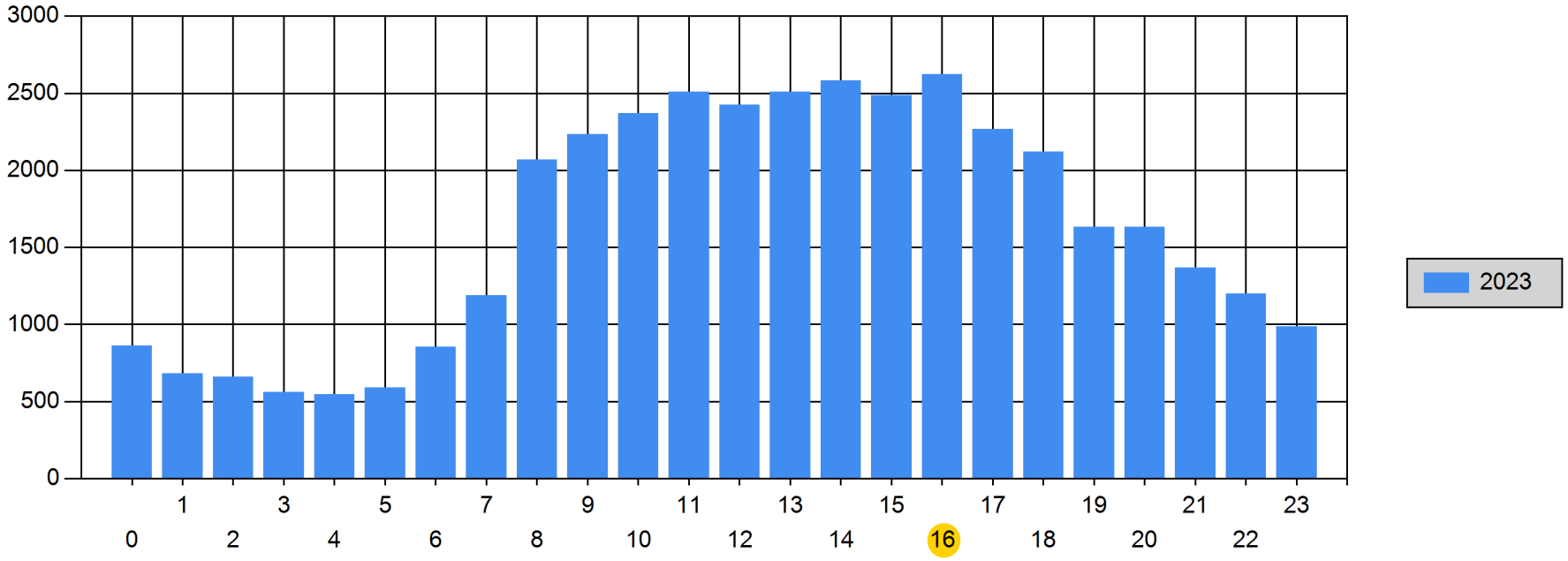
Grouping: Year

Date Range: 01/01/2023 12:00:00 AM - 12/31/2023 11:59:59 PM

Filter Criteria:

Detail Chart

Call Count by Year



Call Count by Hour

For (Year)

Creation Date: 02/09/2024 10:18:24 AM

Grouping: Year

Date Range: 01/01/2023 12:00:00 AM - 12/31/2023 11:59:59 PM

Filter Criteria:

Report Description

Report Definition: Provides the total number of calls processed each hour (00-01 through 23-24) for the specified date range and filter criteria. The peak hour of the reporting period is also presented in the Summary Information section.

This report displays the call count, percentage of total, and average per hour. The data element (item being counted) is calls. Users select the row detail or member for the call count report. Typically they may count calls for agents, consoles, trunks, and so on. The users may also choose to include up to two grouping levels. So, for example, the report could count calls received by Agents, grouped by Site and Class of Service (COS).

Note:

A grey-colored figure on the report indicates a partial count was reported for the time period (hour, day, week, and so on). *Examples: The total count was for only half the hour rather than the entire hour. The average per year was extrapolated from ¼ year's data rather than from a full year's data.*

Call Count by Month

For (Year)

Creation Date: 02/09/2024 10:23:07 AM

Grouping: Year

Date Range: 01/01/2023 12:00:00 AM - 12/31/2023 11:59:59 PM

Filter Criteria:

Detail Information

Year		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
	Occurrences	1	1	1	1	1	1	1	1	1	1	1	1	
2023	Call Count:	3,238	2,794	2,889	3,180	4,173	3,806	3,586	3,425	2,978	3,160	3,056	2,684	38,969
	% of Total:	8.3 %	7.2 %	7.4 %	8.2 %	10.7 %	9.8 %	9.2 %	8.8 %	7.6 %	8.1 %	7.8 %	6.9 %	100.0 %
	Avg / Month:	3,238	2,794	2,889	3,180	4,173	3,806	3,586	3,425	2,978	3,160	3,056	2,684	3,247
Total	Call Count:	3,238	2,794	2,889	3,180	4,173	3,806	3,586	3,425	2,978	3,160	3,056	2,684	38,969
	% of Total:	8.3 %	7.2 %	7.4 %	8.2 %	10.7 %	9.8 %	9.2 %	8.8 %	7.6 %	8.1 %	7.8 %	6.9 %	100.0 %
	Avg / Group:	3,238	2,794	2,889	3,180	4,173	3,806	3,586	3,425	2,978	3,160	3,056	2,684	3,247

Call Count by Month

For (Year)

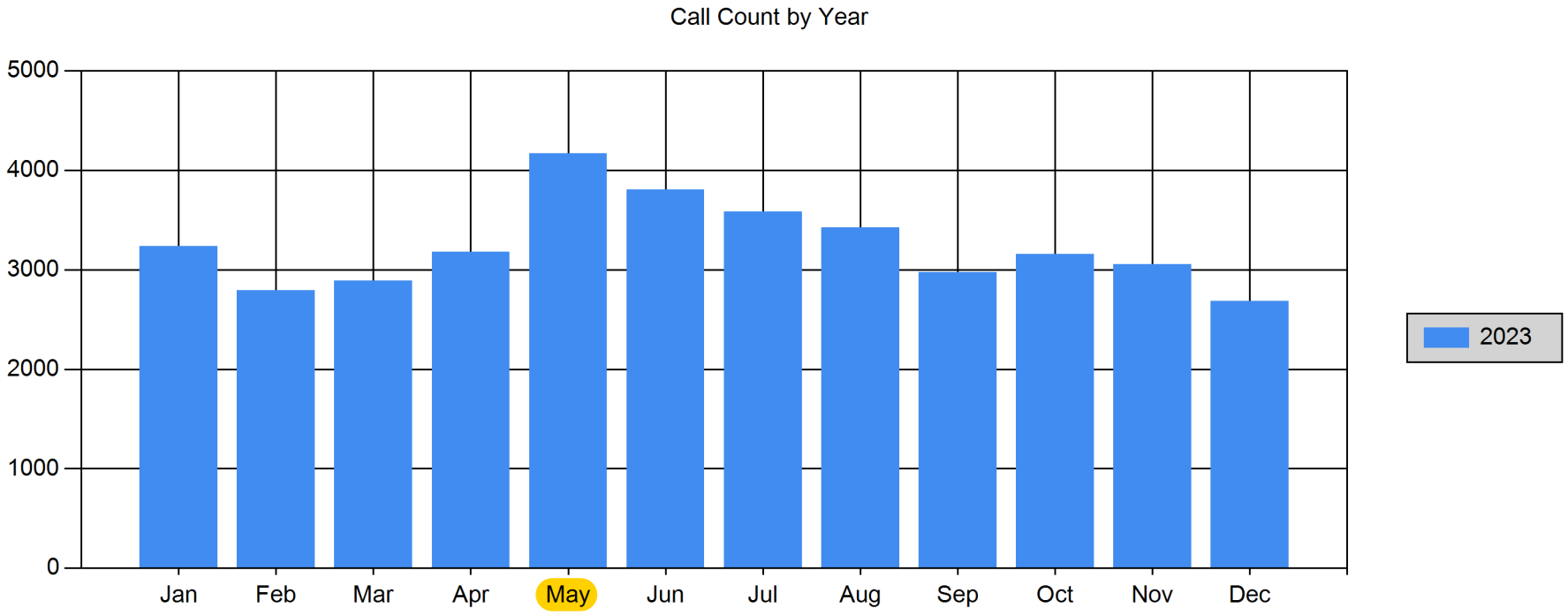
Creation Date: 02/09/2024 10:23:07 AM

Grouping: Year

Date Range: 01/01/2023 12:00:00 AM - 12/31/2023 11:59:59 PM

Filter Criteria:

Detail Chart



Report Description

Report Definition: Provides the total number of calls processed each month for the specified date range and filter criteria. The peak month of the year is also presented in the Summary Information section.

This report displays the call count, percentage of total, and average by month. The data element (item being counted) is calls. Users select the row detail or member for the call count report. Typically they may count calls for agents, consoles, trunks, and so on. The users may also choose to include up to two grouping levels. So, for example, the report could count calls received by Agents, grouped by Site and Class of Service (COS).

Note:

A grey-colored figure on the report indicates a partial count was reported for the time period (hour, day, week, and so on). *Examples: The total count was for only half the hour rather than the entire hour. The average per year was extrapolated from ¼ year's data rather than from a full year's data.*

Nicollet County Fraud Statistic yearly comparison

Case Referrals received	2023	2022	2021
Totals	**125**	**143**	**142**

Cases with Discrepancies	2023	2022	2021
Totals	**82**	**111**	**115**

Types of Fraud Found	2023	2022	2021
Unreported Income	36	38	33
Unreported Assets	6	5	4
Household Composition	16	13	22
Absent Parent	9	8	11
SNAP Trafficking/Misuse	0	1	0
Residence	15	19	16
Felony Warrant (closure of case)	5	5	13
In Custody (closure of case)	9	8	17
Other	10	16	25
Totals	**106**	**113**	**141**

Disqualifications	2023	2022	2021
1 year disqualification	9	24	19
2 year disqualification	0	3	7
10 year disqualification	0	0	0
Permanent disqualification	0	0	0
Totals	**9**	**27**	**26**

Criminal Cases referred to the Co Atty	2023	2022	2021
Totals	**1**	**5**	**3**

Overpayments	2023	2022	2021
Totals	**$63,366.07**	**$76,464.90**	**$77,353.76**

Yearly case savings	2023	2022	2021
Totals	**$242,608**	**$217,276**	**$238,412**

CASE SAVINGS:

Case savings is when an investigation determines new information that was previously unknown to the agency and the new determined information changes their eligibility therefore reduces the monthly benefit amount from what the client was previously receiving.

Let's make a hypothetical example with a client that has applied for public assistance in Nicollet County. With the information the client provided to the county (earnings, household members, assets etc.), they would have been eligible for $300 of cash or food assistance in January based off the information reported at that point by the client.

A fraud investigation was then completed due to suspected possible discrepancies on the client's case. The investigation found the client failed to report a job. The new known income is plugged into the case and the client's eligibility changed. The new known income changed the monthly benefit to $0.00 a month because the client earned too much money for the particular program they applied for. The difference of $300 is the case savings.

The Minnesota Department of Human Services emphasizes that the case savings is the most important statistical category. The philosophy that if prevention can take place before an ineligible application receives benefits or if benefits to ineligible recipients are terminated quickly, fewer federal, state, and county tax dollars are misspent. This philosophy has proved to ensure only eligible recipients draw benefits form the finite pool of program dollars.

The Minnesota Department of Human Services takes the total monthly case savings and multiplies it by 4. This is done as an average client will remain on public assistance an average of at least 4 months. This multiplication gives a # that is called the "total case savings," which is under estimated for reporting purposes.

OVERPAYMENT:

Any actual payments provided to a client in which they should have not received due to the findings of the fraud investigation. The determination of overpayment is sent to the client to payback. The overpayment is then tracked by the Nicollet County Collections team to ensure the overpayment is paid back in full.

POINTS OF INTEREST FROM 2023

At the beginning of 2023, MN Department of Human Services (DHS) provided updated procedure regarding the handling of overpayments relating to Medical Assistance. DHS advised overpayments could not be assessed on Medical Assistance cases with the exception of very limited circumstances (not-validly enrolled). This had affected counties across the state in having the ability to do collections from fraud cases and also effected the ability to conduct a criminal prosecution on a medical assistance case. Late in 2023, DHS reversed course on this and now has allowed collection of overpayment under specific procedure of completing a court judgement or prosecution in criminal court. This has most definitely affected numbers for all counties involved in the FPI program.

River Valley Forensic Services

Dates:____1/1/23 thru 12/31/23_____

Re: Medical Examiner statistics for 2023.

Dear Sheriff Lange,

This letter will provide a summary of the medical examiner statistics for the above period.

A total of _56___ deaths were reported. Of this number, _29__ were accepted as medical examiner cases with the remaining __27__ released with the private physician responsible for signing the death certificate. Examinations performed on the accepted medical examiner cases were as follows:

Complete autopsy with toxicology	_14_
External examination with toxicology	_2_
Death certificate signed without examination	_13_
Total cases accepted	_29__

A breakdown of all reported cases by manner included:

Natural	_38_
Accident	12_
Suicide	_5_
Homicide	_1_
Undetermined	_0_
Pending	_0_

As of _2/7/2024____ there were a total of _155_ cremation approvals and _82__ terminal registrations from the County.

If, after reviewing this letter, you should have any questions please don't hesitate to contact me.

Sincerely,

Kelly Mills, M.D.
Medical Examiner

kelly.mills@rivervalleyforensicservices.com
952-412-2509
3486 Crosslough Trail
Rosemount, MN 55068