



FINANCIAL GUIDANCE CENTER



Route 91 Event

October 1, 2017

Total Incoming Calls to Nevada 2-1-1

Total Calls In														
	10/1/2017	10/2/2017	10/3/2017	10/4/2017	10/5/2017	10/6/2017	10/7/2017	10/8/2017	10/9/2017	10/10/2017	10/11/2017	10/12/2017	10/13/2017	10/14/2017
Total	14	5864	1944	1025	809	607	313	303	596	489	459	451	382	192
12:00 AM		4	27	5	6	9	4	3	6	4	8	2	3	3
1:00 AM		6	16	13	4	1	5	0	3	2	6	4	2	3
2:00 AM		24	17	10	2	9	5	2	9	5	0	3	3	5
3:00 AM		187	22	4	7	3	6	5	5	2	3	2	2	5
4:00 AM		349	35	9	6	3	2	9	4	1	3	3	0	2
5:00 AM		333	55	20	8	8	4	4	3	4	5	4	5	4
6:00 AM		281	84	24	21	14	7	7	8	3	3	2	5	2
7:00 AM		206	121	48	34	20	14	8	32	15	12	8	12	6
8:00 AM		276	164	81	61	43	20	10	59	40	37	43	29	9
9:00 AM		293	172	121	104	44	25	17	52	50	45	59	32	15
10:00 AM		309	159	99	91	42	27	18	56	55	43	48	41	9
11:00 AM		286	120	87	81	62	29	19	57	54	52	40	35	10
12:00 PM		282	133	82	72	53	12	18	56	40	41	39	27	20
1:00 PM		353	166	74	54	58	19	15	60	47	39	34	32	20
2:00 PM		388	127	84	57	63	17	25	38	31	34	29	38	12
3:00 PM		409	107	53	48	41	25	15	39	45	25	38	18	5
4:00 PM		395	90	42	39	32	20	15	28	27	36	36	20	8
5:00 PM		450	76	44	27	27	15	17	24	20	24	16	20	14
6:00 PM		366	85	34	26	22	9	23	27	11	14	9	15	15
7:00 PM		259	76	29	6	14	18	9	8	14	9	3	12	5
8:00 PM		190	38	27	17	17	7	16	5	1	9	3	11	5
9:00 PM		105	31	13	14	10	14	14	4	10	6	11	9	2
10:00 PM	5	72	16	10	19	9	6	21	7	6	5	7	7	9
11:00 PM	9	41	7	12	5	3	3	13	6	2	0	8	4	4

Total Answered Calls by Nevada 2-1-1

Total Calls Answered														
	10/1/2017	10/2/2017	10/3/2017	10/4/2017	10/5/2017	10/6/2017	10/7/2017	10/8/2017	10/9/2017	10/10/2017	10/11/2017	10/12/2017	10/13/2017	10/14/2017
Total	14	3639	1349	801	657	502	252	248	534	436	420	404	338	167
12:00 AM		3	24	4	4	7	4	3	4	1	6	2	3	3
1:00 AM		5	15	9	4	1	4	0	3	2	6	3	1	3
2:00 AM		17	15	9	2	8	5	2	6	3	0	3	3	5
3:00 AM		108	20	4	7	3	5	5	5	2	3	2	2	4
4:00 AM		226	32	7	6	3	2	9	4	1	3	3	0	2
5:00 AM		198	47	17	7	7	4	4	1	3	3	4	4	2
6:00 AM		171	68	22	17	12	7	7	7	3	3	2	4	2
7:00 AM		107	84	32	32	20	8	8	30	14	12	4	10	6
8:00 AM		165	106	42	40	31	12	10	51	36	34	37	26	9
9:00 AM		180	100	77	78	34	24	17	46	46	42	50	30	14
10:00 AM		194	106	85	59	39	20	18	49	52	41	44	36	8
11:00 AM		185	79	72	65	48	22	19	53	44	47	39	31	9
12:00 PM		165	84	72	62	49	11	18	55	37	39	34	23	14
1:00 PM		219	99	62	49	50	16	15	54	46	34	32	29	18
2:00 PM		243	86	68	54	53	17	25	38	28	32	29	33	10
3:00 PM		239	80	45	45	27	16	15	33	39	25	36	18	4
4:00 PM		252	60	37	30	25	14	15	26	25	32	33	17	8
5:00 PM		299	59	35	25	19	12	17	21	19	23	14	20	13
6:00 PM		232	48	27	22	18	6	23	23	10	10	9	12	12
7:00 PM		163	54	22	4	13	18	9	7	10	8	3	9	5
8:00 PM		105	35	24	16	14	6	16	4	1	9	2	11	5
9:00 PM		71	27	10	10	10	10	14	3	9	5	8	9	2
10:00 PM	5	54	15	9	14	8	6	21	7	4	3	5	5	6
11:00 PM	9	38	6	10	5	3	3	13	4	1	0	6	2	3

Total Disaster Referenced Calls and Chats

Total Disaster Referenced Calls and Chats														
	10/1/2017	10/2/2017	10/3/2017	10/4/2017	10/5/2017	10/6/2017	10/7/2017	10/8/2017	10/9/2017	10/10/2017	10/11/2017	10/12/2017	10/13/2017	10/14/2017
Disaster Calls				234	210	125	40	45	64	42	29	34	20	9
Disaster Chats		68	5	8	2	1	3	0	2	1	0	0	0	0
	10/15/2017	10/16/2017	10/17/2017	10/18/2017	10/19/2017	10/20/2017	10/21/2017	10/22/2017	10/23/2017	10/24/2017	10/25/2017	10/26/2017	10/27/2017	10/28/2017
Disaster Calls	9	13	10	11	6	7	1	0	5	1	5	3	11	2
Disaster Chats	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	10/29/2017	10/30/2017	10/31/2017	Total										
Disaster Calls	3	1	1	941										
Disaster Chats	0	0	0	90										

Time period of report - October 1, 2017 10:00.00PM PST to October 14, 2017 11:59.59PM PST

13,448 Calls came into the Nevada 2-1-1 telephone system

9,761 Calls were answered locally by Nevada 2-1-1 operators - 72.58% of total calls

All inquiries taken between 10/1 and 10/3 were primarily missing person reports with a small portion were regarding blood donations/monetary donations/volunteering/list of victims. Only 3% of the calls received were standard 211 calls.

Other avenues 211 responded to disaster related calls:

Ventura County 211 received 179 calls on 10/2, and 132 calls on 10/3 TOTAL = 311

Nevada 211 received and responded to:

- 90 chat/instant messages via Nevada 211 website (85 missing persons, 2 volunteer, 1 donation, 1 general info on event, 1 seeking financial assistance with counselors)
- 22 emails (all missing persons)
- 39 text messages (all missing persons)
- 16 messages via Facebook (all missing persons)

Topics of Disaster Calls

Disaster Call Topics 10/4-10/14	
Blood donation	7
Burial Assistance	7
Counseling	72
Donations	42
FAC	92
FBI	8
Financial Assistance/GoFundMe	3
Flights	10
Hospital	7
Injured/Deceased List	17
Items	121
Missing person - report/update/found	403
Police	15
Reunification Center	3
Travel/Transportation	21
Vehicle Pick-up	16
Volunteer	17
Misc.	103
TOTAL	964

