



FAIR OAKS RANCH POLICE DEPARTMENT

POLICE

2018 ANNUAL REPORT

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LETTER FROM THE CHIEF



MAYOR, CITY COUNCIL, CITY MANAGER, AND CITIZENS OF FAIR OAKS RANCH,

I AM PLEASED TO PRESENT YOU WITH THE FAIR OAKS RANCH POLICE DEPARTMENT 2018 ANNUAL REPORT. THIS REPORT HIGHLIGHTS MANY OF THE ACCOMPLISHMENTS, INITIATIVES, AND PROGRAMS INVOLVING THE DEDICATED MEN AND WOMEN OF YOUR FAIR OAKS RANCH POLICE DEPARTMENT. THE REPORT ALSO INCLUDES A STATISTICAL REVIEW OF REPORTED CRIME, CALLS FOR SERVICE, TRAFFIC DATA AND NUMBERS AND TYPES OF ARRESTS.

OUR CITY CONTINUES TO SUCCESSFULLY DETER CRIME THROUGH PROACTIVE PATROL, AND COMMUNITY POLICING INITIATIVES. THIS SUCCESS WAS HIGHLIGHTED BY THE CITY OF FAIR OAKS RANCH BEING RANKED AS THE 2ND SAFEST CITY IN TEXAS, AND THE ONLY SAN ANTONIO SUBURB IN THE TOP 25. THIS RANKING IS THE RESULT OF OUR VERY TALENTED SWORN AND CIVILIAN MEMBERS AND THE HIGH LEVEL OF INVOLVEMENT BY MEMBERS OF OUR COMMUNITY.

I AM GREATLY HONORED TO WORK WITH SUCH A TALENTED AND COMMITTED TEAM OF OFFICERS AND CIVILIAN STAFF. AS ALWAYS, I APPRECIATE THE CONTINUED SUPPORT GIVEN BY OUR ELECTED OFFICIALS AND RESIDENTS TO THE MEMBERS OF THIS DEPARTMENT WHO PUT SERVICE BEFORE SELF ON A DAILY BASIS.

As the Police Department concludes our 25^{th} year of service to the residents we are committed to many years of continued service doing our part to make Fair Oaks Ranch the safest place to live, work and visit.

VERY RESPECTFULLY.

Scott Rubin

CHIEF OF POLICE FAIR OAKS RANCH, TEXAS

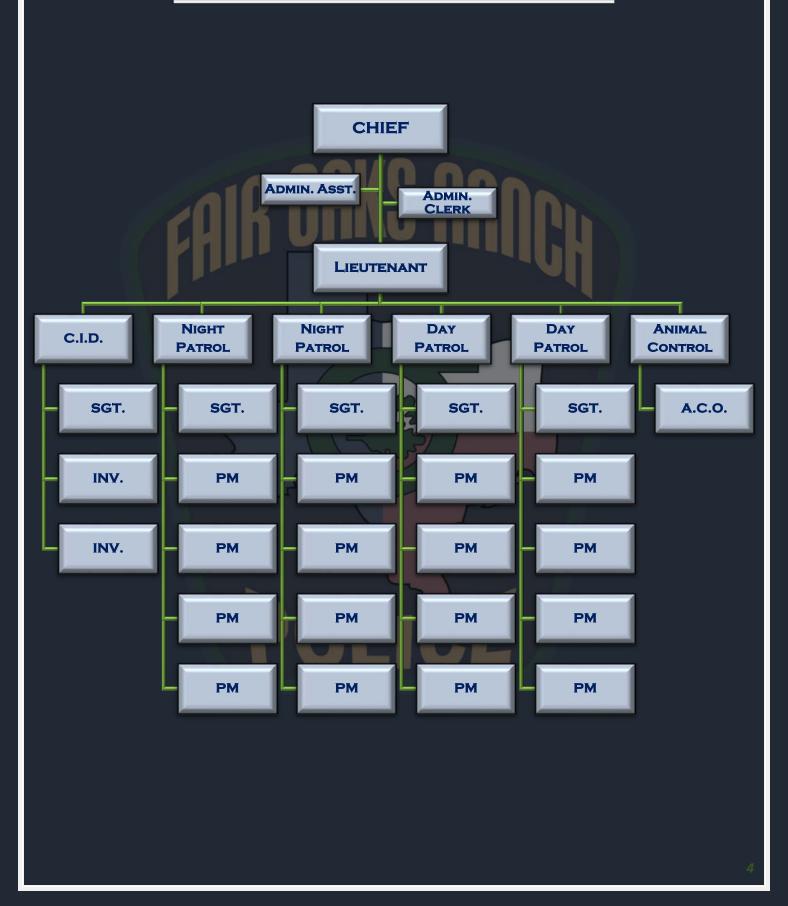
MISSION STATEMENT

THE MISSION OF THE FAIR OAKS RANCH POLICE
DEPARTMENT IS TO BE RESPONSIVE TO OUR
COMMUNITY, THROUGH THE PROACTIVE
ENFORCEMENT OF LAWS, THE PROTECTION OF LIFE,
PROPERTY AND THE MAINTAINING OF ORDER WHILE
AFFORDING DIGNITY AND RESPECT TO THOSE WE
SERVE. WE WILL STRIVE TO MEET THE PRESENT AND
FUTURE NEEDS OF THE PUBLIC THROUGH COMMUNITY
PARTNERSHIP AND INNOVATION.

VISION STATEMENT

TO BE THE SAFEST CITY TO LIVE, WORK, AND VISIT.

TABLE OF ORGANIZATION



STAFF

THE FAIR OAKS RANCH POLICE DEPARTMENT IS CURRENTLY AUTHORIZED 25 COMMISSIONED POLICE OFFICERS AND 3 CIVILIAN STAFF. THE DEPARTMENT IS COMPRISED OF 4 SECTIONS; ADMINISTRATION, PATROL, INVESTIGATIONS, AND ANIMAL CONTROL. EACH SECTION HAS ITS OWN UNIQUE RESPONSIBILITIES WITHIN THE DEPARTMENT:

ADMINISTRATION:

POLICE, THE LIEUTENANT, THE DEPARTMENT'S
ADMINISTRATIVE ASSISTANT, AND AN ADMIN. CLERK.
ADMINISTRATIVE STAFF IS RESPONSIBLE FOR EVERY
FUNCTION OF THE DEPARTMENT INCLUDING
SCHEDULING, PAYROLL, TRAINING, RECORDS,
COMPLAINTS, BUDGETING, AND IMPLEMENTING
POLICIES TO CREATE AN EFFICIENT AND
PROFESSIONAL POLICE DEPARTMENT.

ADMINISTRATION IS COMPRISED OF THE CHIEF OF

CRIMINAL INVESTIGATIONS DIVISION:

CRIMINAL INVESTIGATIONS IS COMPRISED OF 1 SERGEANT AND 2 INVESTIGATORS THAT HANDLE

NUMEROUS FUNCTIONS INCLUDING
INVESTIGATING CRIMINAL OFFENSES,
COLLECTION AND SECURING OF EVIDENCE,
COURT PREPARATION, AND MUCH MORE.
INVESTIGATORS DO GET CALLED IN
DEPENDING ON THE NATURE OF THE
INCIDENT, HOWEVER, OUR PATROL
OFFICERS ARE PRIMARILY RESPONSIBLE
FOR COMPLETING THE INITIAL
INVESTIGATION AND CRIME SCENE
PROCESSING.



PATROL DIVISION:

THE PATROL DIVISION IS THE LARGEST DIVISION IN THE DEPARTMENT WITH 20 OFFICERS. IT IS MADE UP OF 4 SECTIONS WITH DAY AND NIGHT PATROL CONSISTING OF 1 SERGEANT AND 4 PATROL OFFICERS PER SHIFT. THE PATROL DIVISION CONDUCTS THE DAY TO DAY OPERATIONS OF THE POLICE DEPARTMENT. THEY ARE THE MOST VISIBLE ASPECT OF THE CITY AND ARE RESPONSIBLE FOR MAINTAINING PUBLIC SAFETY AND ANSWERING CALLS FOR SERVICE.



ANIMAL CONTROL:

THE DEPARTMENT CURRENTLY HAS 1 ANIMAL CONTROL OFFICER. THE ANIMAL CONTROL OFFICER IS RESPONSIBLE FOR HANDLING ALL CALLS REGARDING DEER OR OTHER WILDLIFE, AS WELL AS PETS AND LIVESTOCK. THEY ARE RESPONSIBLE FOR MAINTAINING RECORDS REGARDING ANIMALS AND EDUCATING THE PUBLIC ON ANIMAL RELATED ISSUES.



COMMUNITY SERVICE

JUNIOR POLICE ACADEMY:

IN 2018, FAIR OAKS RANCH POLICE INITIATED A NEW PROGRAM TO GIVE CHILDREN AGES 8 TO 11 INSIGHT INTO WHAT WE DO AS A POLICE AGENCY. STUDENTS LEARNED THE BASIC FUNCTIONS OF A WORKING POLICE DEPARTMENT AS WELL AS HAVING A CHANCE TO EXPLORE THE IDEA OF A POSSIBLE CAREER IN THIS EVER CHALLENGING AND DEMANDING FIELD. STUDENTS WHO ATTENDED CLASSES STUDIED TOPICS COVERING TEXAS LAW, PATROL PROCEDURES, PHYSICAL READINESS, EMERGENCY CARE, AND MANY OTHER AREAS OF LAW ENFORCEMENT. STUDENTS HAD THE OPPORTUNITY TO PRACTICE WHAT THEY LEARNED IN PRACTICAL EXERCISES.





NATIONAL NIGHT OUT:

In October of 2018, the Police Department coordinated and participated in National Night Out, which resulted in the largest participation we have seen since beginning the program. With over 15 events throughout the evening in 2018, the Police Department had to split into several groups just to ensure all the events were met.



CITIZEN'S LAW ENFORCEMENT ACADEMY:

THE FAIR OAKS RANCH POLICE PARTICIPATES IN A JOINT CITIZEN'S LAW ENFORCEMENT ACADEMY WITH NEIGHBORING AGENCIES. THE PURPOSE OF THIS JOINT ACADEMY IS TO ENHANCE, THROUGH EDUCATION AND HANDS-ON PARTICIPATION, THE POSITIVE RELATIONSHIP BETWEEN OUR LOCAL LAW ENFORCEMENT AGENCIES AND COMMUNITIES, AS WELL AS HELP OUR CITIZENS BETTER UNDERSTAND THE ROLE OF LOCAL LAW ENFORCEMENT AGENCIES. THIS ACADEMY IS OPEN TO ALL RESIDENTS OF FAIR OAKS RANCH, KENDALL COUNTY, AND BOERNE, BUSINESS OWNERS AND THEIR EMPLOYEES WHO WISH TO ATTEND.



No-Shave November:

THE NO-SHAVE PROGRAM BEGAN AT FAIR OAKS RANCH PD IN 2016, IN WHICH OFFICERS DONATE A SPECIFIC AMOUNT IN ORDER TO GROW OUT BEARDS FOR THE MONTH. THE PROCEEDS FROM THAT INITIAL FUNDRAISER WENT TO ASSIST OFFICER RILEY GOBEIL AND HIS FAMILY DURING HIS BATTLE WITH CANCER.

In 2018, the Police Department Continued the program. This year's recipient of the donations was a local warrior who is also battling cancer, Inv. Matt Johnson with the Kendall Co. Sheriff's Office.



ANNUAL TOY DRIVE:

FOR MANY YEARS, THE POLICE DEPARTMENT HAS PARTICIPATED IN THE ANNUAL TOY DRIVE DURING THE CHRISTMAS HOLIDAY. IN 2018, THE POLICE DEPARTMENT COLLECTED AND DROPPED OFF OVER 900 GIFTS DONATED BY THE RESIDENTS OF FAIR OAKS RANCH. THE TOYS WERE DONATED TO THE REFUGE HOUSE INC, AN ORGANIZATION WHICH ASSIST CHILDREN WITH THE STATE FOSTER CARE PROGRAM AND THE PRESBYTERIAN CHILDREN'S HOUSE.

WE WOULD ALSO LIKE TO GIVE SPECIAL THANKS TO THE FOLLOWING ORGANIZATIONS FOR HOUSING OUR DONATION BOXES FOR TOYS. THEIR PARTICIPATION WAS INSTRUMENTAL IN THE LARGE NUMBER OF TOYS THAT WERE DONATED.

- CIBOLO CREEK COMMUNITY CHURCH
- THE HILL COUNTRY CHURCH OF FAIR OAKS
- OLD WEST BURGERS
- FAIR OAKS CVS
- Van Raub Elementary





K-9 BUDDY:

IN 2018, WITH THE APPROVAL FROM CITY COUNCIL AND WITH A GENEROUS DONATION FROM JIREH K-9 (FULL ARMOR K-9), FAIR OAKS RANCH PD SWORE IN ITS FIRST K-9 OFFICER BUDDY.

BUDDY IS A BELGIAN MALINOIS WITH A CHARACTER THAT MATCHES OUR OFFICERS. HIS HANDLER IS OFFICER DAVID MAGNESS WHO HAS BEEN WITH THE DEPARTMENT SINCE 2003.





SINCE HIS FIRST DAY, BUDDY HAS CONDUCTED 27 TOTAL DEPLOYMENTS. FROM THOSE DEPLOYMENTS, BUDDY HAS SNIFFED OUT NARCOTICS ON 16 SEPARATE SEARCHES RESULTING IN 11 ARRESTS FOR POSSESSION OF MARIJUANA, COCAINE, HEROIN, AND METHAMPHETAMINE.

IN AUGUST 2018, BUDDY ASSISTED TEXAS DPS TROOPERS ON A TRAFFIC STOP ALONG IH-10. DURING HIS SEARCH, BUDDY LOCATED 3 KILOS OF COCAINE IN A HIDDEN COMPARTMENT WITHIN THE VEHICLE.

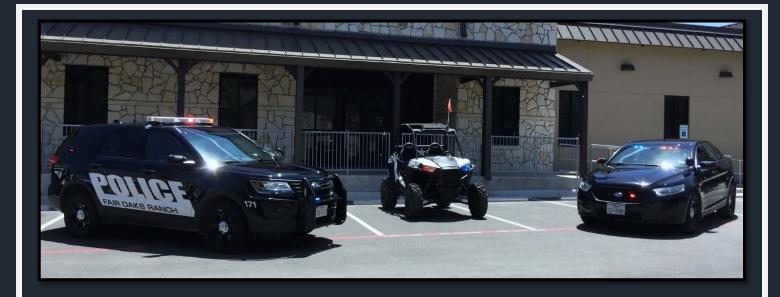


WE WOULD LIKE TO GIVE SPECIAL THANKS TO RAMIRO GUZMAN OF JIREH K-9 (FORMALLY FULL ARMOR K-9) FOR HIS TIME AND EFFORTS IN TRAINING BOTH BUDDY AND OUR K-9 HANDLER AS WELL AS HIS DONATION TO THE DEPARTMENT. WE WOULD ALSO LIKE TO THANK JAMES HATCH WITH SPIKE'S K-9 FUND FOR DONATING BUDDY'S PROTECTIVE VEST, TO BENITO OLSEN OF PATRIOT DOG TRAINING, AND TO THE WOMEN'S CLUB OF FAIR OAKS.









2ND SAFEST CITY:

THE NATIONAL COUNCIL FOR HOME SAFETY AND SECURITY USED NEW FEDERAL BUREAU OF INVESTIGATION DATA ALONG WITH INTERNAL DATA AND RESEARCH TO CREATE ITS LIST, WHICH RANKS WHICH CITIES IN TEXAS ARE SAFEST.

IN 2017, FAIR OAKS RANCH RANKED AS THE 8^{TH} SAFEST CITY IN TEXAS. WE ARE PROUD TO SAY THAT FAIR OAKS RANCH IS CURRENTLY RANKED AS THE 2^{ND} SAFEST CITY IN TEXAS.

FAIR OAKS RANCH IS ALSO THE ONLY CITY WITHIN THE GREATER SAN ANTONIO REGION THAT IS RANKED IN THE TOP 25 SAFEST CITIES.





In-Service Training:

OFFICERS AND SUPERVISORS WITHIN THE DEPARTMENT HAVE BEEN RESPONSIBLE FOR COORDINATING AND HOSTING TRAINING FROM SEVERAL ENTITIES INCLUDING THE FEDERAL LAW ENFORCEMENT TRAINING CENTER (FLETC), TEXAS A&M ENGINEERING EXTENSION SERVICE (TEEX), SAM HOUSTON STATE UNIVERSITY, THE TEXAS MUNICIPAL POLICE OFFICERS ASSOCIATION, ALAMO AREA LAW ENFORCEMENT ACADEMY, AS WELL AS COURSES INSTRUCTED BY OUR OWN OFFICERS.

IN 2018, OFFICERS COMPLETED OVER 3,000 HOURS OF IN-SERVICE TRAINING THROUGH THE TEXAS COMMISSION ON LAW ENFORCEMENT (TCOLE). TRAINING IS BOTH MANDATED AND ESSENTIAL FOR OFFICERS TO REMAIN UP TO DATE WITH THE MOST RECENT KNOWLEDGE AND TACTICS. OFFICERS MUST ALSO COMPLETE SPECIFIC COURSES TO ADVANCE THEIR PEACE OFFICERS LICENSE. CURRENTLY, THE DEPARTMENT'S LICENSING IS AS FOLLOWS:

- 7 MASTER PEACE OFFICERS
- 2 Intermediate Peace Officer
- 12 LICENSED PEACE OFFICERS
- THE DEPARTMENT CURRENTLY HAS 7 OFFICERS WITH TCOLE INSTRUCTORS LICENSES, FIREARMS/PATROL RIFLE INSTRUCTOR LICENSES, AND TASER AND BATON INSTRUCTORS LICENSES. THIS ALLOWS OFFICERS TO RECEIVE TRAINING IN-HOUSE THAT HELPS TO REDUCE OVERALL IN-SERVICE COSTS.

CONTINUAL TRAINING HELPS TO PROVIDE OFFICERS WITH THE KNOWLEDGE AND EXPERIENCE NEEDED TO EFFICIENTLY AND PROFESSIONALLY SERVE THE RESIDENTS OF FAIR OAKS RANCH.

FORMAL EDUCATION:

THE POLICE DEPARTMENT CONTINUALLY ENCOURAGES OFFICERS TO ENROLL AND CONTINUE THEIR EDUCATION THROUGH INSTITUTIONS OF HIGHER LEARNING. THE DEPARTMENT SUPPORTS OFFICERS' EFFORTS TO ATTEND UNIVERSITIES, WHETHER IN PERSON OR ONLINE, AND PROVIDES INCENTIVES FOR OFFICERS TO DO SO.

In 2018, the Department had one Officer obtain a degree bringing the total numbers of Officers with at least a Bachelor's Degree to 9.

 SERGEANT CHRISTOPHER GRIFFIN GRADUATED WITH A BACHELOR'S OF JUSTICE ADMINISTRATION FROM WAYLAND BAPTIST UNIVERSITY.

ADDITIONALLY, THERE ARE 7 OFFICERS CURRENTLY ENROLLED AND SEEKING BACHELOR'S DEGREES, WHILE CONTINUING TO WORK FULL-TIME FOR THE RESIDENTS OF FAIR OAKS RANCH.

AWARDS

THE FAIR OAKS RANCH POLICE DEPARTMENT IS HONORED TO AWARD OFFICERS WHO HAVE PERFORMED ABOVE AND BEYOND IN THEIR SERVICE TO RESIDENTS. NOMINATIONS FOR AWARDS MAY BE MADE BY ANY PERSON OR ORGANIZATION FOR ANY OFFICER WHO HAS DISPLAYED EXTRAORDINARY HEROISM OR PERFORMED A MERITORIOUS ACT OF SERVICE. IN 2018, THE CITY OF FAIR OAKS RANCH AWARDED 2 OFFICERS FOR THEIR OUTSTANDING SERVICE AND PERFORMANCE INVOLVING INCIDENTS THAT OCCURRED DURING THE YEAR.

- Officer Allen PazLife Saving Award
- ▶ OFFICER RILEY GOBEIL
 LIFE SAVING AWARD





INVESTIGATOR RICHARD DAVILA

IN 2018, INV. RICHARD DAVILA GRADUATED FROM THE BILL BLACKWOOD LAW ENFORCEMENT MANAGEMENT INSTITUTE OF TEXAS, LEADERSHIP COMMAND COLLEGE. THE PROGRAM, TAUGHT BY A CONSORTIUM OF UNIVERSITIES THROUGHOUT TEXAS, PROVIDES LAW ENFORCEMENT ADMINISTRATORS AND EXECUTIVES WITH THE SKILLS NECESSARY TO EFFECTIVELY MANAGE POLICE AGENCIES AND DELIVER A HIGH LEVEL OF SERVICE TO THEIR COMMUNITIES. INV. DAVILA HAS BEEN WITH THE DEPARTMENT SINCE 2004.

SERVICE AWARDS RECEIVED IN 2018:

- SGT. MIKE VALDEZ10 YEARS OF SERVICE
- ➢ OFFICER EVAN DOWNEY➢ 5 YEARS OF SERVICE



> CHIEF SCOTT RUBIN
20 YEARS OF SERVICE AS CHIEF

IN JULY OF 2018, OFFICERS WITH THE FAIR OAKS RANCH POLICE
DEPARTMENT PRESENTED CHIEF SCOTT RUBIN WITH A PLAQUE
COMMEMORATING HIS 20TH YEAR AS CHIEF OF POLICE IN FAIR OAKS RANCH.



CRIME STATISTICS

INCIDENTS/OFFENSES

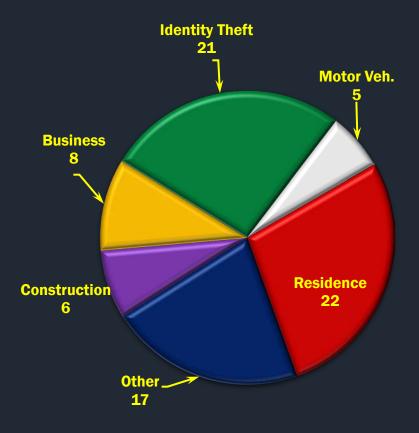
	<u> 2017</u>	<u> 2018</u>	+/
AGGRAVATED ASSAULT		2	A 200%
SEXUAL ASSAULT	3	4	A 33%
ASSAULTS	14	33	A 135%
DECEASED PERSONS	9	12	A 33%
MISSING PERSONS	6	8	A 33%
Run-a-ways	6	6	
Burglary	35	44	4 25%
LARCENY/THEFT	43	79	A 83%
ARRESTS	191	224	4 17 %
OTHER	137	114	▼ 16%

BURGLARY BY TYPE & FORCE USED

■ Force ■ No Force

22 8 3 Vehicle Home

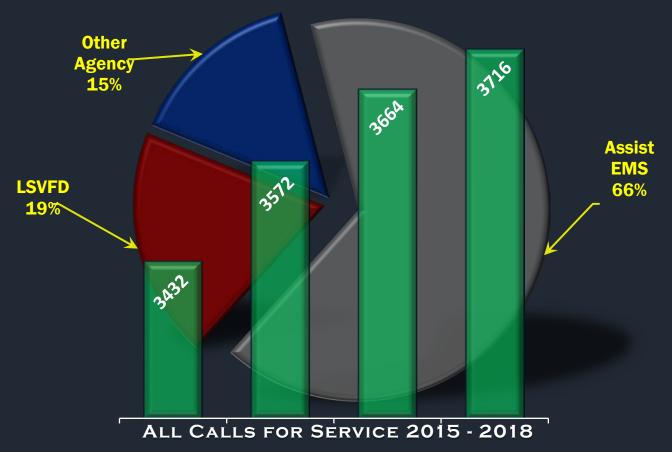
LARCENY/THEFT BY TYPE



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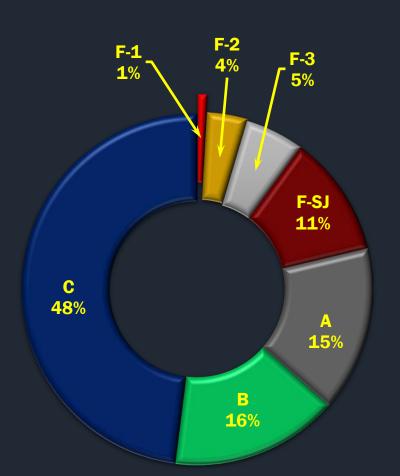
	<u> 2017</u>	<u> 2018</u>	+/-
CALLS FOR SERVICE	3664	3716	▲ 1.5 %
ASSIST OTHER AGENCY	39	33	▼ 15 %
Assist EMS	184	188	4 2%
Assist LSVFD	33	92	A 178%
ACCIDENTS	43	59	A 37%
DISTURBANCES	86	101	4 17%
ALARMS	575	435	7 24%
SUSPICIOUS PER/VEH.	322	339	4 5%
MISC. ACTIVITY	191	151	7 20%
Assist Public	195	228	4 16%





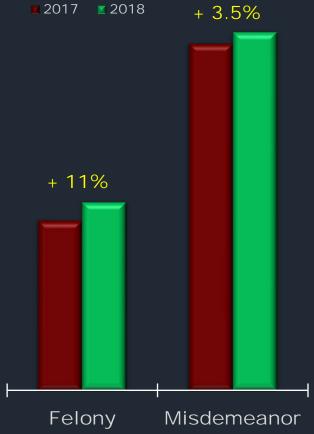
ARRESTS & OFFENSES

	<u> 2017</u>	<u> 2018</u>	+/-
Individuals	191	224	4 17 %
OFFENSES	304	322	A 6%
RESIDENT	27	38	40 %
NON-RESIDENT	164	186	4 13%
FELONY	100	111	A 11%
MISDEMEANOR	204	211	▲ 3.5%



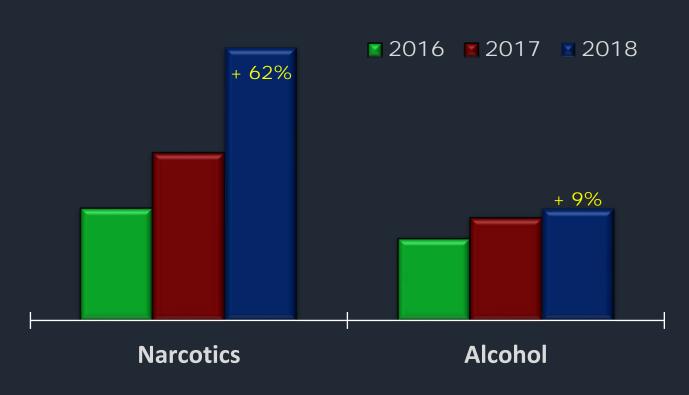


Criminal Cases for Arrests



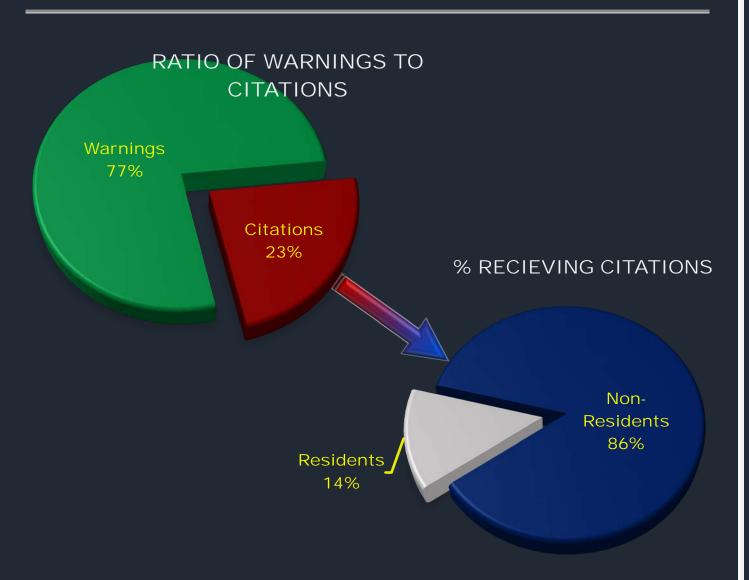
ALCOHOL & NARCOTICS

ALCOHOL VIOLATIONS	<u> 2017</u>	<u> 2018</u>	+/-
DRIVING WHILE INTOX.	18	24	4 33%
Public Intoxication	27	11	▼ 59%
OPEN CONTAINER	24	34	41 %
DUI – MINOR	1	3	A 200%
Minor in Poss.	21	20	▼ 5%
MINOR IN CONSUMP.	11	19	4 72 %
NARCOTICS VIOLATIONS			
HEROIN/OPIATES	1	6	500 %
Cocaine	13	7	▼ 46 %
METHAMPHETAMINE	4	38	A 800%
Rx/Dangerous Drugs	7	15	A 100%
Marijuana/THC/Hash	66	79	4 19%
OTHER	11	7	▼ 36%
Paraphernalia	96	118	A 22%

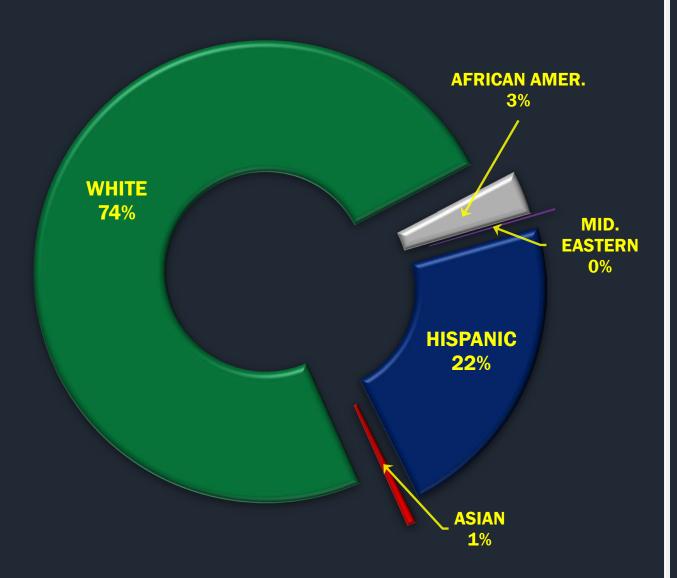


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	C STATIS	STICE

	<u> 2017</u>	<u> 2018</u>	+/-
INDIVIDUALS STOPPED	4,217	5,271	4 24%
CITATIONS WARNINGS	1,311 3,989	1,533 5,117	▲ 17% ▲ 28%
RESIDENT	129	210	▲ 62 %
Non-Resident	987	1,323	4 34%



RACIAL PROFILING DATA



TOTAL BREAKDOWN FOR ALL INDIVIDUALS STOPPED

WHITE	3,904	74 %
HISPANIC	1,161	22 %
AFRICAN AMER.	163	3%
MIDDLE EASTERN	9	- %
Asian	35	1 %
OTHER	2	- %

TOTAL BY GENDER

	<u>CITATION</u>	<u>WARNING</u>	TOTAL
FEMALE	353	1,380	1,733
MALE	958	2,583	3,541



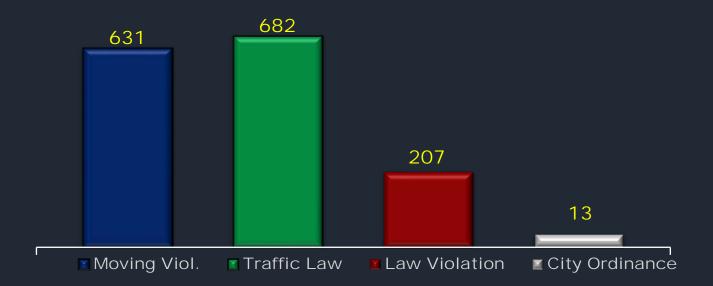
RACE/ETHNICITY KNOWN PRIOR TO STOP

<u>YES</u> <u>No</u> 58 5,216

CITATIONS ISSUED BY RACE

	<u>CITATION</u>	<u>WARNING</u>	<u>Total</u>
WHITE	824	3,080	3,904
HISPANIC	446	715	1,161
AFRICAN AMER.	33	130	163
MIDDLE EASTERN	2	7	9
Asian	5	30	35
OTHER	1	1	2

REASON FOR STOP/CONTACT

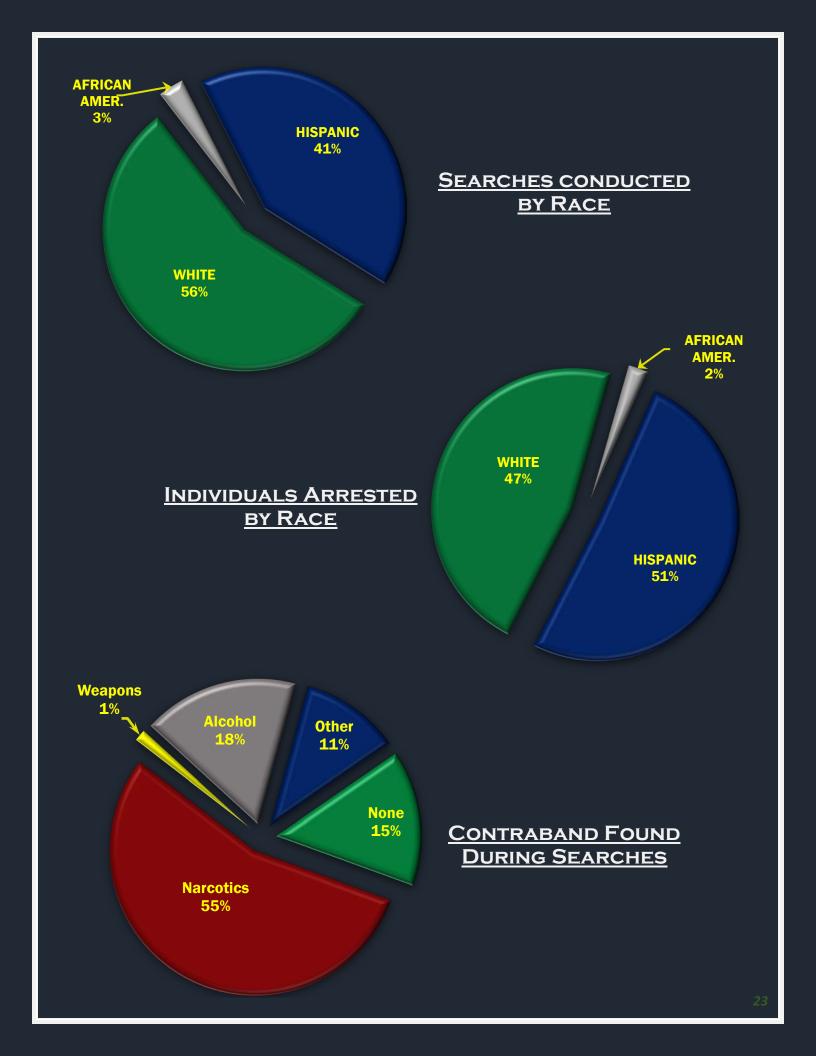


TOTAL SEARCHES BY RACE

	CONSENT	P/C	<u>OTHER</u>	TOTAL
WHITE	7	74	12	93
HISPANIC	9	45	15	69
AFRICAN AMER.	-	4	1	5
MIDDLE EASTERN	-	-	-	-
ASIAN	-	-	-	-
OTHER	-	,	144	

ARRESTS BY RACE

	ARRESTED	CITED
WHITE	105	824
HISPANIC	114	446
AFRICAN AMER.	5	33
MIDDLE EASTERN	-	2
Asian	-	5
OTHER	-	1



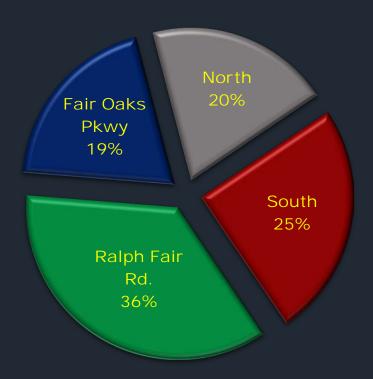
MISC. CALLS FOR SERVICE

	<u> 2017</u>	<u> 2018</u>	+/-
ACCIDENTS	43	59	4 37%
ALARMS	575	435	7 24%
CITY ORD. VIOLATION	143	122	V 14%
ANIMAL CALLS	972	995	4 2%
Home Watches	27,266	35,078	28 %

MOTOR VEHICLE ACCIDENTS	<u> 2017</u>	<u> 2018</u>
ONE VEHICLE	15	17
Two Vehicles	13	23
THREE VEHICLES	-	1
Four Vehicles	1	-
TRUCK TRACTOR	1	1
VEHICLE VS ANIMAL	13	14

ACCIDENTS BY AREA

RALPH FAIR RD - 20 FAIR OAKS PKWY - 11 NORTH OF CIBOLO CRK. - 11 SOUTH OF CIBOLO CRK. - 14



ALARM CALLS	<u> 2017</u>	<u> 2018</u>	
911 HANG UP	56	109	
ALARM	444	353	\blacksquare
FIRE ALARM	60	58	\blacksquare
MEDICAL ALARM	15	24	

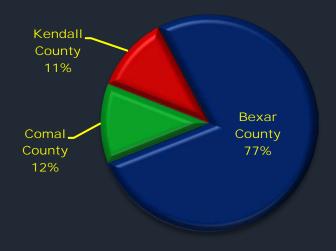
CITY ORDINANCE VIOL.	<u> 2017</u>	<u> 2018</u>	
Signs	68	42	\blacksquare
FIREWORKS	16	14	\blacksquare
Solicitors	9	26	
OAK WILT	11	4	\blacksquare
OTHER	41	36	V

ANIMAL CALLS	<u> 2017</u>	<u> 2018</u>	
DEER CALLS	494	424	▼
ALL OTHER	478	571	



OFFICER AVAILABILITY DATA

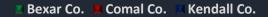
PERCENTAGE OF TIME OUT OF CITY ON ARRESTS



TIME OUT OF CITY 2016-2018



TIME OUT OF CITY 2016-2018





AVERAGE TIME SPENT PER CALL TYPE

