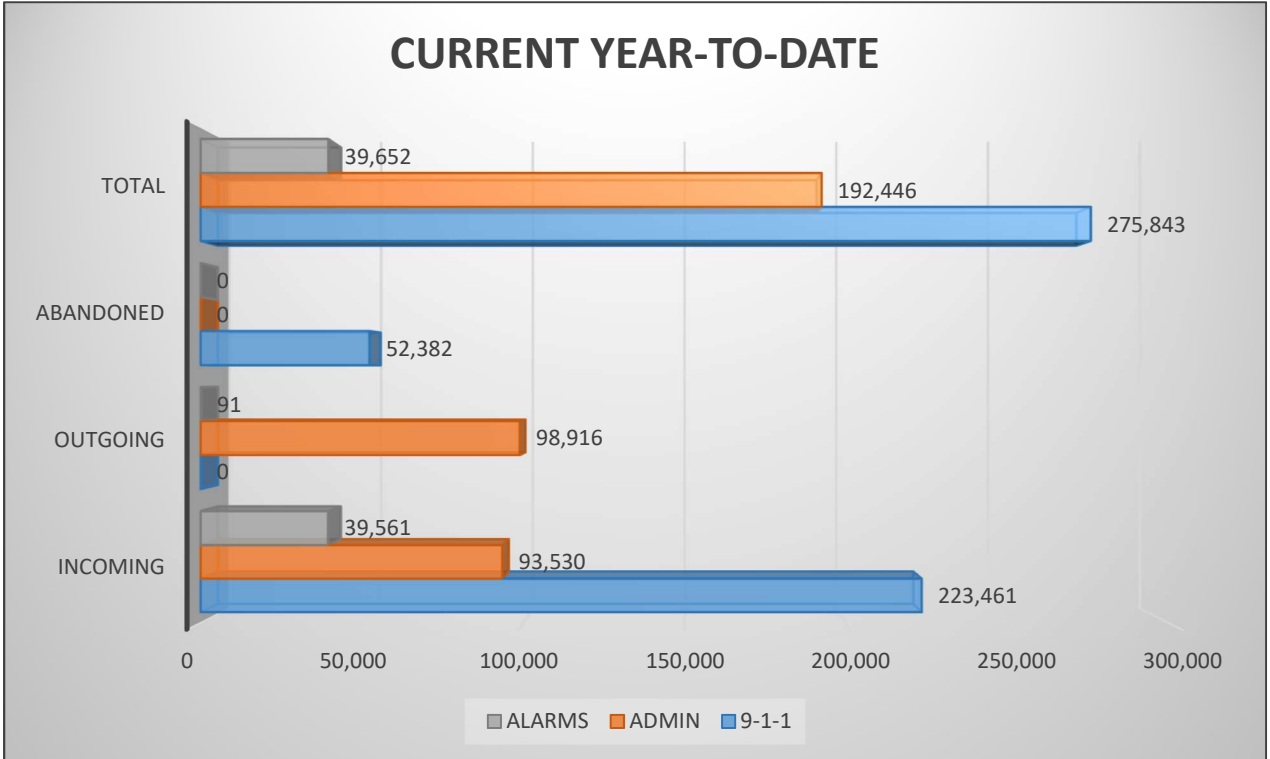
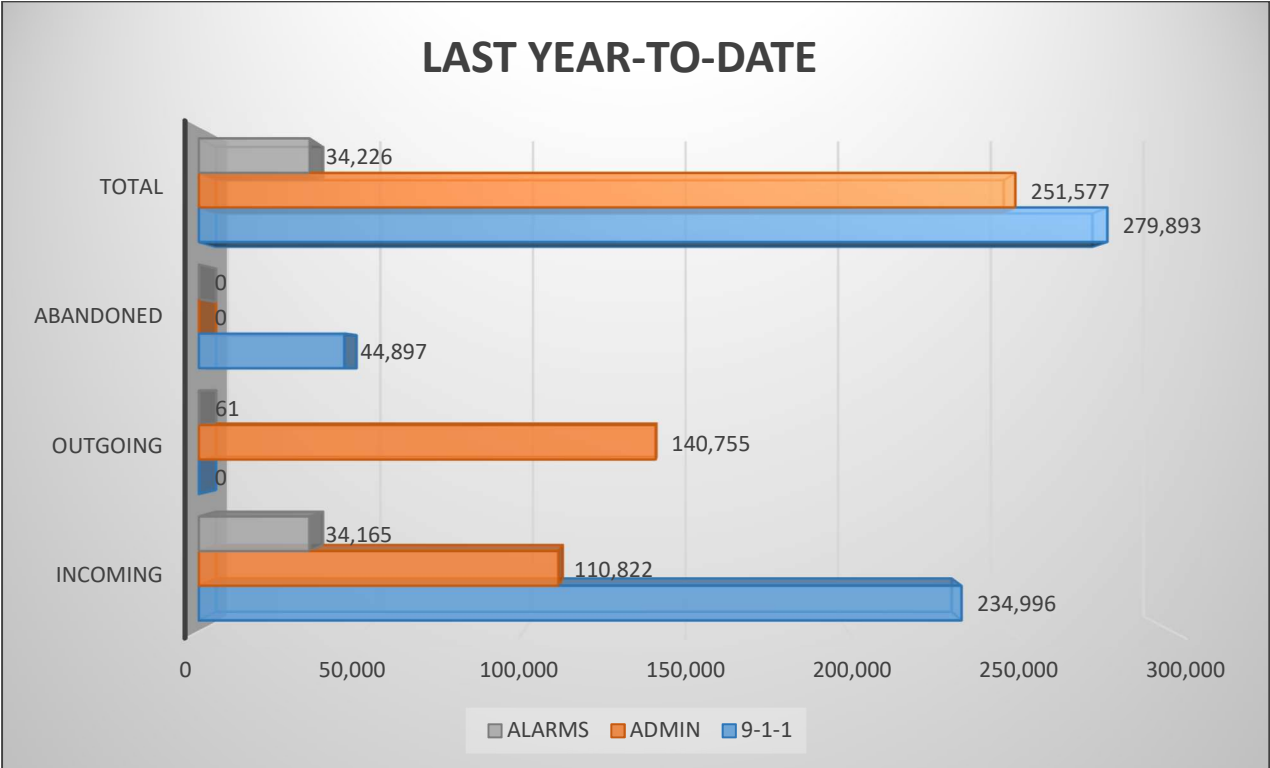


# CHATHAM 9-1-1 COMMUNICATIONS SERVICES

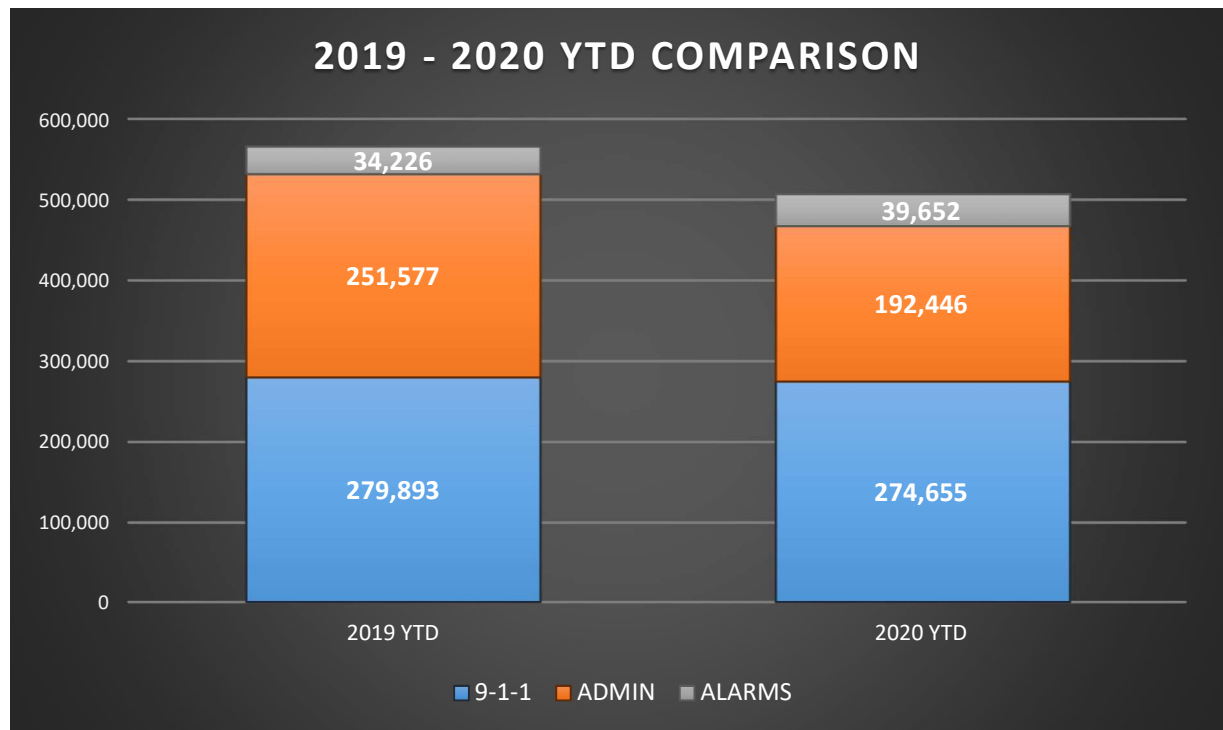
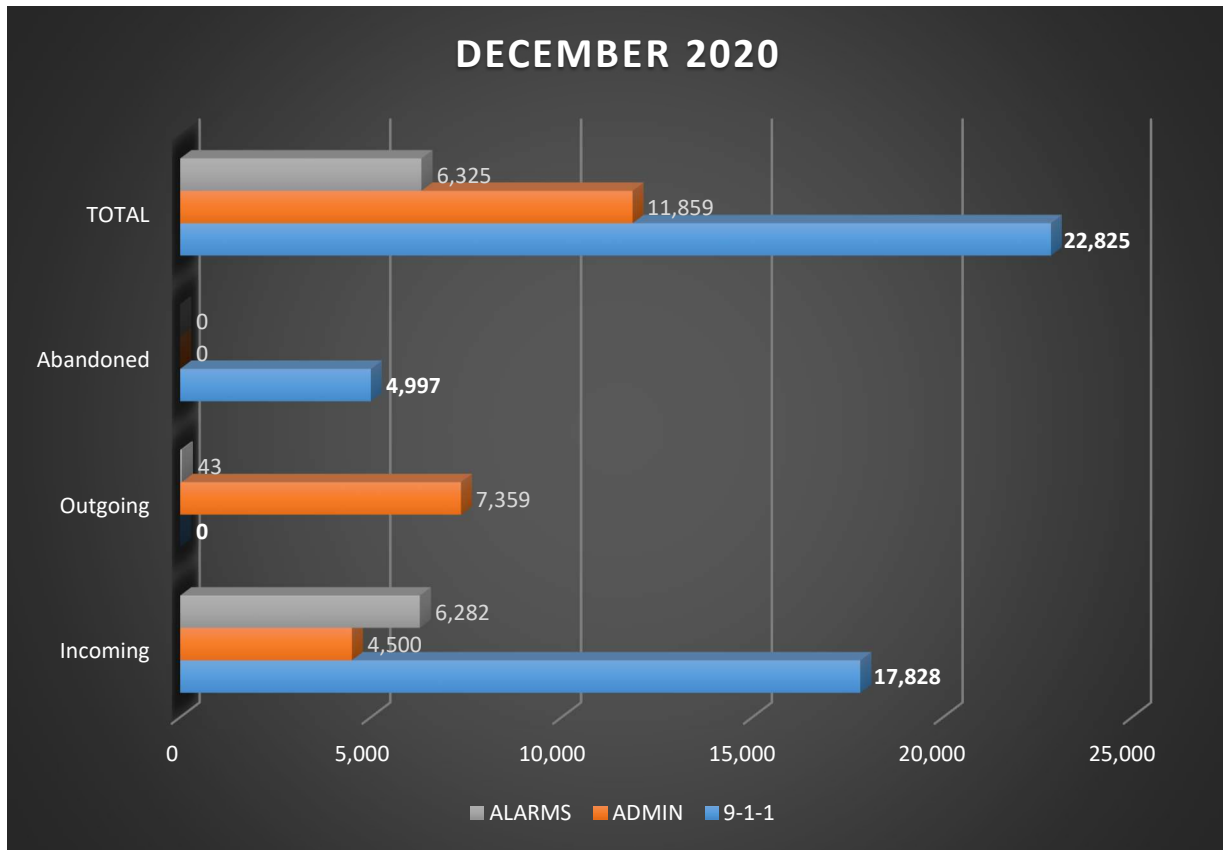


## DECEMBER 2020

# DECEMBER 2020 TELEPHONE STATISTICS



# TELEPHONE STATISTICS continued

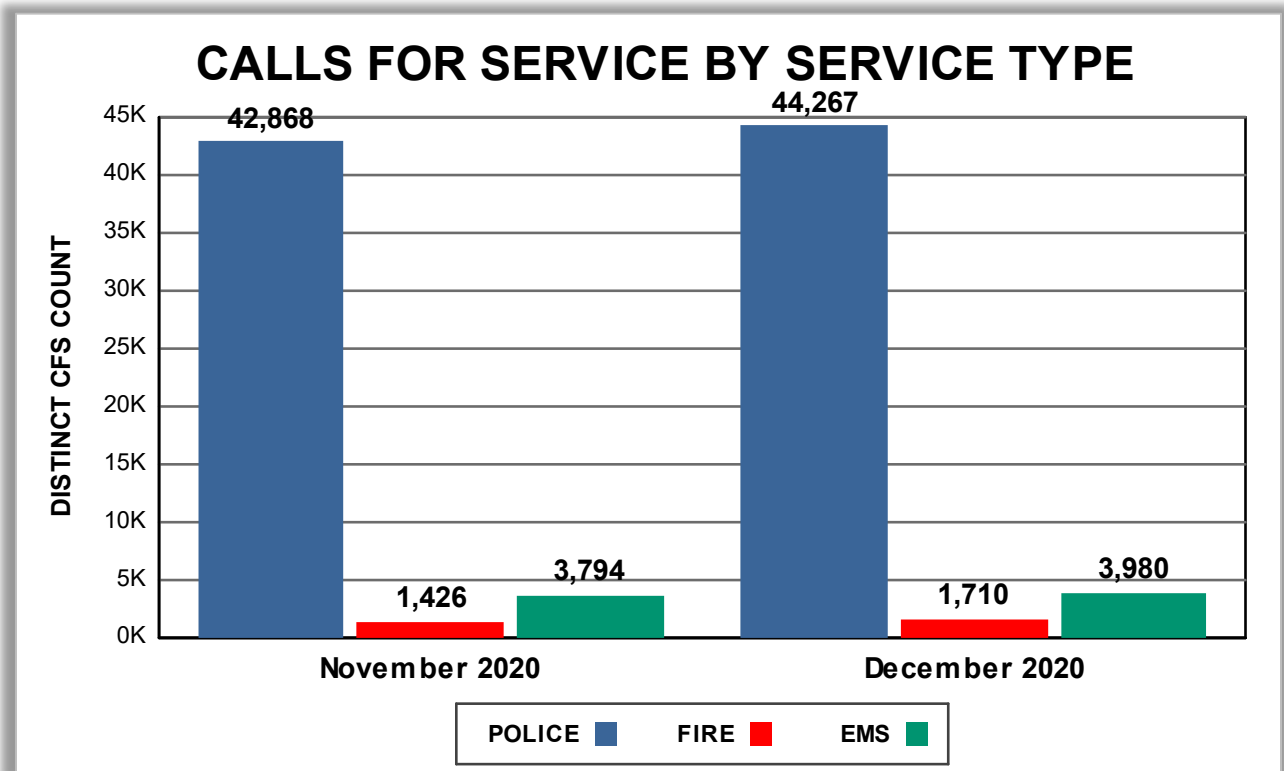


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# CAD CALLS FOR SERVICE

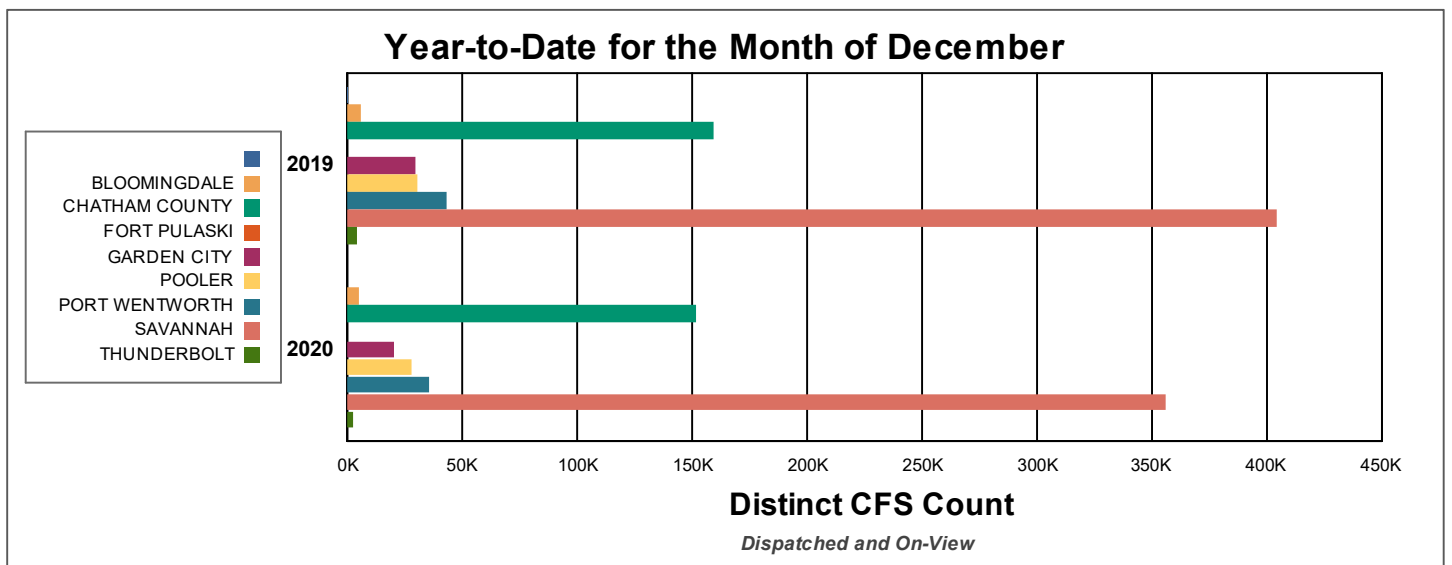
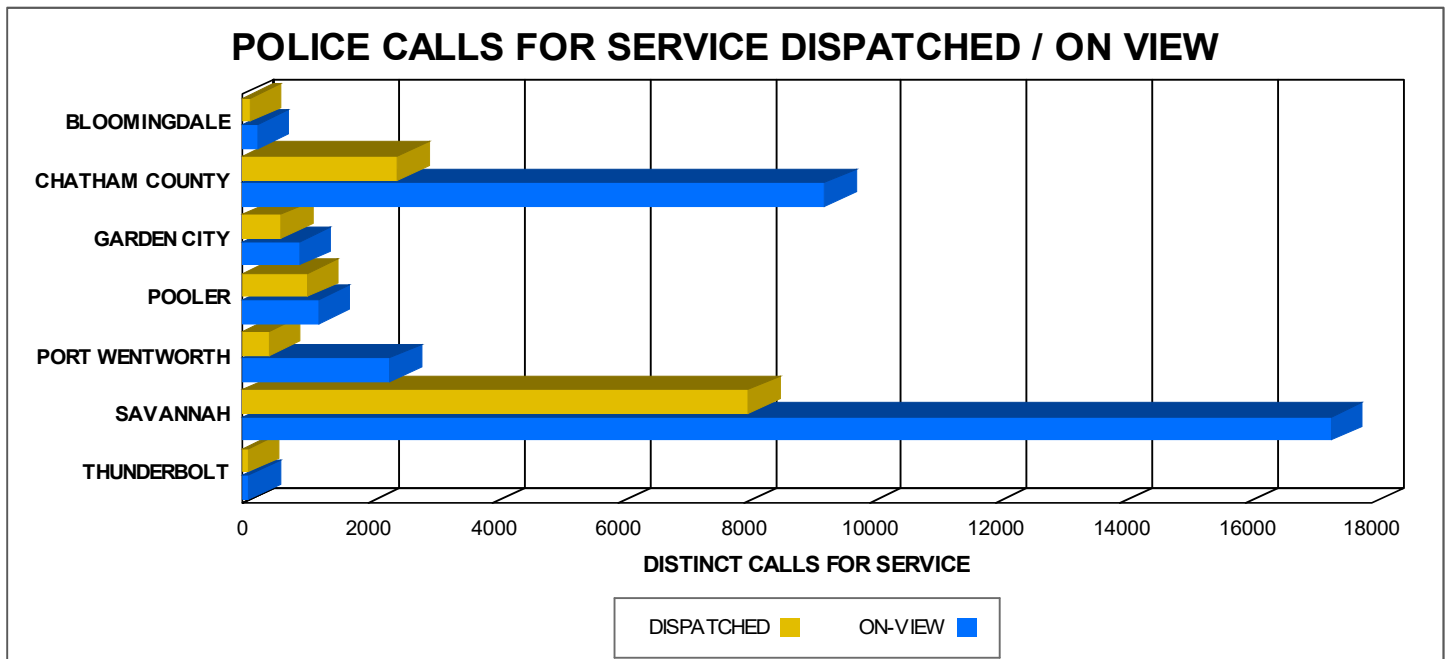
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*Distinct Counts / Includes On-View*



# POLICE

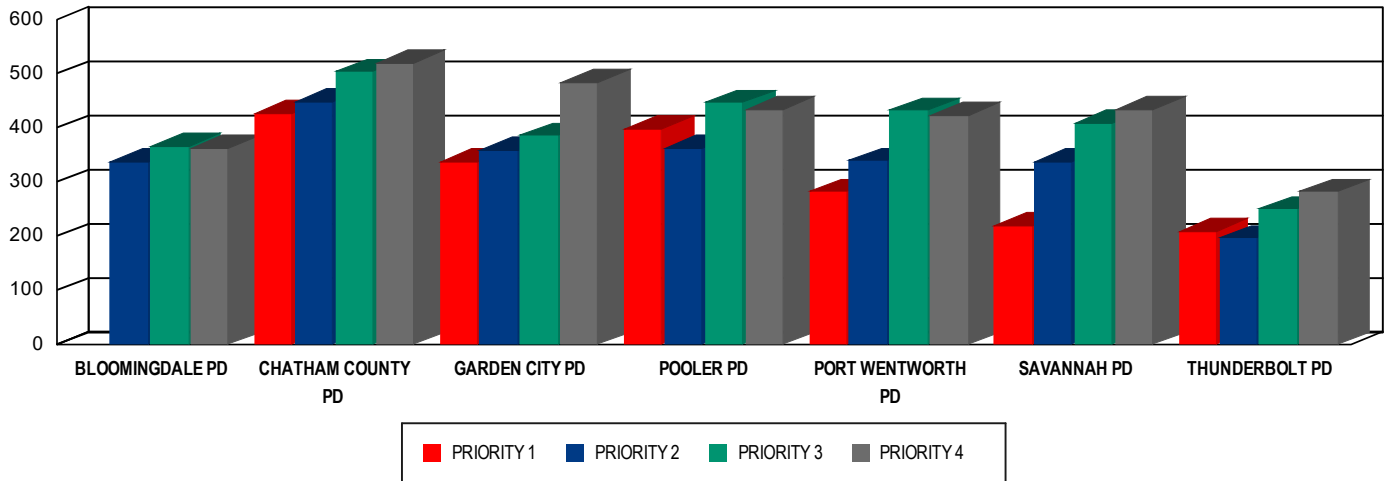
AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	120	237	357
CHATHAM COUNTY	2,477	9,273	11,750
FORT PULASKI	0	0	0
GARDEN CITY	620	907	1,527
POOLER	1,034	1,212	2,246
PORT WENTWORTH	425	2,358	2,783
SAVANNAH	8,062	17,349	25,411
THUNDERBOLT	85	108	193
<b>TOTAL</b>	<b>12,823</b>	<b>31,444</b>	<b>44,267</b>



## POLICE *continued*

### AVERAGE SECONDS DISPATCHED TO ONSCENE

BY AGENCY AND PRIORITY - excludes Animal Services

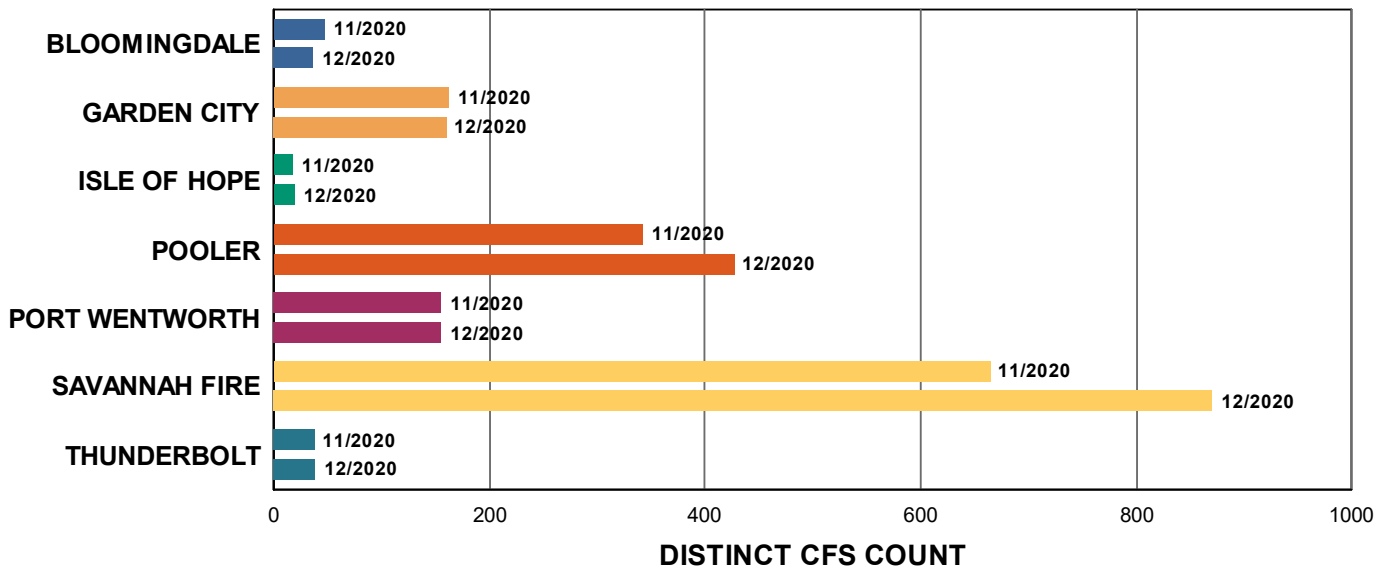


	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
<b>BLOOMINGDALE PD</b>	0	337	365	361
<b>CHATHAM COUNTY PD</b>	426	447	503	519
<b>GARDEN CITY PD</b>	338	359	385	483
<b>POOLER PD</b>	398	362	446	433
<b>PORT WENTWORTH PD</b>	282	340	432	423
<b>SAVANNAH PD</b>	219	338	408	434
<b>THUNDERBOLT PD</b>	208	196	250	282

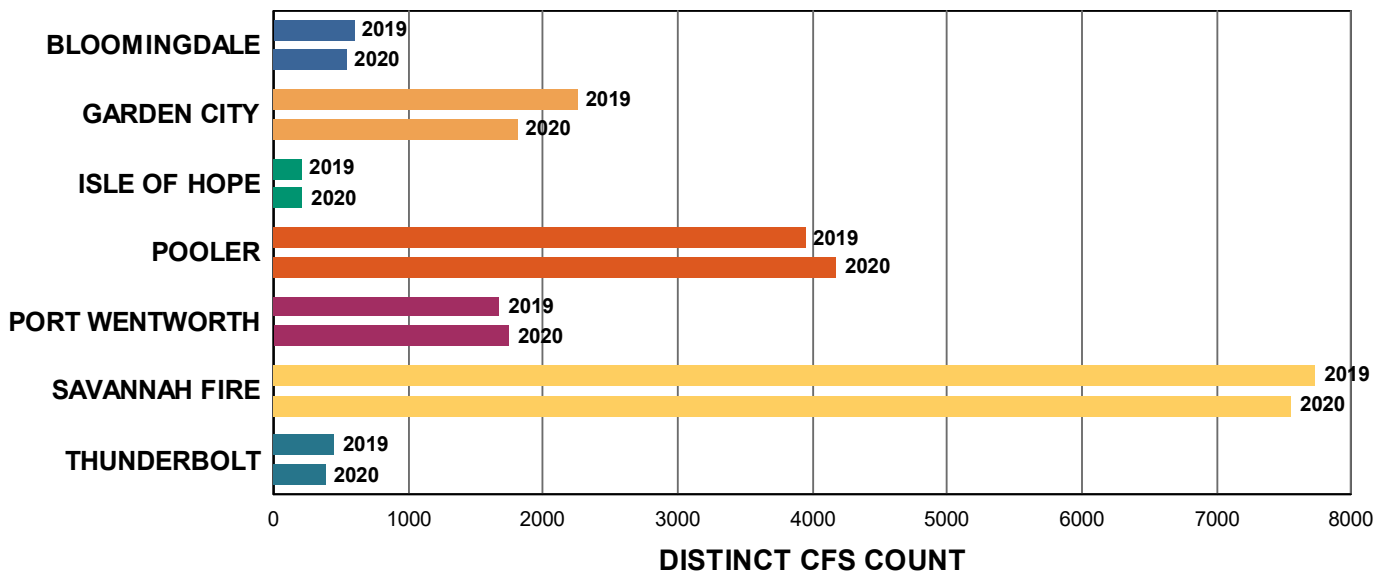
# FIRE

AGENCY	November 2020	December 2020
BLOOMINGDALE	47	37
GARDEN CITY	162	160
ISLE OF HOPE	18	20
POOLER	342	427
PORT WENTWORTH	155	156
SAVANNAH FIRE	664	871
THUNDERBOLT	38	39
<b>Total</b>	<b>1,426</b>	<b>1,710</b>

## FIRE DEPARTMENT CALLS FOR SERVICE

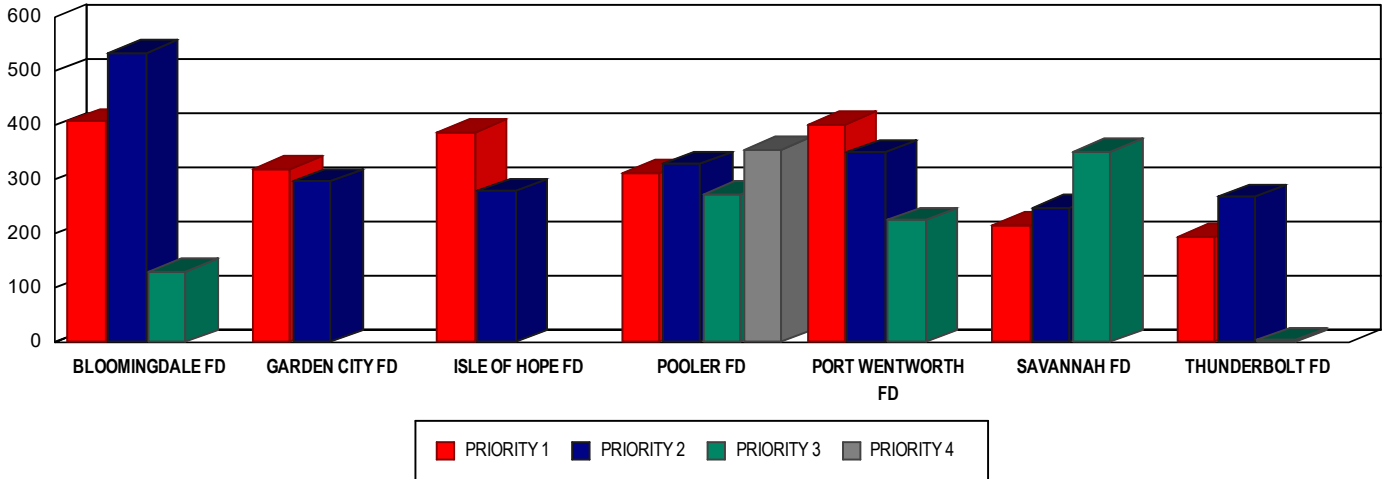


## FIRE DEPARTMENT CALLS FOR SERVICE



## FIRE *continued*

**AVERAGE SECONDS DISPATCHED TO ONSCENE  
BY AGENCY AND PRIORITY**



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
<b>BLOOMINGDALE FD</b>	408	534	131	0
<b>GARDEN CITY FD</b>	319	296	0	0
<b>ISLE OF HOPE FD</b>	387	279	0	0
<b>POOLER FD</b>	313	329	274	355
<b>PORT WENTWORTH FD</b>	401	350	226	0
<b>SAVANNAH FD</b>	215	247	353	0
<b>THUNDERBOLT FD</b>	195	268	4	0



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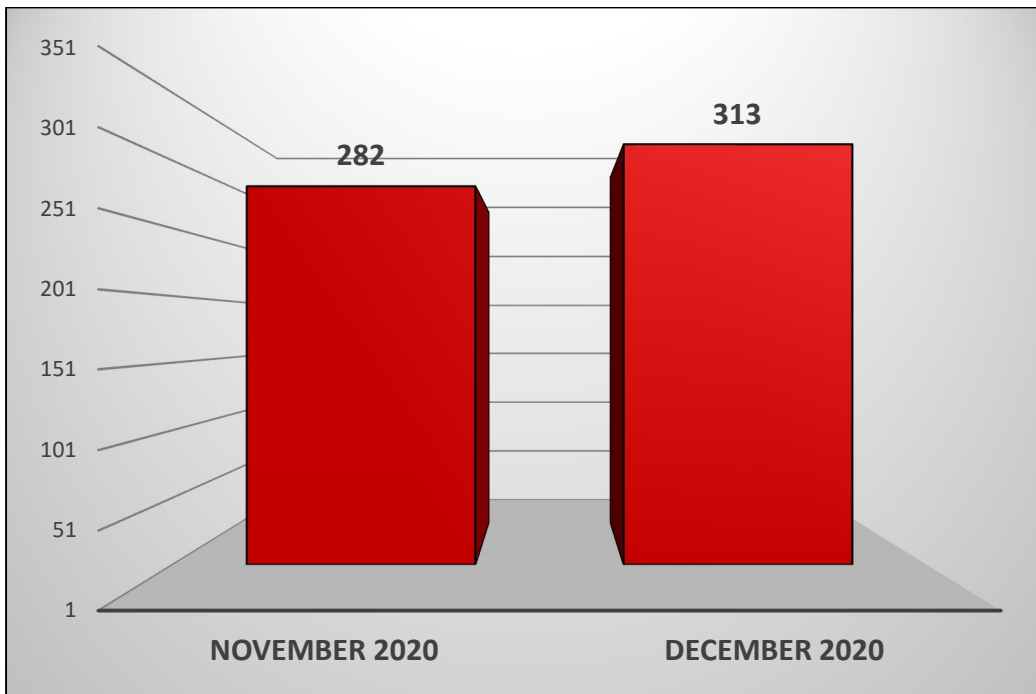
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## **FIRE *continued***

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<b>AGENCY</b>	<b>November 2020</b>	<b>December 2020</b>
CHATHAM FIRE*	282	313



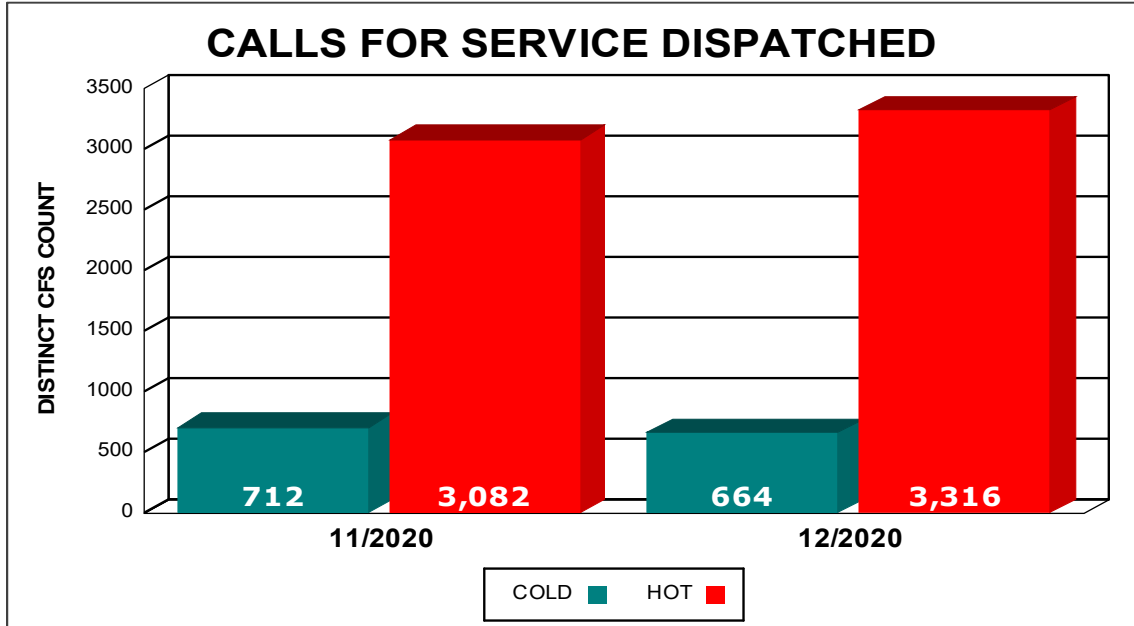
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**\*These calls are dispatched by Chatham Emergency Services**

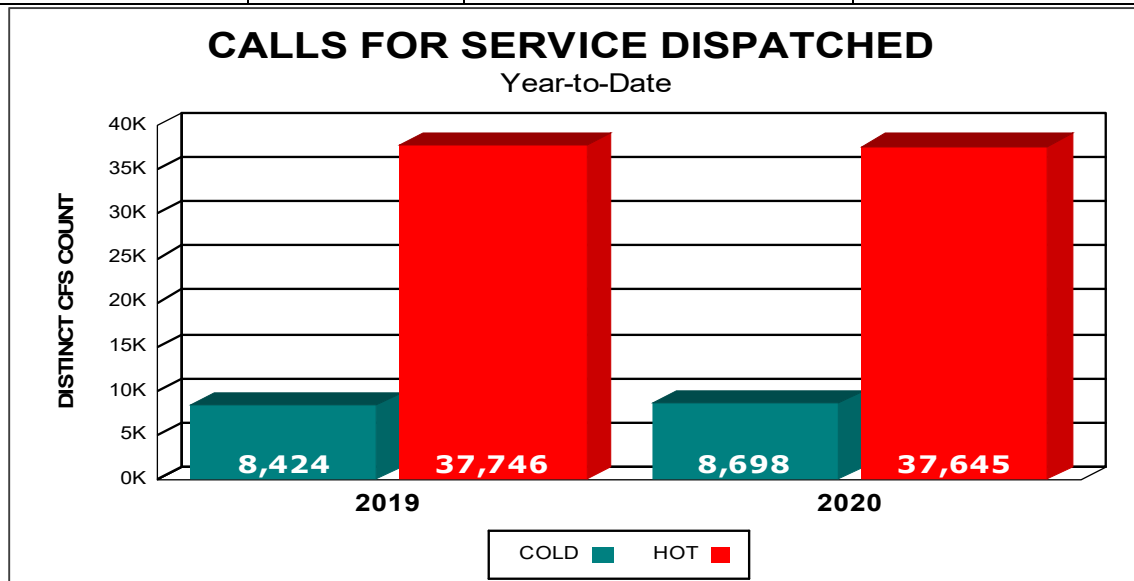
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# EMS

AGENCY		November 2020	December 2020
CHATHAM	COLD	712	664
	HOT	3,082	3,316
	<b>TOTAL</b>	<b>3,794</b>	<b>3,980</b>



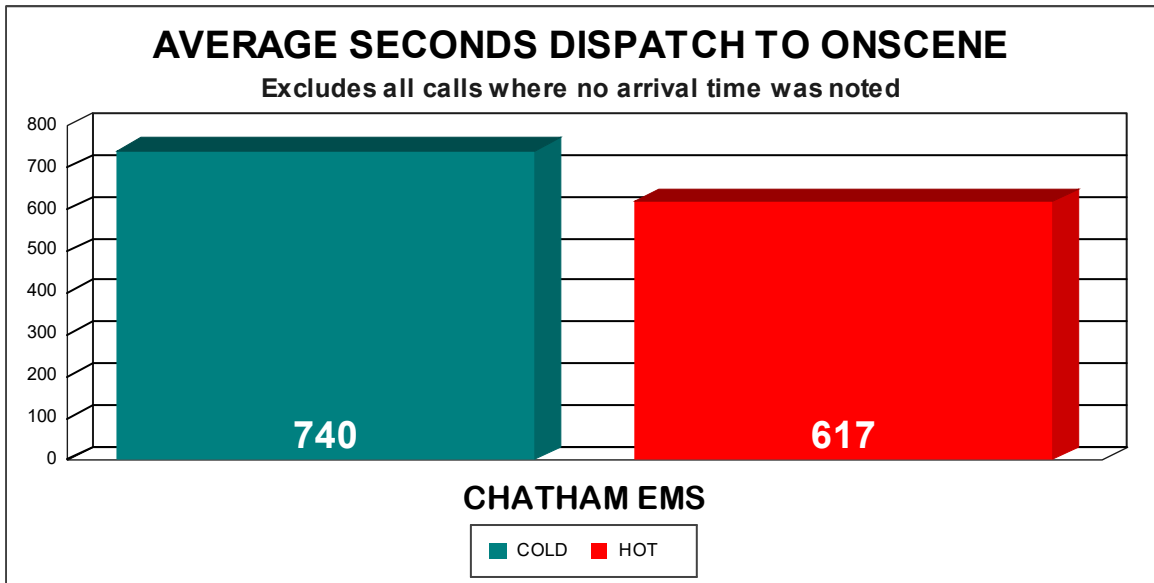
AGENCY		2019	2020
CHATHAM	COLD	8,424	8,698
	HOT	37,746	37,645
	<b>TOTAL</b>	<b>46,170</b>	<b>46,343</b>



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## EMS *continued*

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# Quality Assurance Numbers

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## No QA data available for December 2020

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### Quality Assurance Terms

1. **Assessment:** The location, incident type, ring time standards, and proper greeting.
2. **Primary Questions (PQ):** These are complaint specific primary questions.
3. **Dispatch:** Ensuring the call was entered in a timely manner, correct signal code was used, dispatched within appropriate timeframes.
4. **Secondary Questions (SQ):** These are complaint specific secondary questions.
5. **Pre-Arrival Instructions (PAI):** These are complaint specific and general pre-arrival instructions given to callers.
6. **Close:** Ensuring correct/adequate information was entered into CAD and how the call was terminated.
7. **PowerPhone Considerations (PC):** This is our Professional Courtesy section; ensuring highest level of customer service, caller safety was considered, and adaptive questioning was used based on the scenario.