

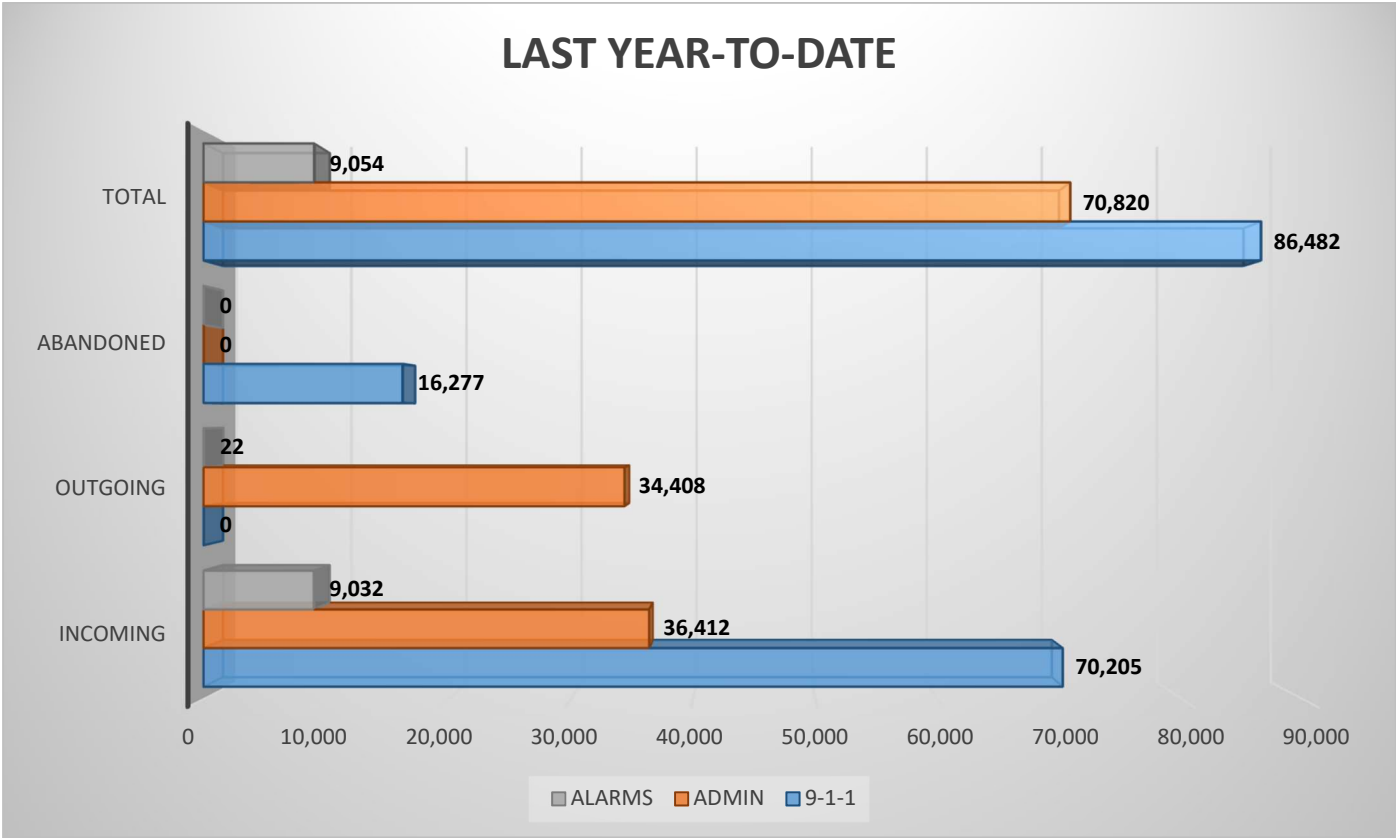
CHATHAM 9-1-1 COMMUNICATIONS SERVICES



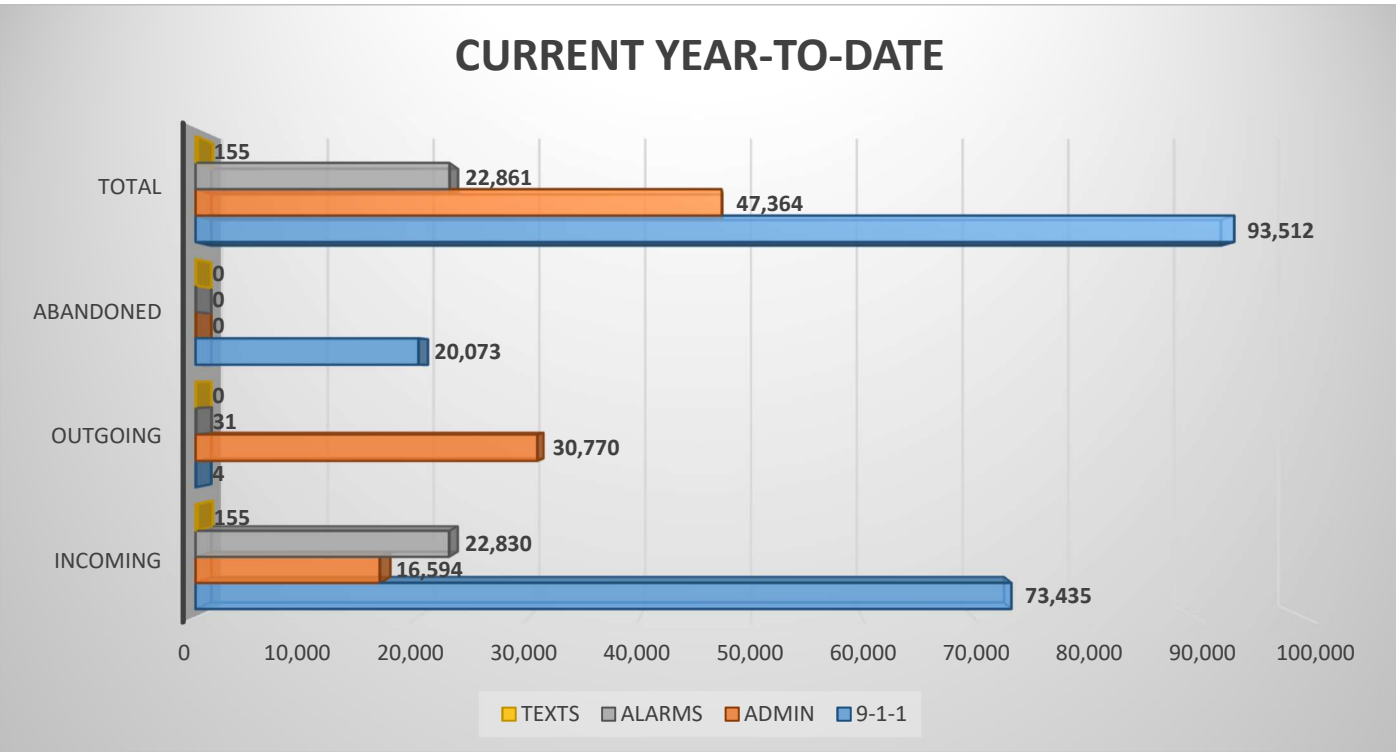
APRIL 2021

APRIL 2021 TELEPHONE STATISTICS

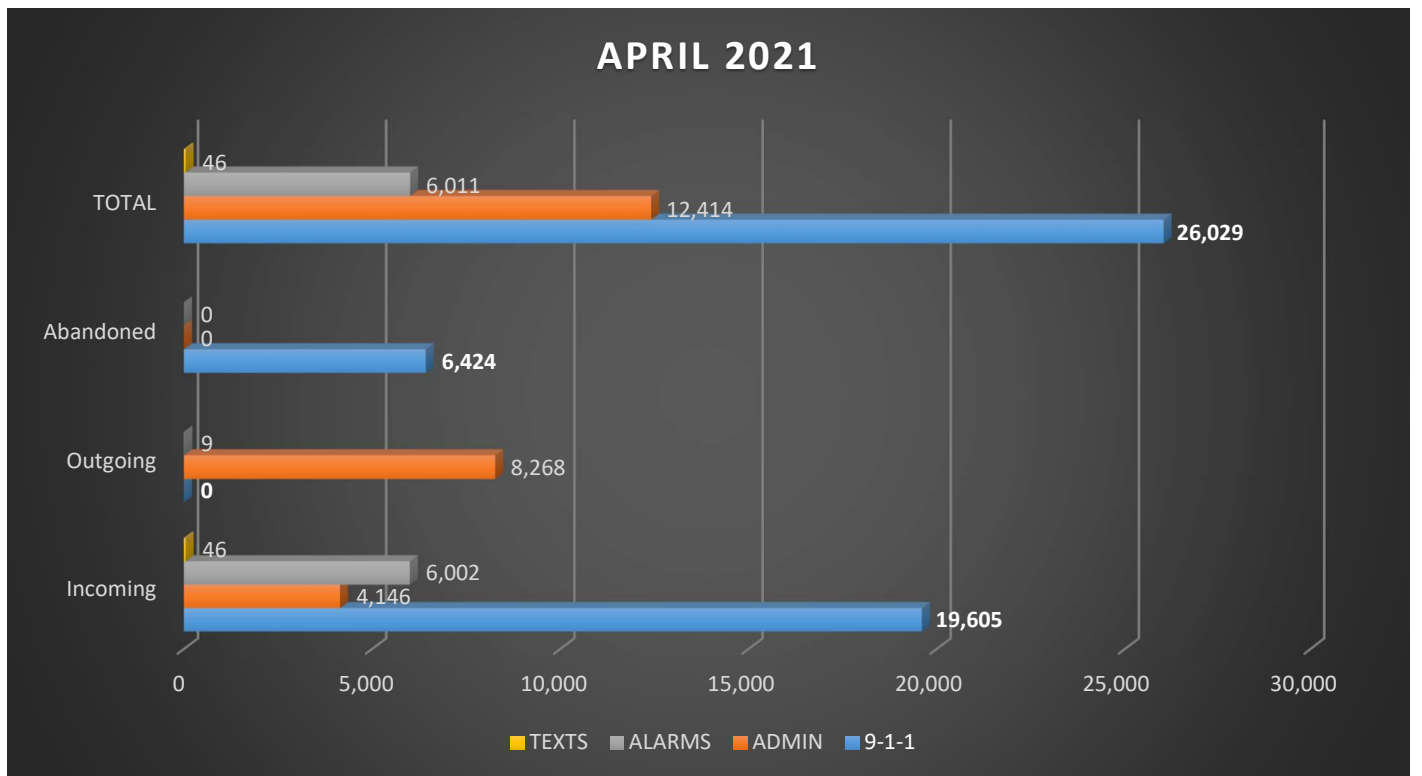
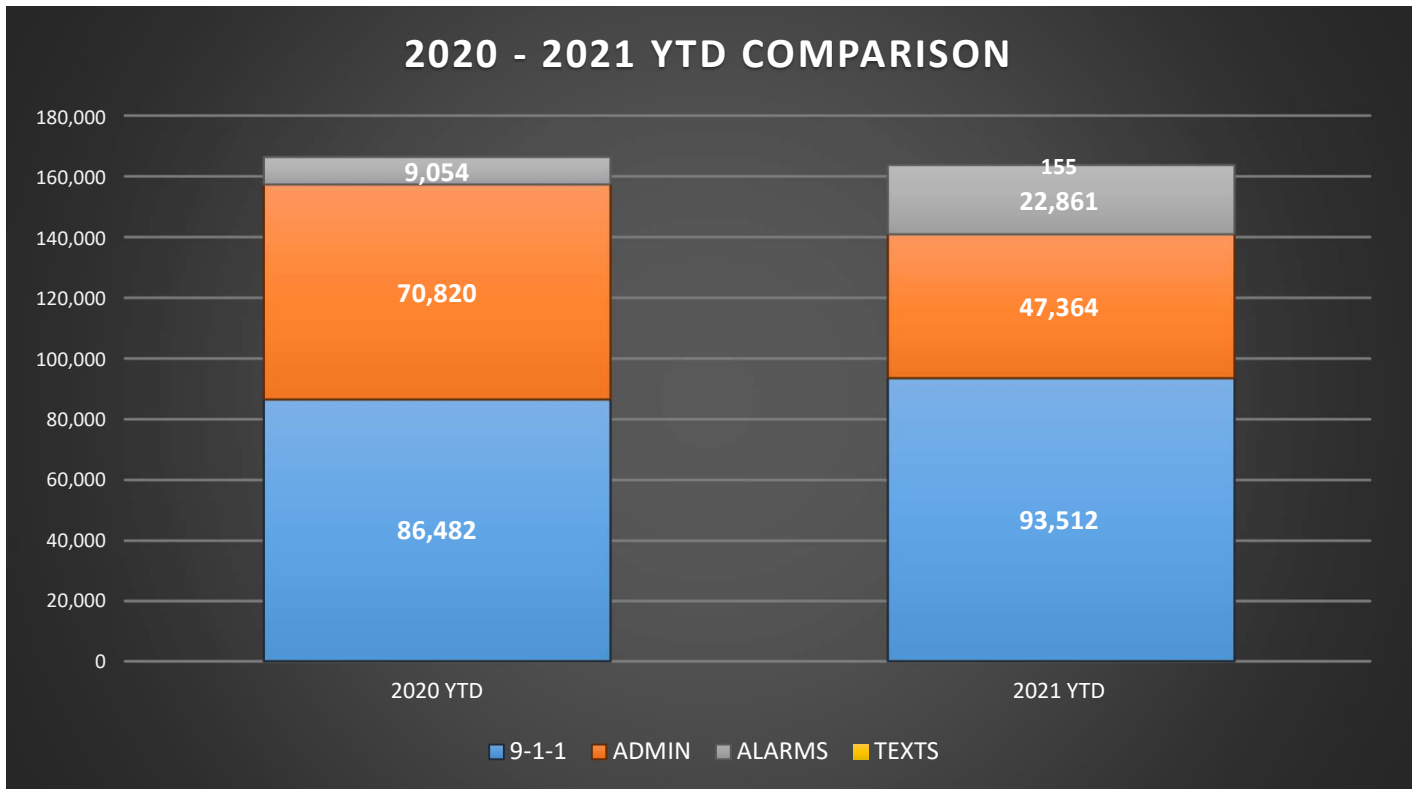
LAST YEAR-TO-DATE



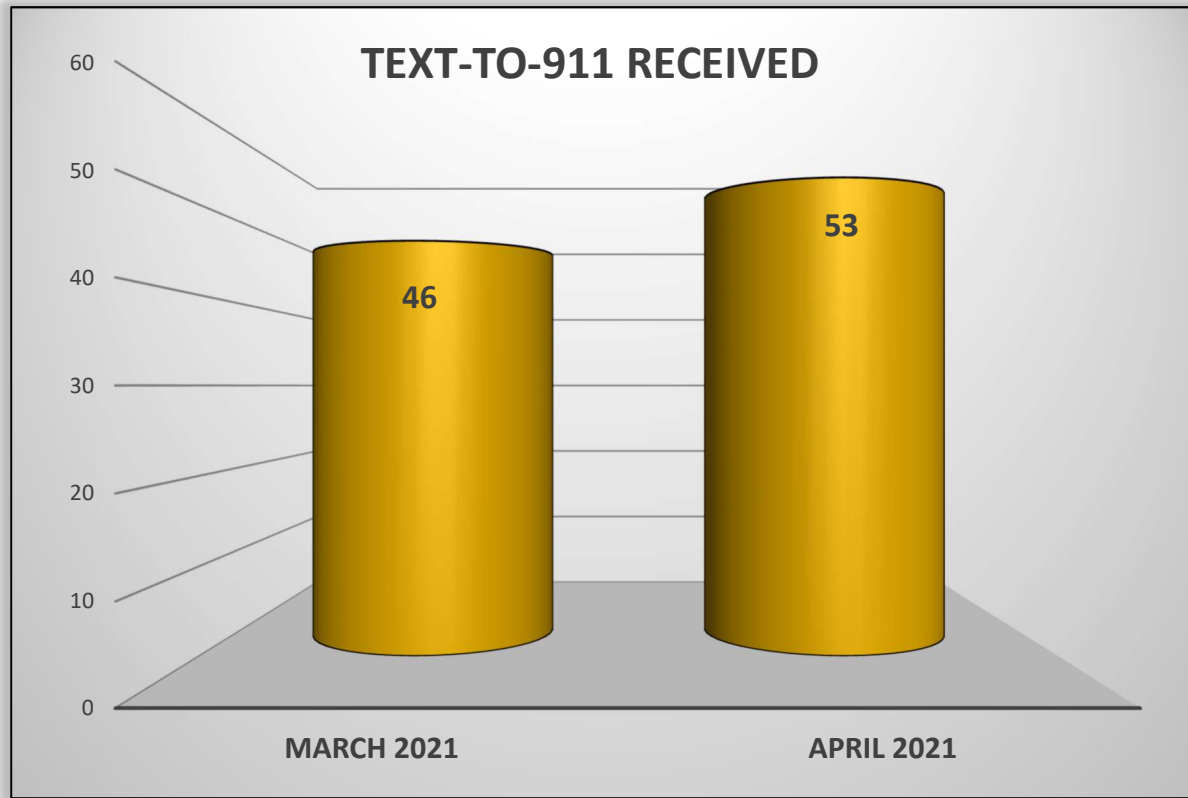
CURRENT YEAR-TO-DATE



TELEPHONE STATISTICS continued

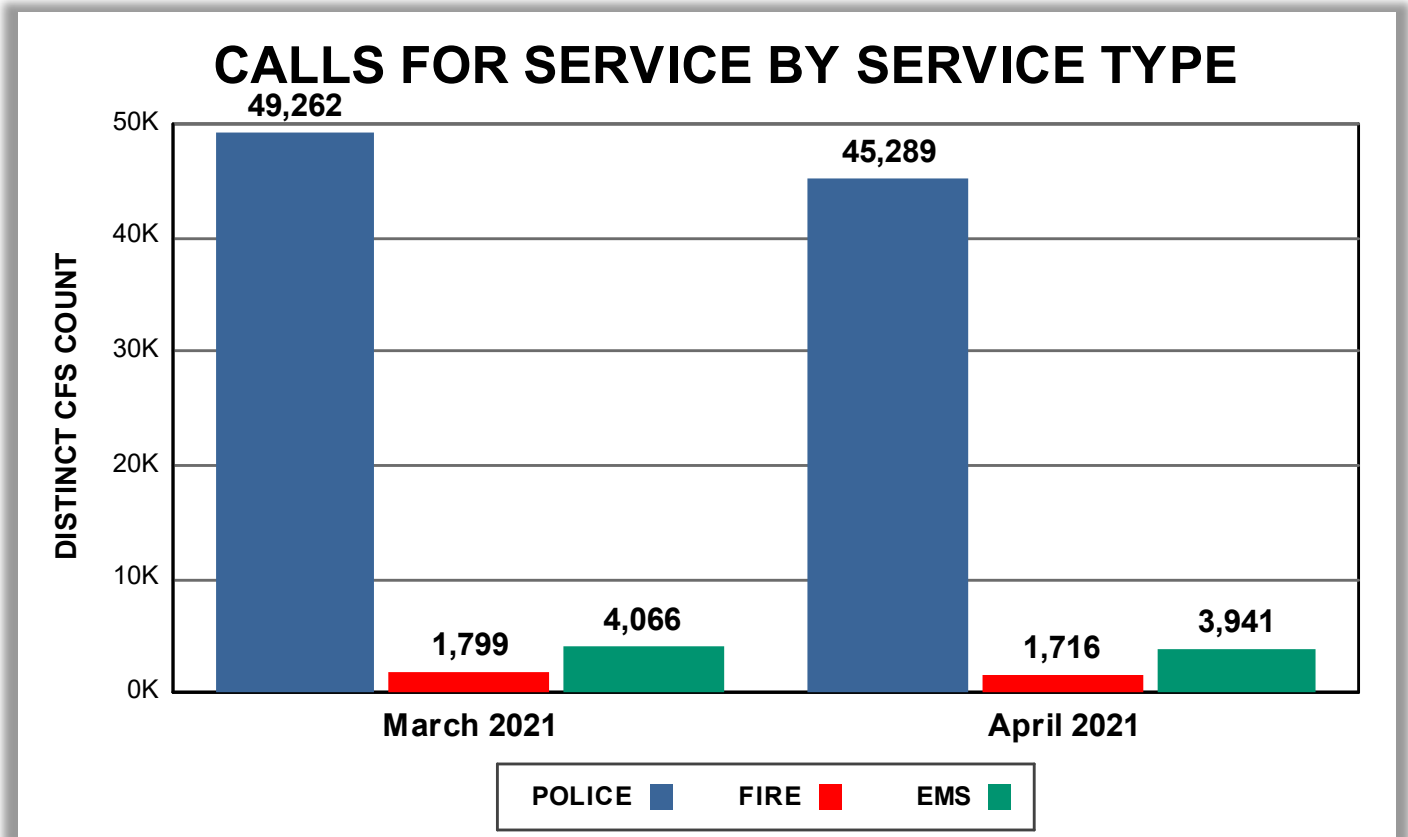


TELEPHONE STATISTICS continued



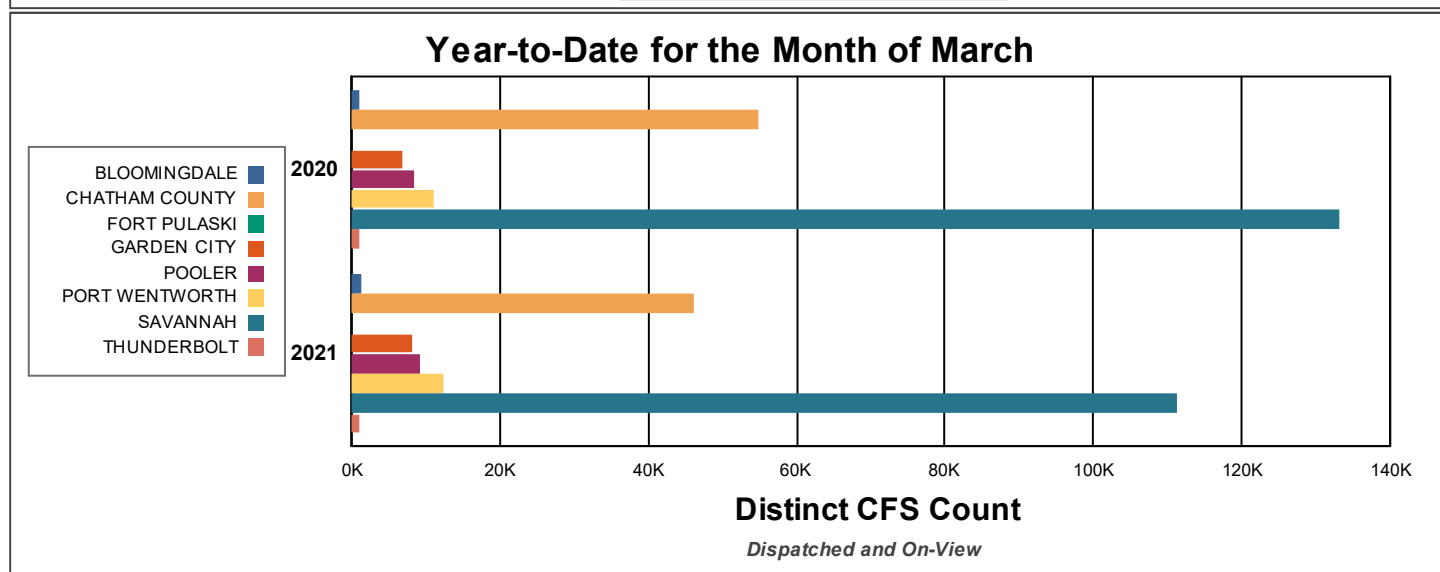
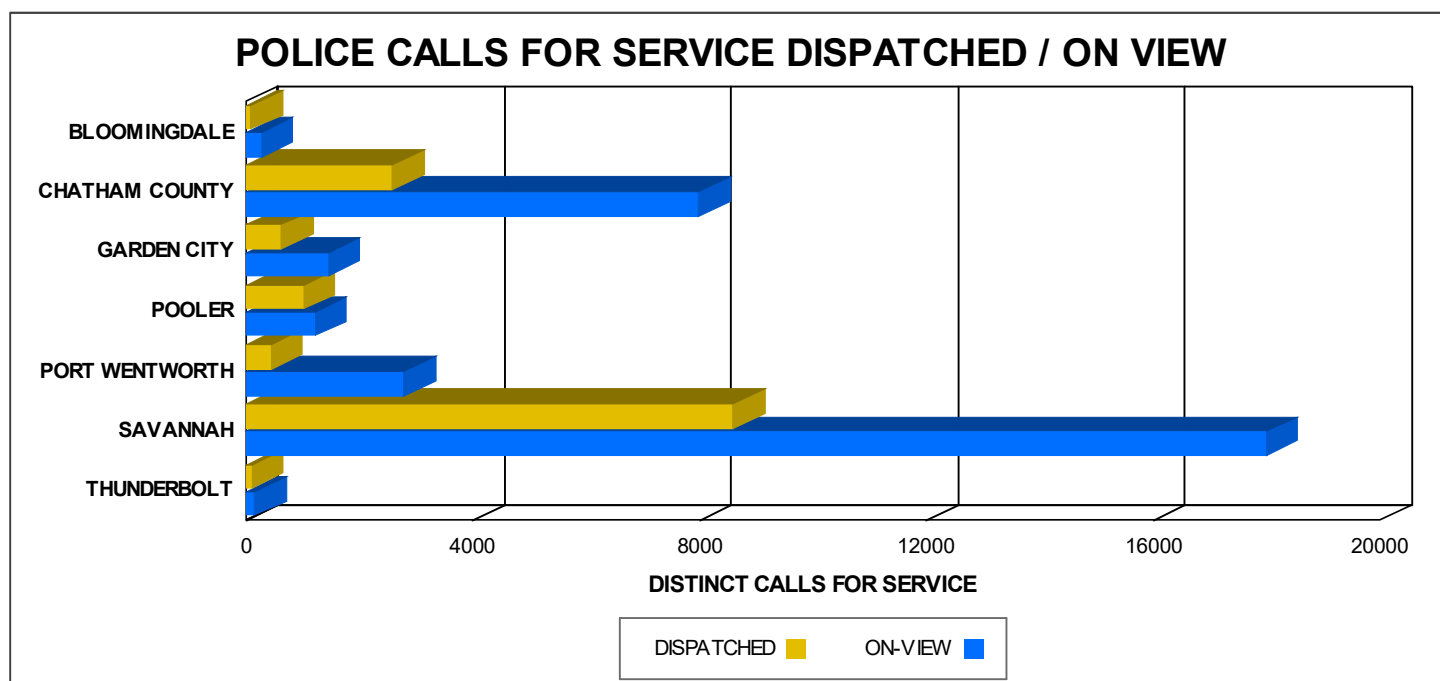
CAD CALLS FOR SERVICE

Distinct Counts / Includes On-View



POLICE

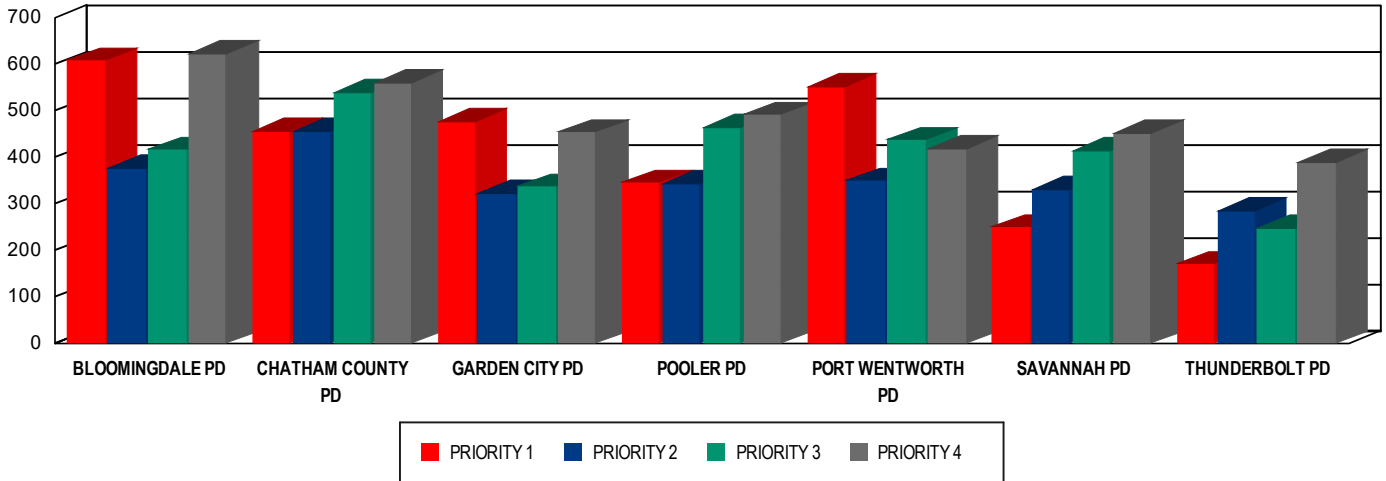
AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	91	275	366
CHATHAM COUNTY	2,573	7,990	10,563
FORT PULASKI	0	0	0
GARDEN CITY	614	1,448	2,062
POOLER	1,013	1,212	2,225
PORT WENTWORTH	439	2,790	3,229
SAVANNAH	8,600	18,001	26,601
THUNDERBOLT	98	145	243
TOTAL	13,428	31,861	45,289



POLICE *continued*

AVERAGE SECONDS DISPATCHED TO ONSCENE

BY AGENCY AND PRIORITY - excludes Animal Services

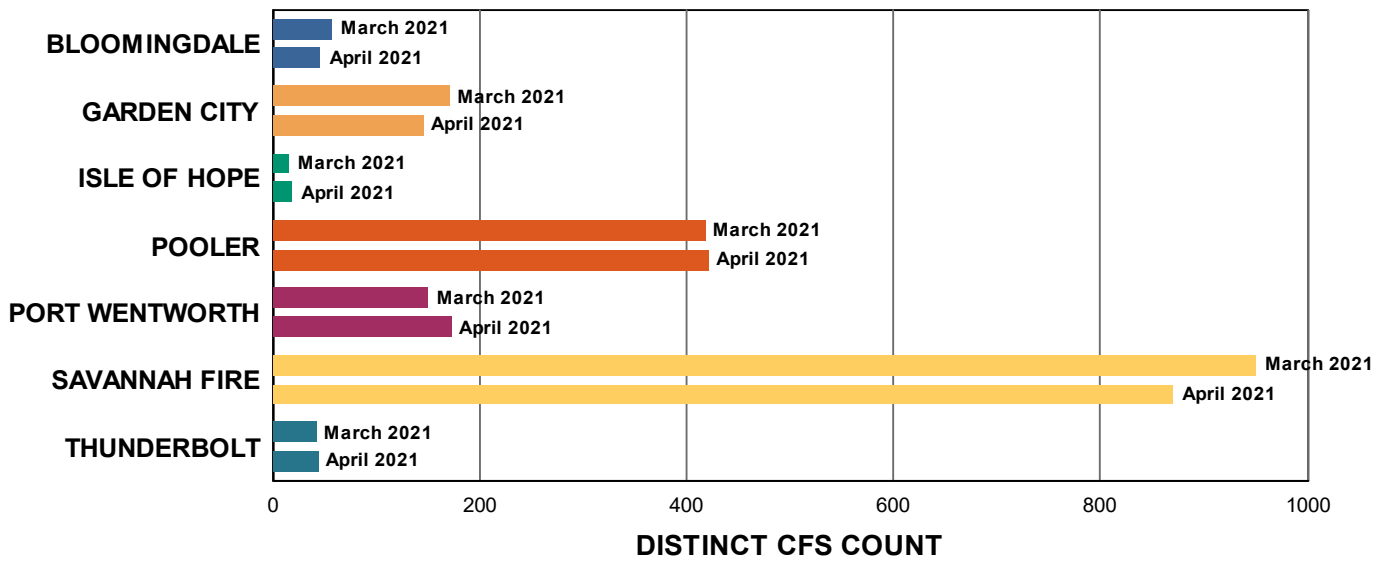


	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE PD	608	376	416	622
CHATHAM COUNTY PD	457	456	540	561
GARDEN CITY PD	476	322	337	454
POOLER PD	345	343	465	492
PORT WENTWORTH PD	551	350	437	417
SAVANNAH PD	249	330	416	453
THUNDERBOLT PD	170	286	249	388

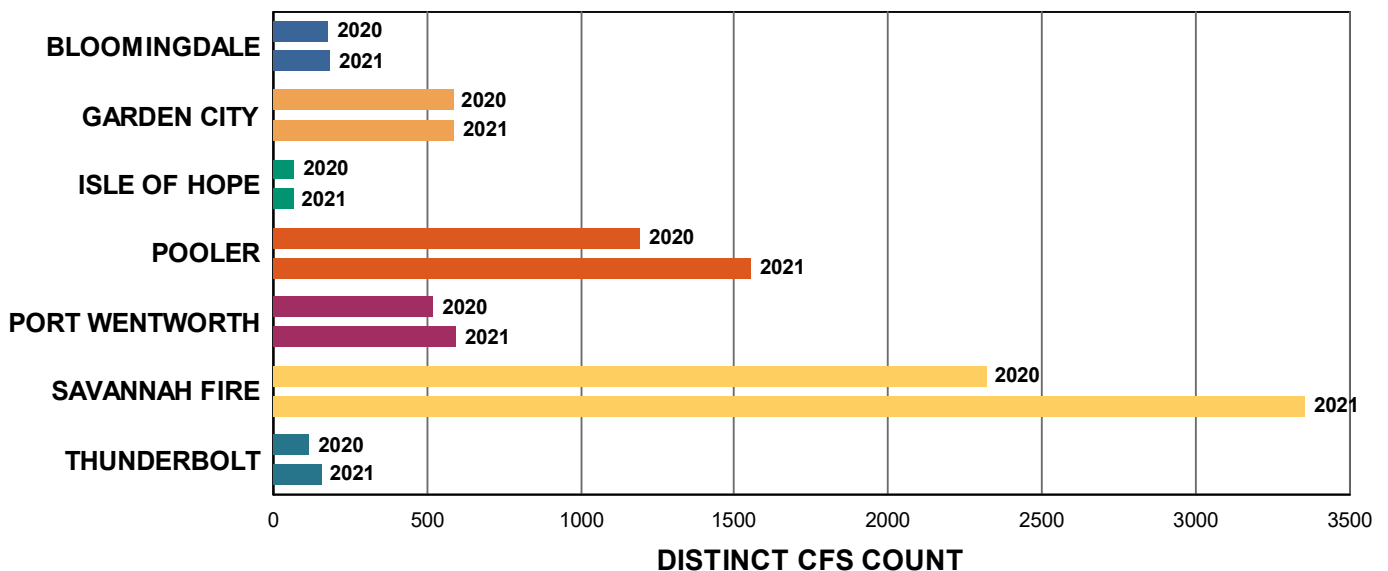
FIRE

AGENCY	March 2021	April 2021
BLOOMINGDALE	57	46
GARDEN CITY	170	145
ISLE OF HOPE	15	19
POOLER	417	421
PORT WENTWORTH	149	172
SAVANNAH FIRE	950	870
THUNDERBOLT	41	43
Total	1,799	1,716

FIRE DEPARTMENT CALLS FOR SERVICE

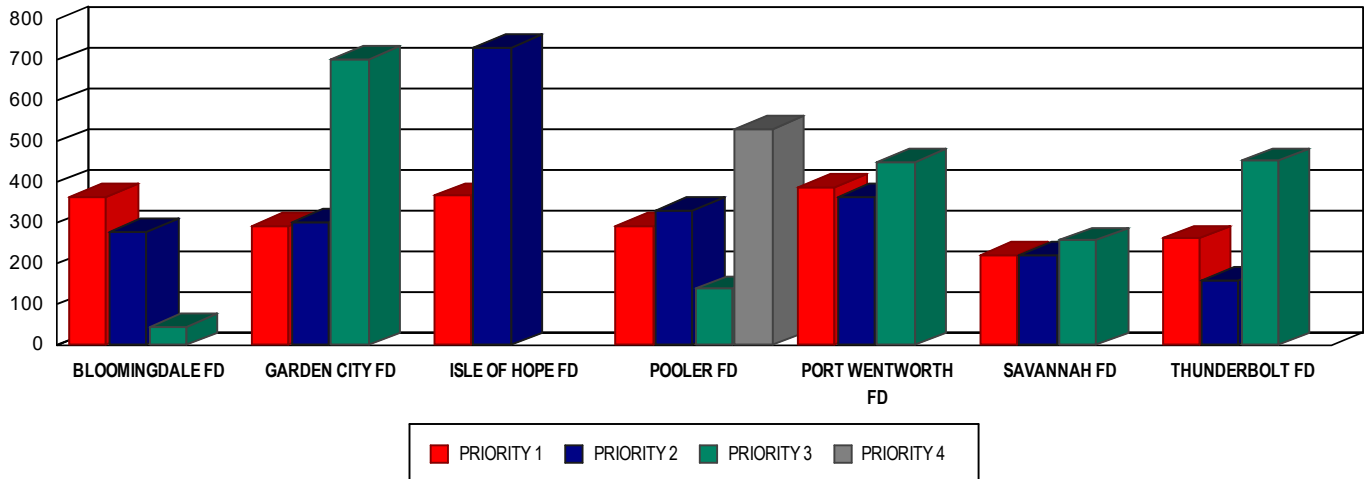


FIRE DEPARTMENT CALLS FOR SERVICE



FIRE *continued*

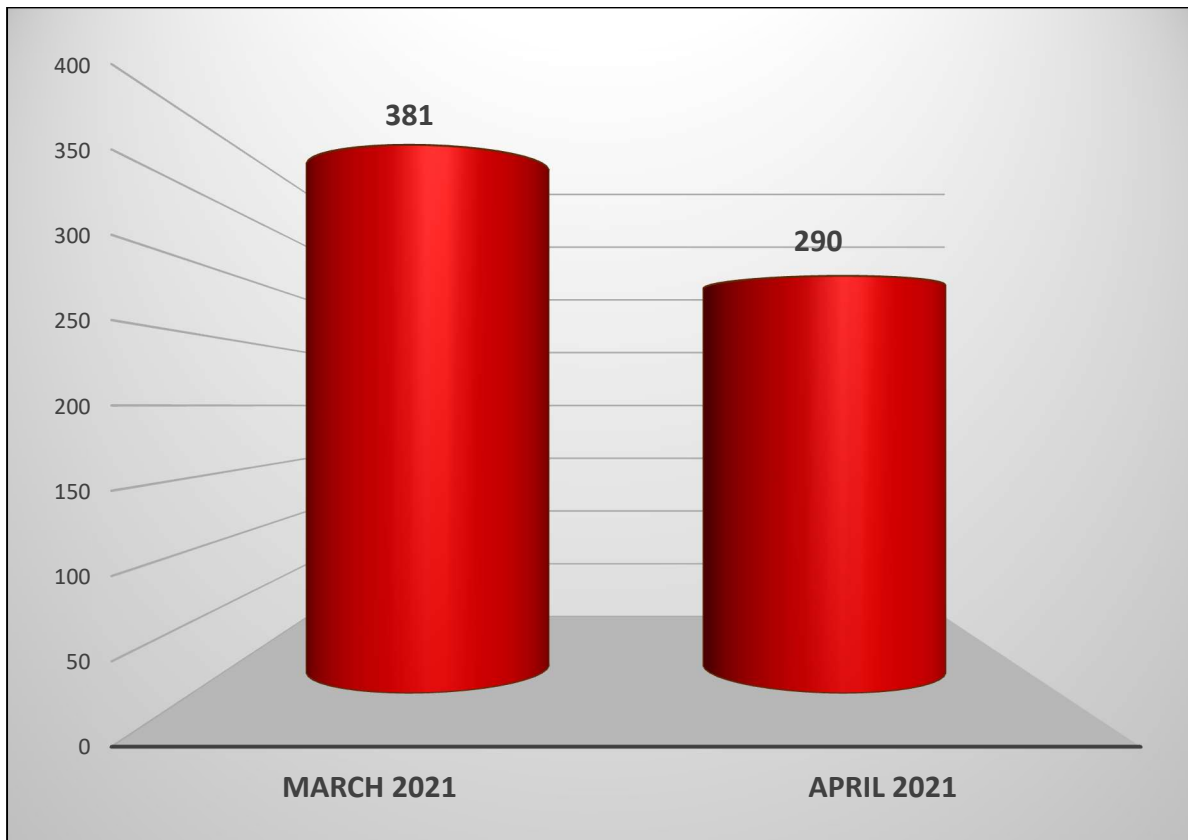
**AVERAGE SECONDS DISPATCHED TO ONSCENE
BY AGENCY AND PRIORITY**



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE FD	363	278	47	0
GARDEN CITY FD	293	304	701	0
ISLE OF HOPE FD	367	732	0	0
POOLER FD	292	332	139	532
PORT WENTWORTH FD	387	364	451	0
SAVANNAH FD	220	222	257	0
THUNDERBOLT FD	262	160	453	0

FIRE *continued*

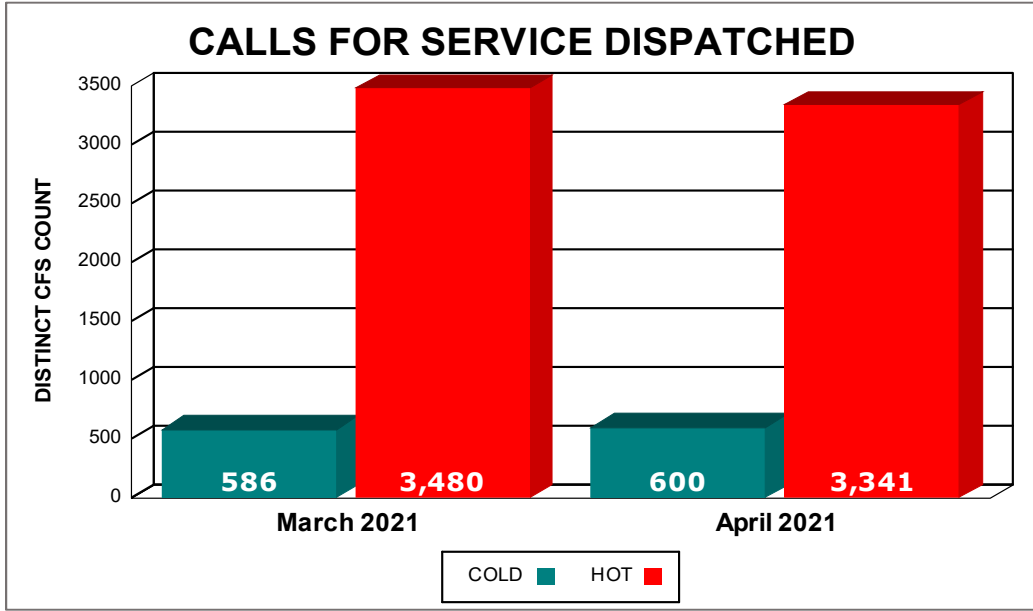
AGENCY	March 2021	April 2021
CHATHAM FIRE*	381	290



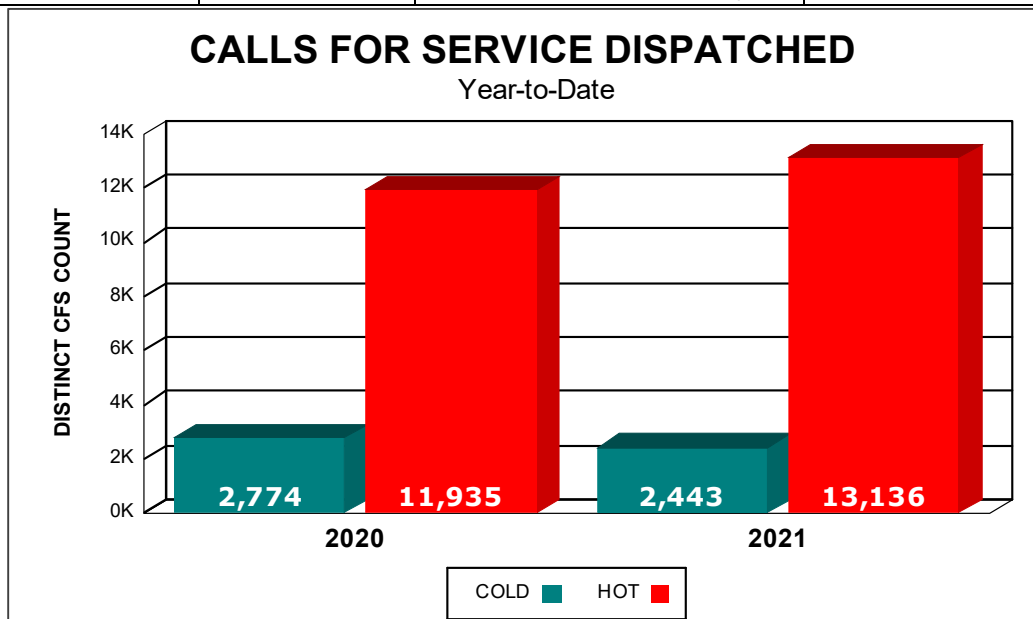
***These calls are dispatched by Chatham Emergency Services**

EMS

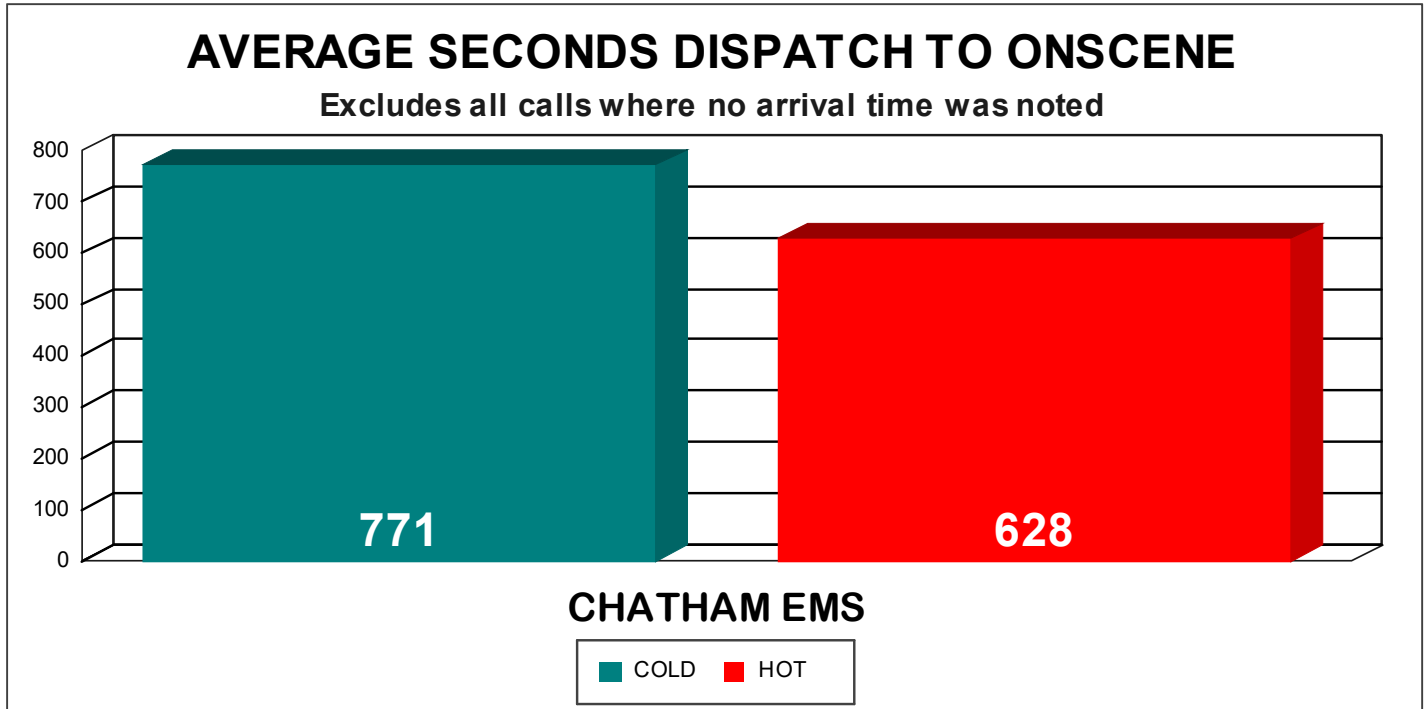
AGENCY		March 2021	April 2021
CHATHAM	COLD	586	600
	HOT	3,480	3,341
	TOTAL	4,066	3,941



AGENCY		2020	2021
CHATHAM	COLD	2,774	2,443
	HOT	11,935	13,136
	TOTAL	14,709	15,579



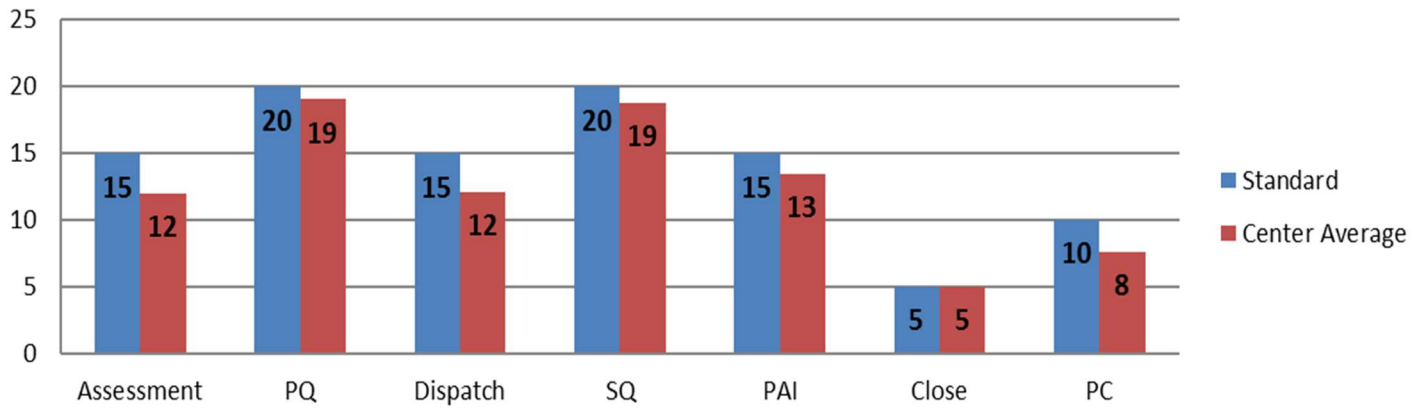
EMS *continued*



Quality Assurance Numbers

APRIL 2021

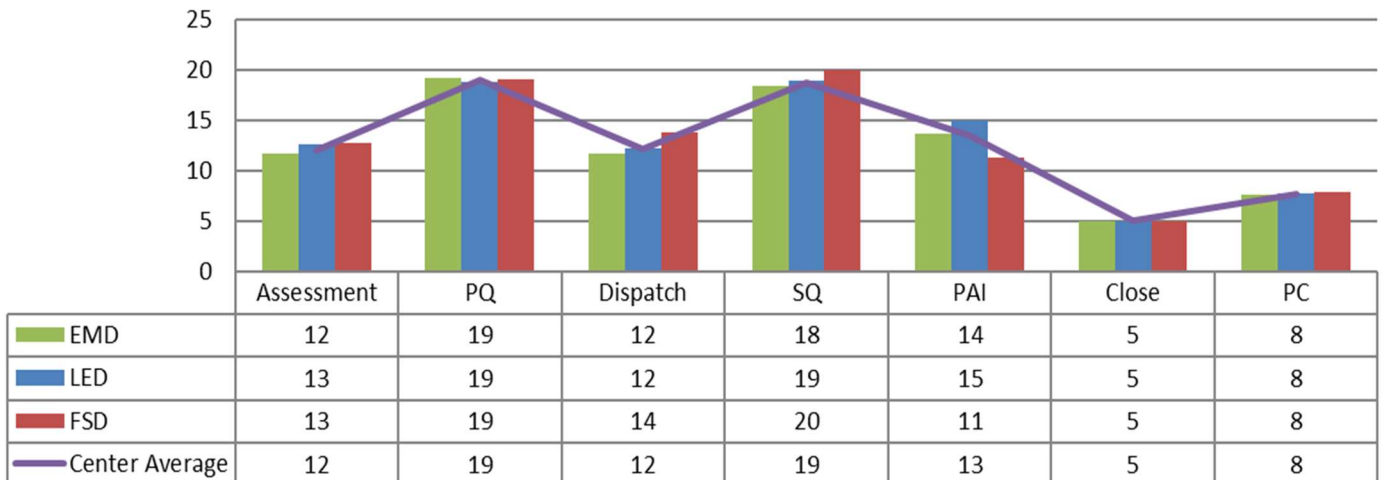
Monthly Call Taking Averages



Call Taking Numbers

Operator	Reviews	Assessment	PQ	Dispatch	SQ	PAI	Close	PC	Score
Standard		15	20	15	20	15	5	10	
March 2021	93	12	19	12	19	14	5	7	88%
April 2021	49	12	19	12	19	13	5	8	88%

Call Taking Averages by Discipline



Quality Assurance Numbers *continued*

Dispatch Numbers

Operator	Reviews	Radio Skills	Responder Safety	CAD Entry	Customer Service	Score
Standard		100%	100%	100%	100%	
March 2021	2	100%	100%	100%	100%	100%
April 2021	2	89%	82%	40%	90%	74%

Minimal QAs were conducted this month due to training of new employees

Total QA Overview

QA Category	Total Completed	Average Scores
Random	42	88%
Requested	2	74%
Significant Incident	7	91%
Department Total	51	84%

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.