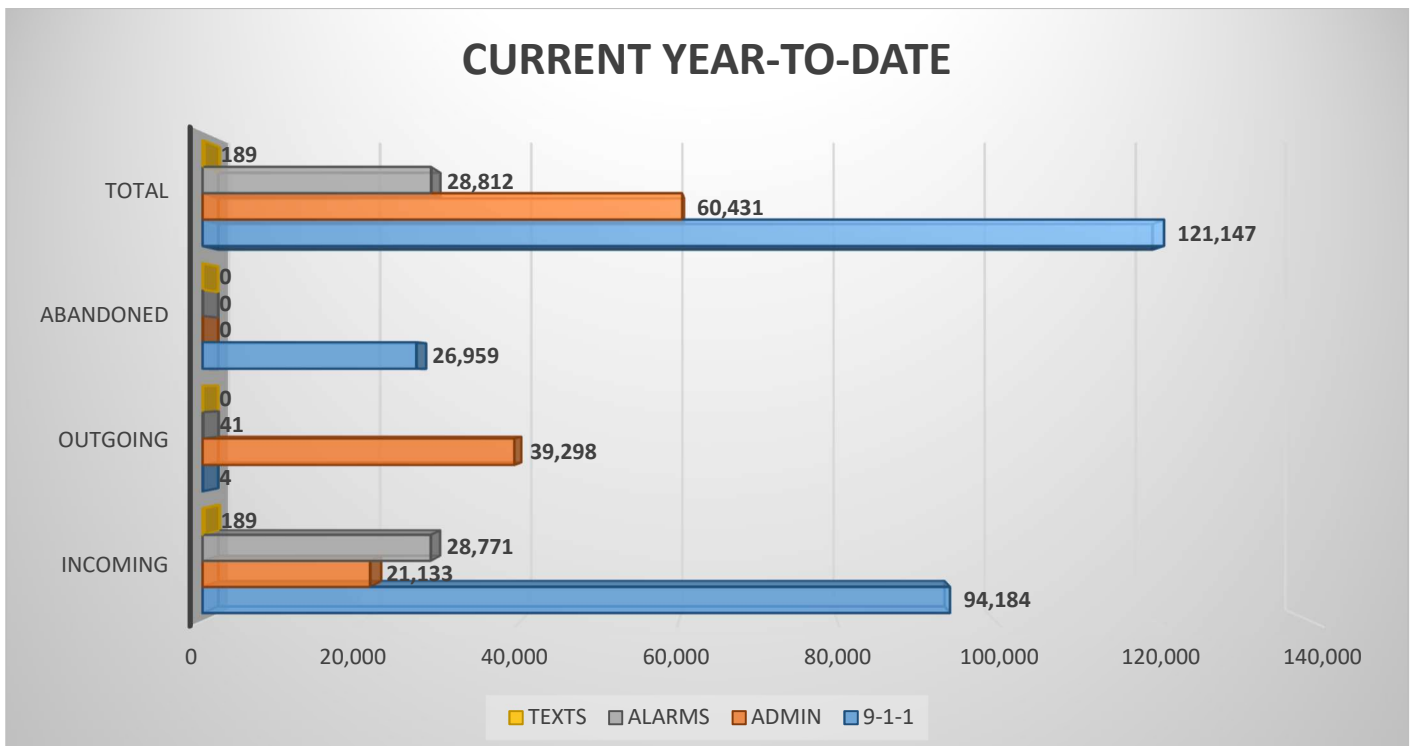
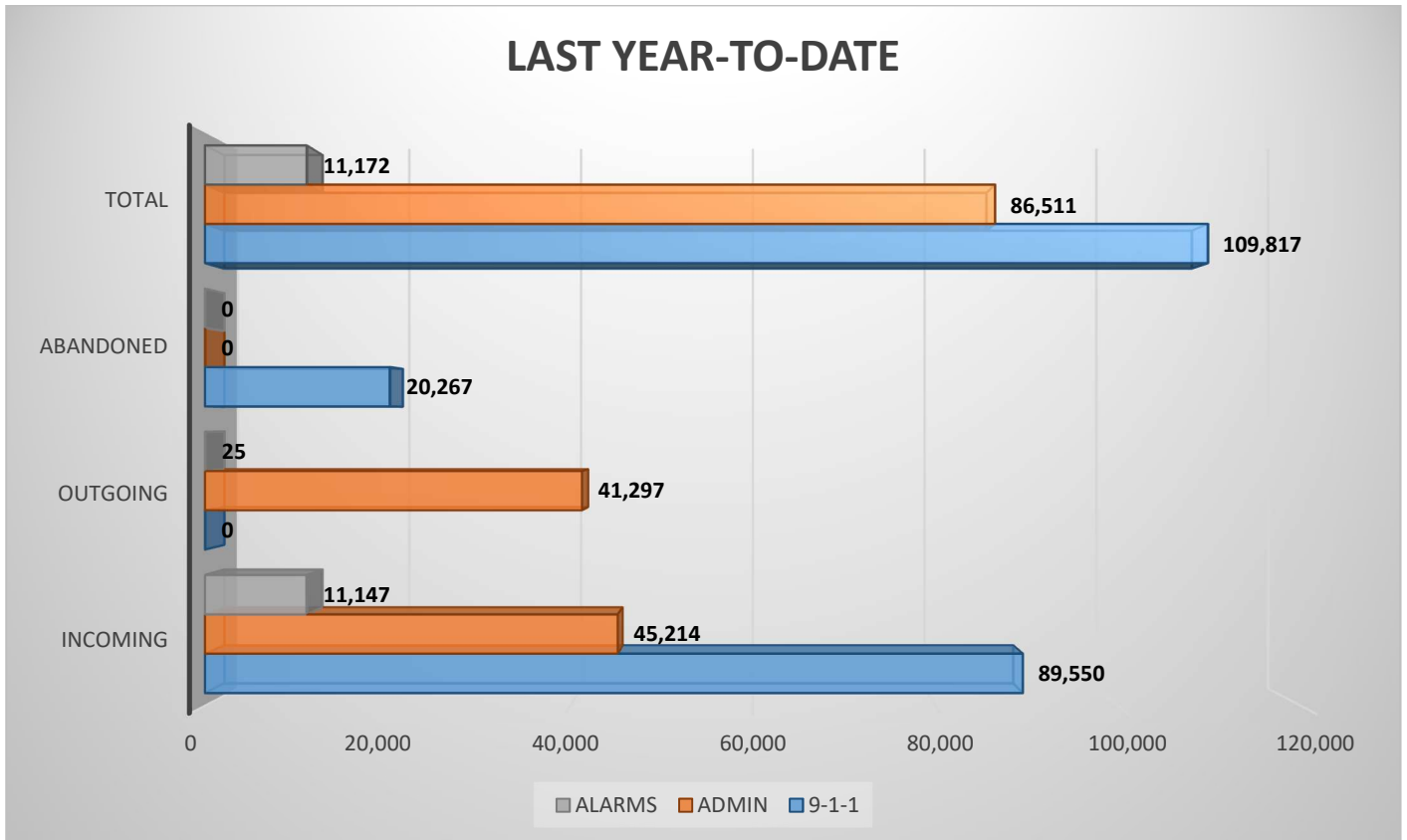


CHATHAM 9-1-1 COMMUNICATIONS SERVICES

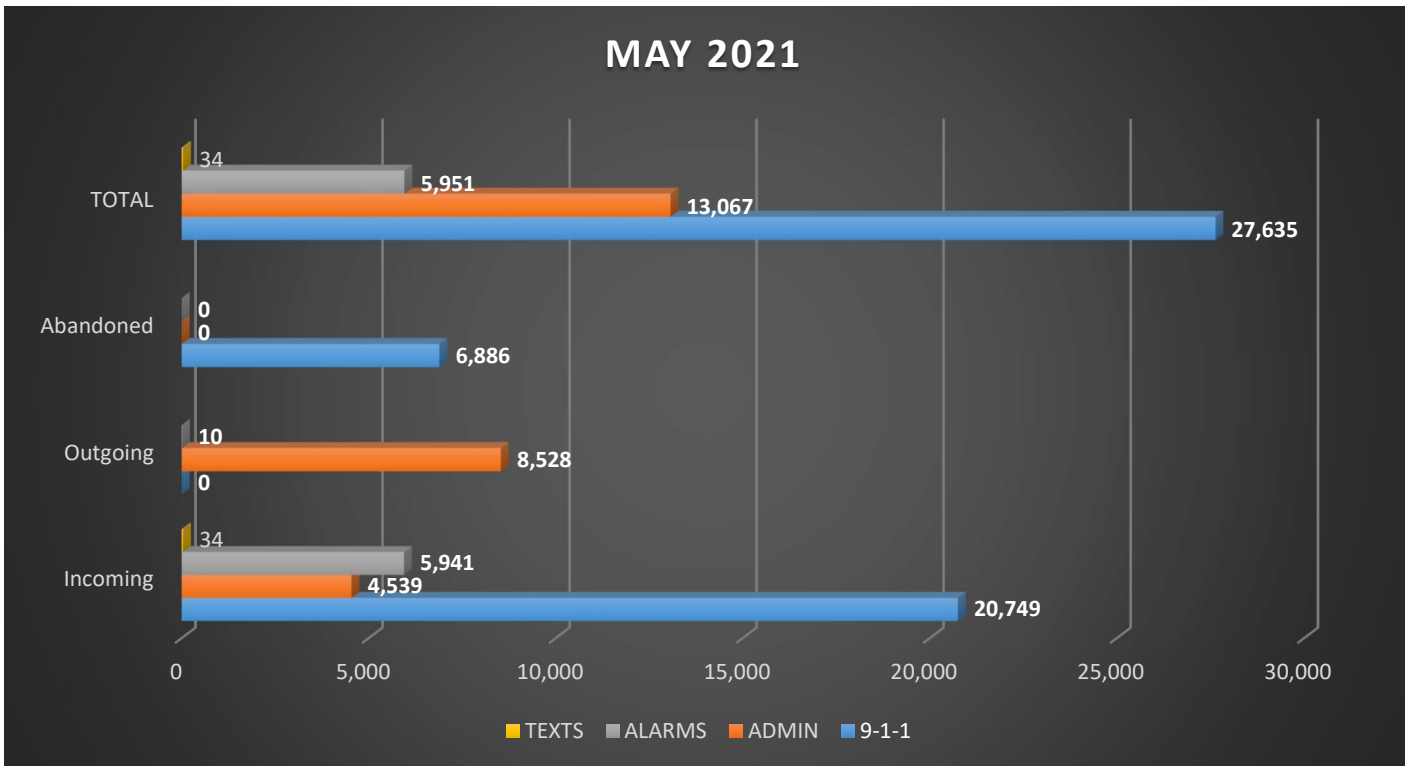
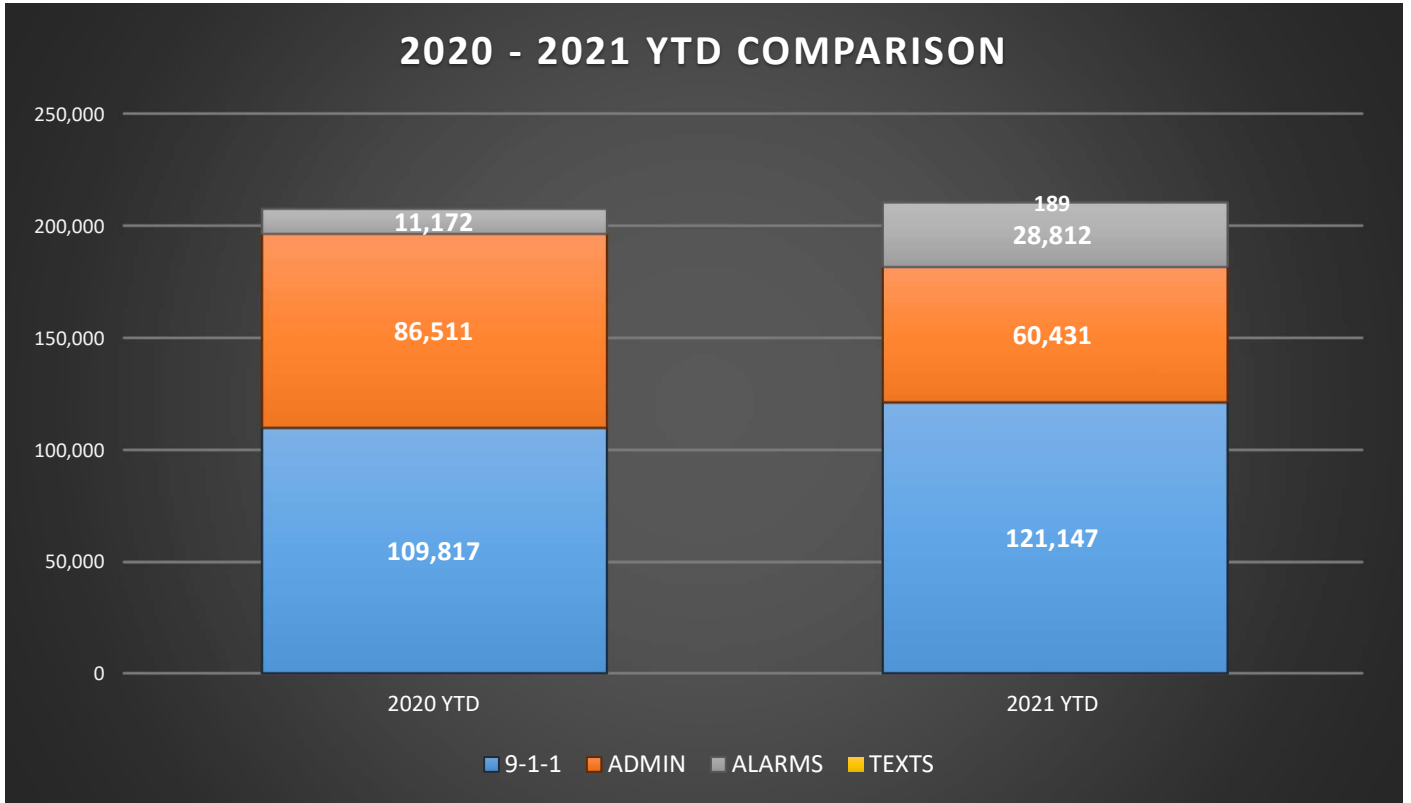


MAY 2021

2021 TELEPHONE STATISTICS

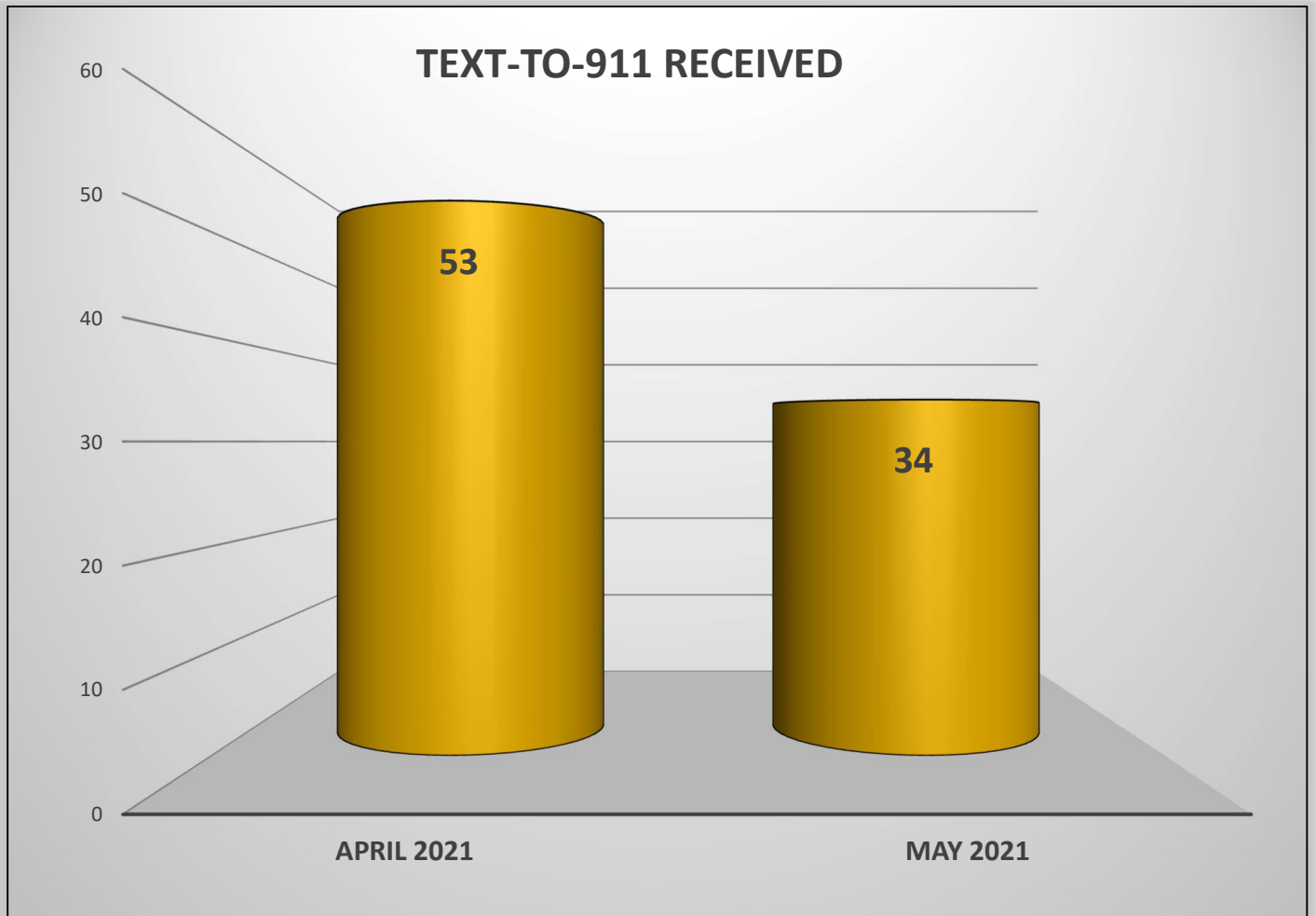


TELEPHONE STATISTICS continued



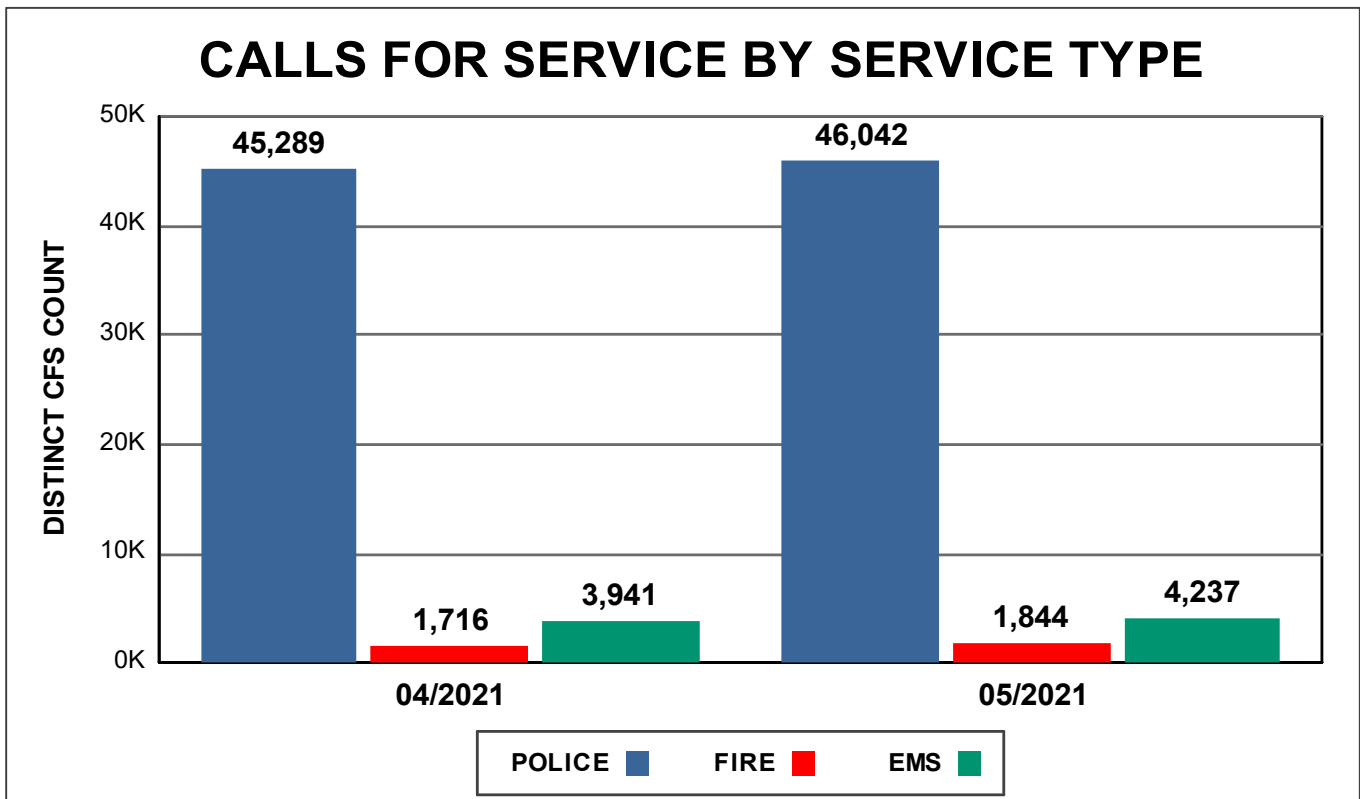
TELEPHONE STATISTICS continued

TELEPHONE STATISTICS continued



CAD CALLS FOR SERVICE

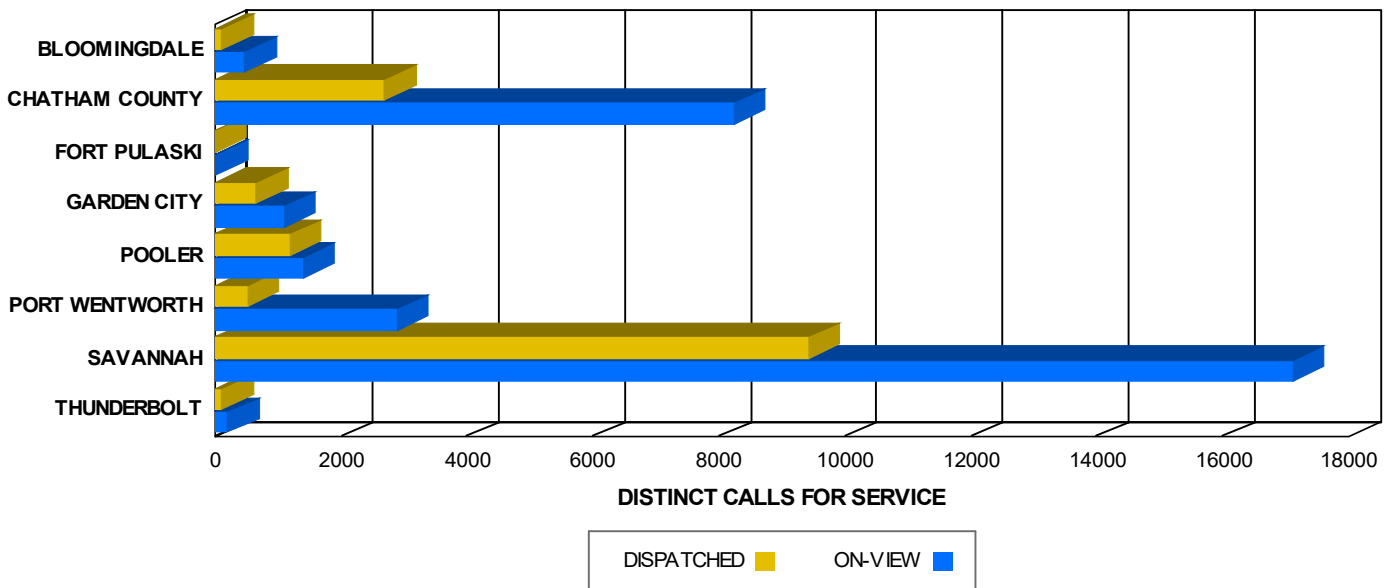
Distinct Counts / Includes On-View



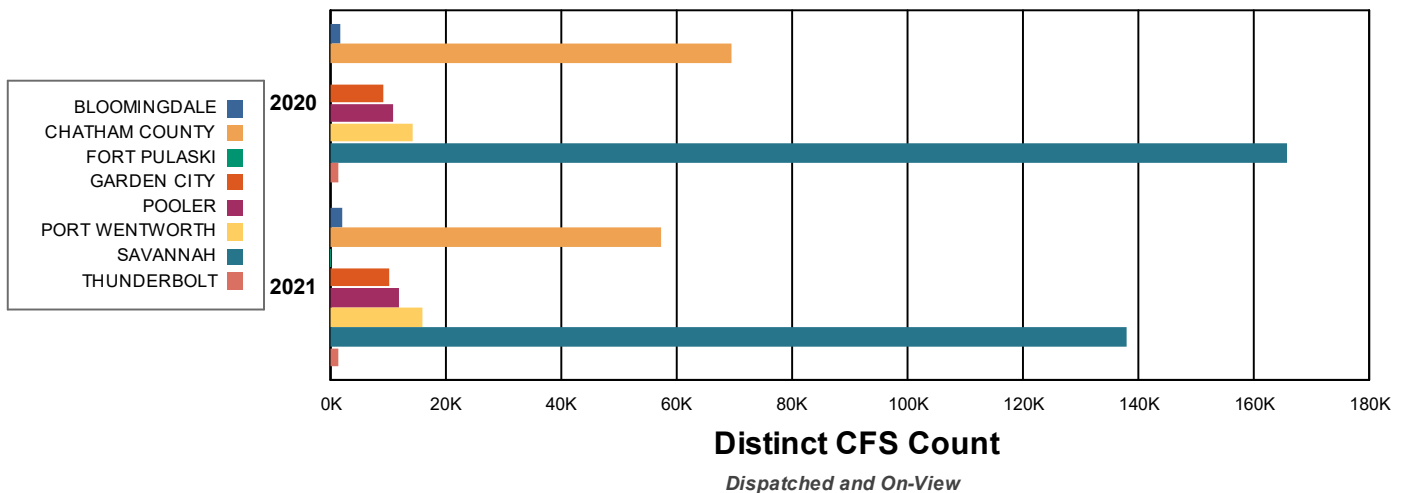
POLICE

AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	110	466	576
CHATHAM COUNTY	2,685	8,231	10,916
FORT PULASKI	0	5	5
GARDEN CITY	656	1,094	1,750
POOLER	1,179	1,397	2,576
PORT WENTWORTH	512	2,882	3,394
SAVANNAH	9,422	17,102	26,524
THUNDERBOLT	98	203	301
TOTAL	14,662	31,380	46,042

POLICE CALLS FOR SERVICE DISPATCHED / ON VIEW



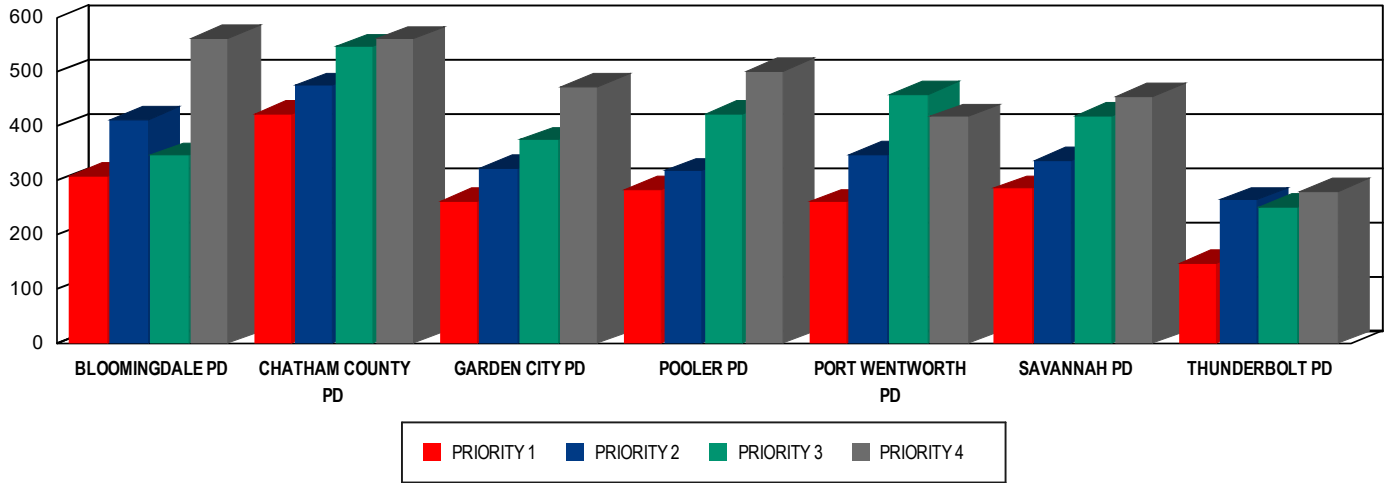
Year-to-Date for the Month of March



POLICE *continued*

AVERAGE SECONDS DISPATCHED TO ONSCENE

BY AGENCY AND PRIORITY - excludes Animal Services

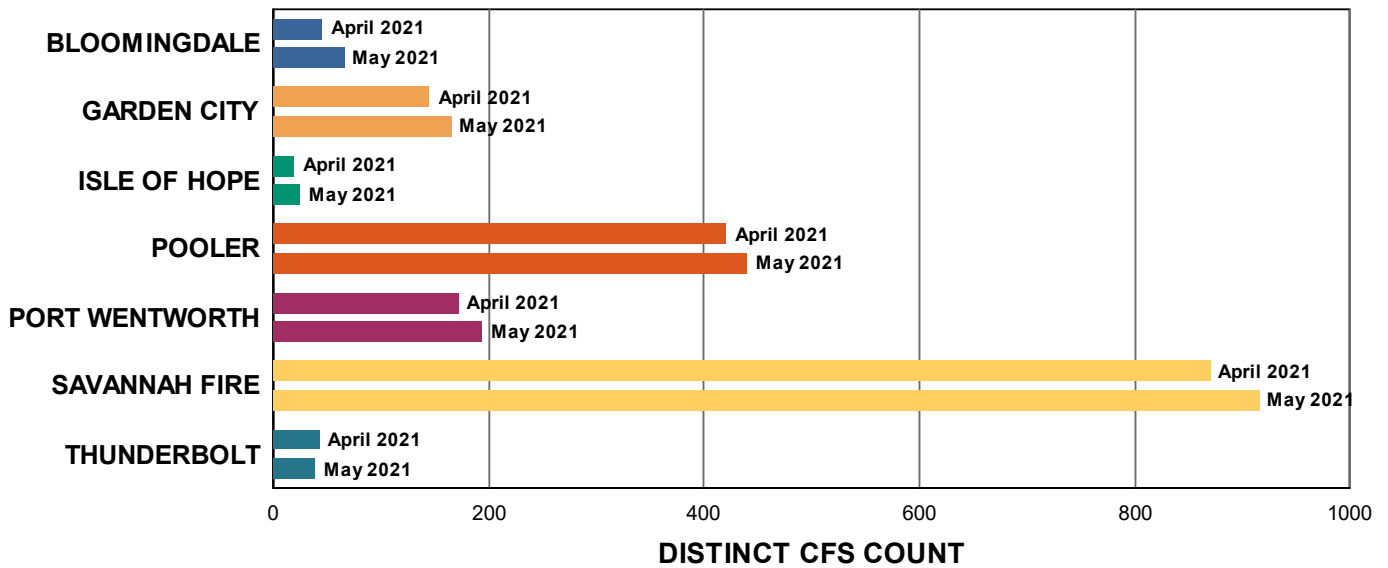


	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE PD	308	412	346	563
CHATHAM COUNTY PD	424	475	547	561
GARDEN CITY PD	262	323	375	472
POOLER PD	284	318	424	500
PORT WENTWORTH PD	261	348	459	418
SAVANNAH PD	285	337	419	454
THUNDERBOLT PD	149	264	252	280

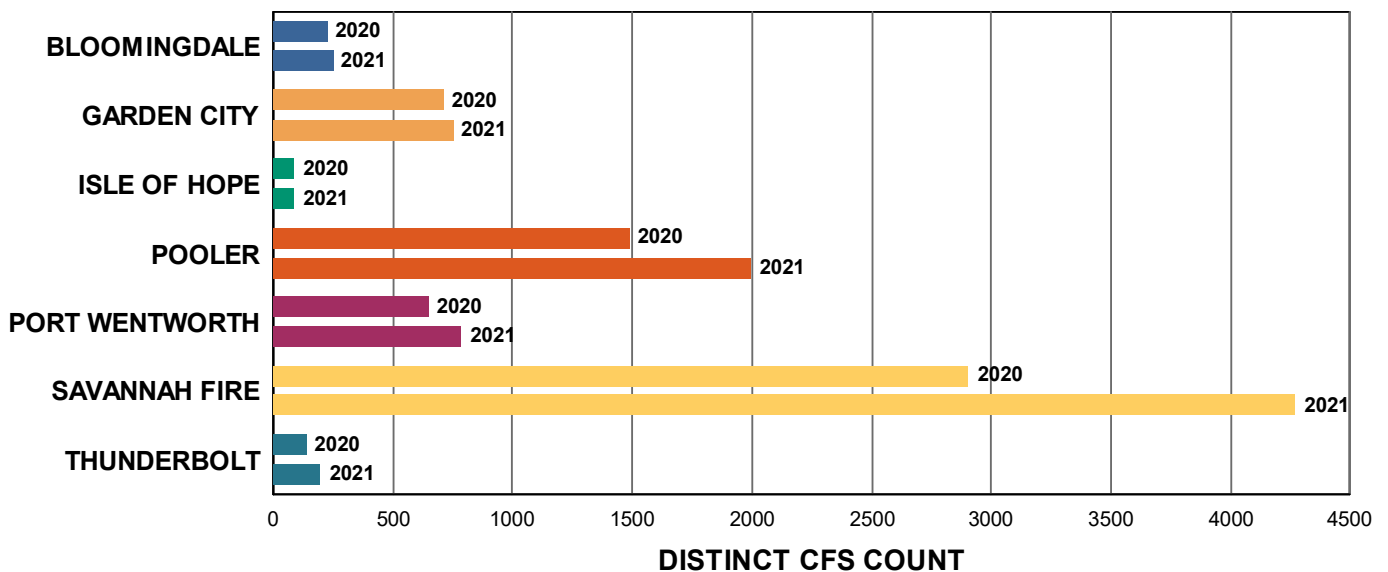
FIRE

AGENCY	April 2021	May 2021
BLOOMINGDALE	46	66
GARDEN CITY	145	165
ISLE OF HOPE	19	25
POOLER	421	440
PORT WENTWORTH	172	194
SAVANNAH FIRE	870	915
THUNDERBOLT	43	39
Total	1,716	1,844

FIRE DEPARTMENT CALLS FOR SERVICE

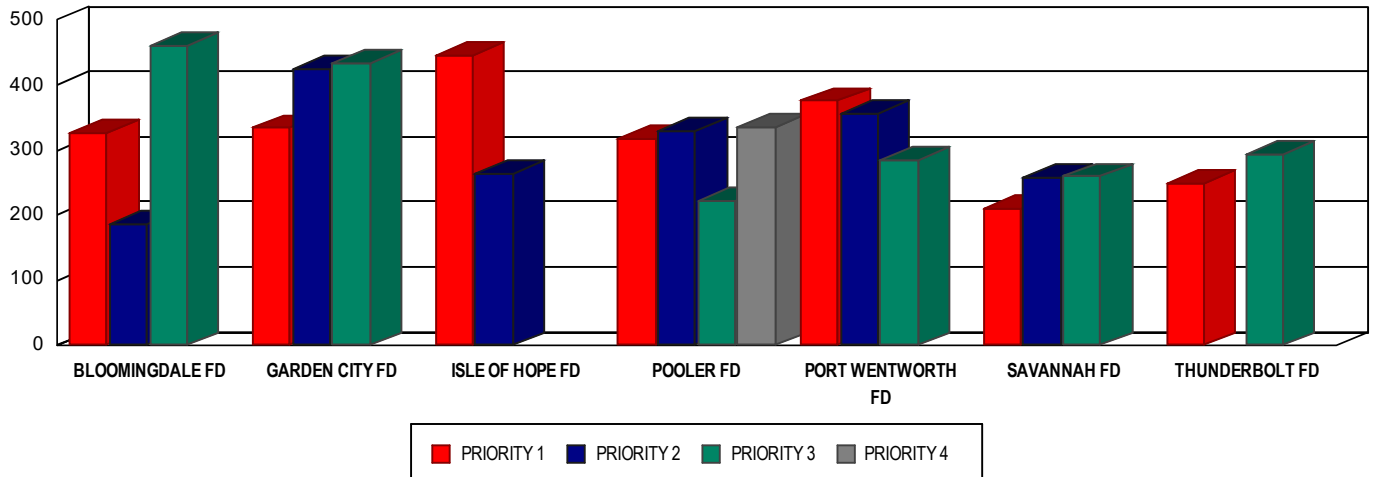


FIRE DEPARTMENT CALLS FOR SERVICE



FIRE *continued*

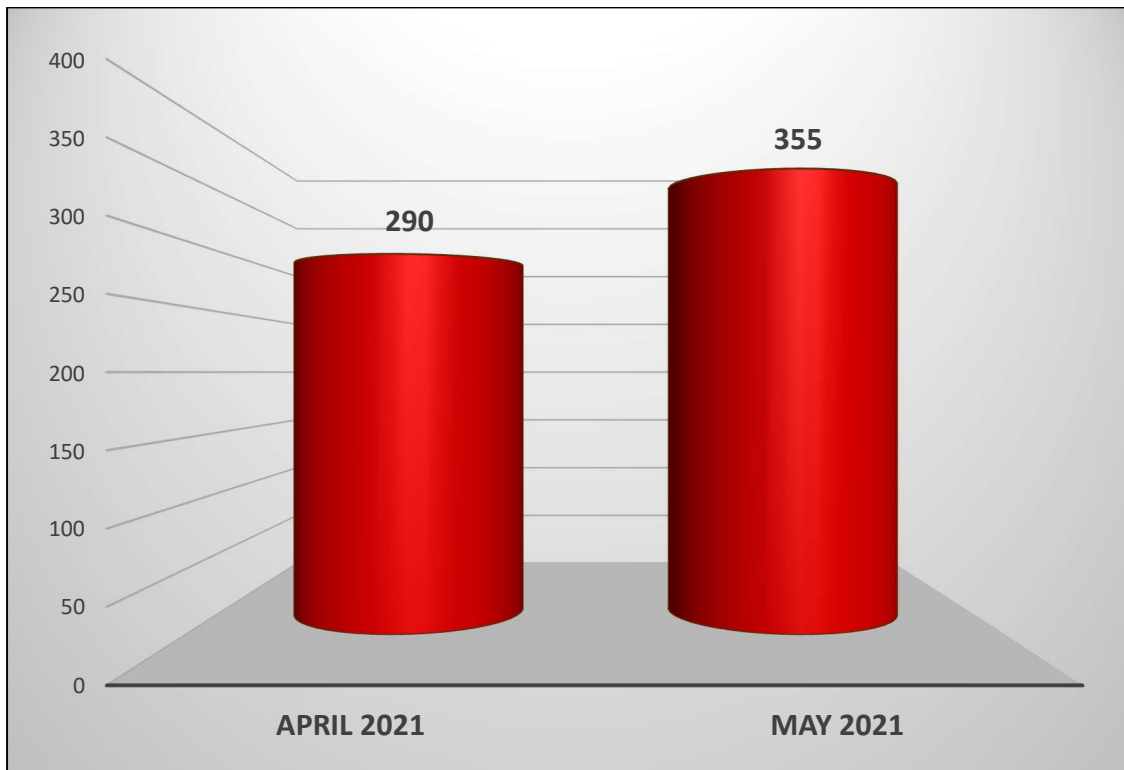
**AVERAGE SECONDS DISPATCHED TO ONSCENE
BY AGENCY AND PRIORITY**



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE FD	327	186	461	0
GARDEN CITY FD	333	425	434	0
ISLE OF HOPE FD	444	263	0	0
POOLER FD	317	329	222	334
PORTWENTWORTH FD	375	355	285	0
SAVANNAH FD	210	257	259	0
THUNDERBOLT FD	248	0	294	0

FIRE *continued*

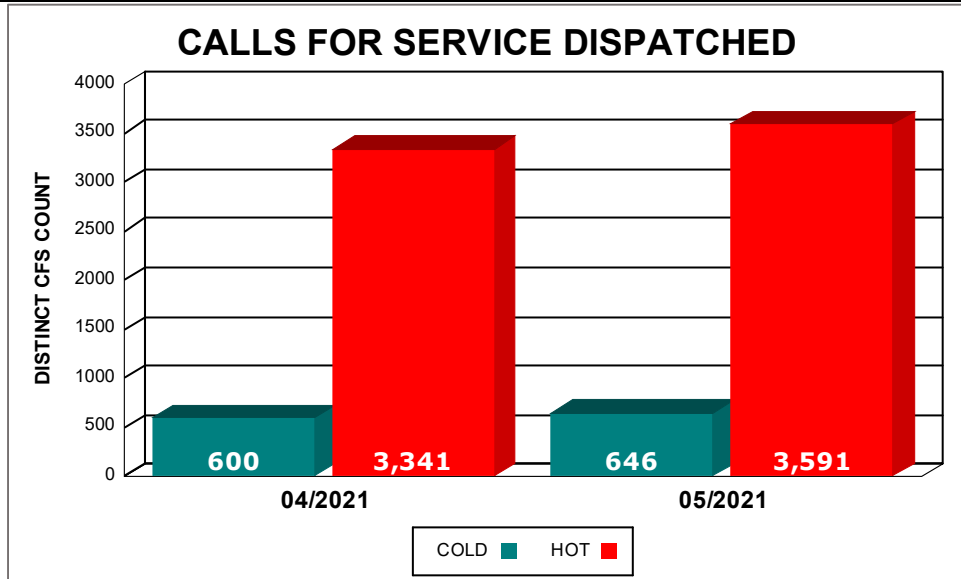
AGENCY	April 2021	May 2021
CHATHAM FIRE*	290	355



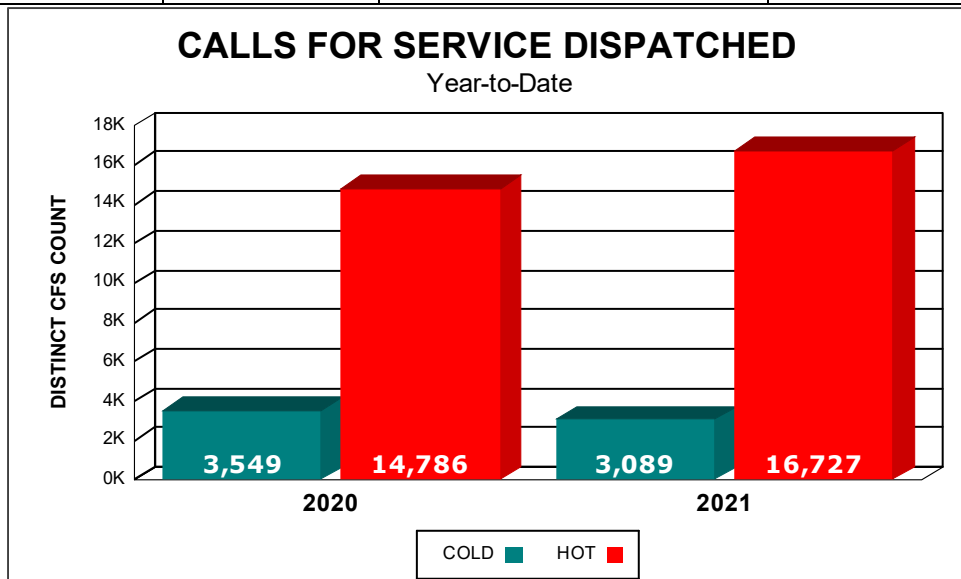
***These calls are dispatched by Chatham Emergency Services**

EMS

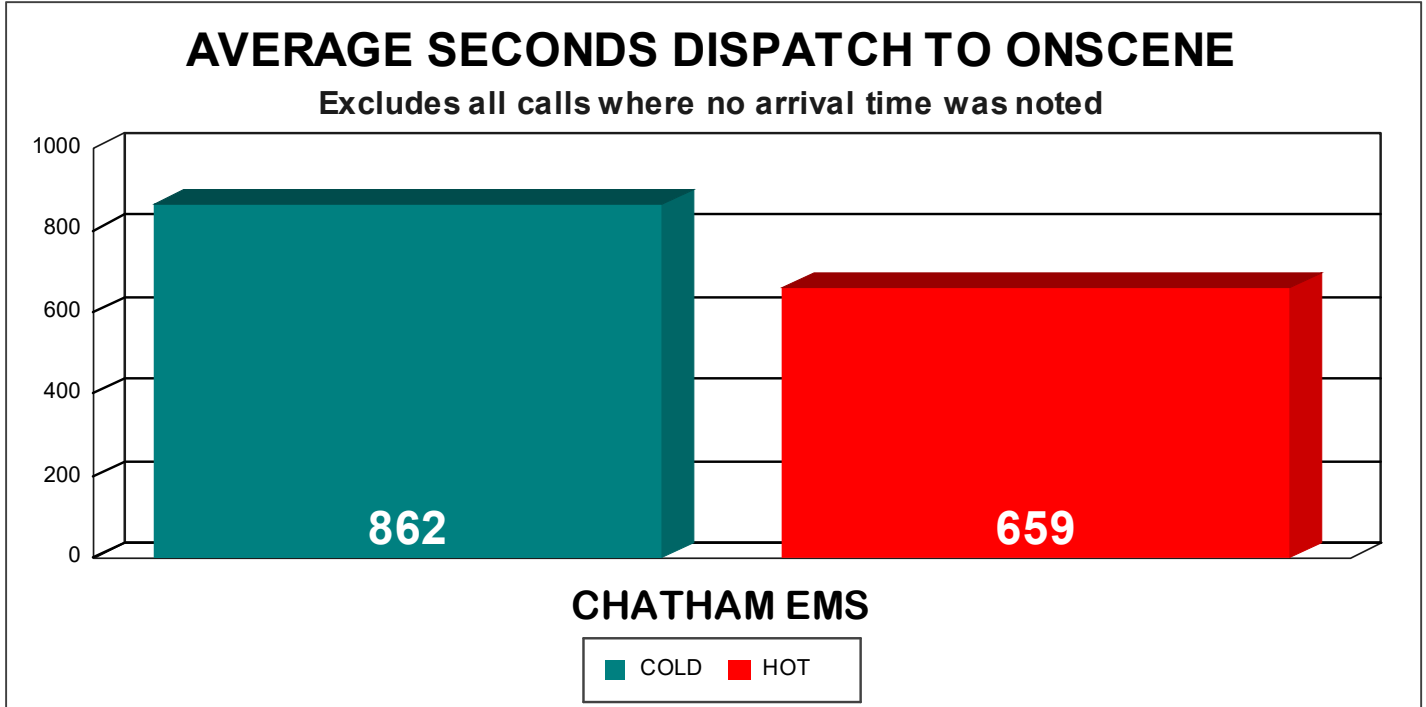
AGENCY		April 2021	May 2021
CHATHAM	COLD	600	646
	HOT	3,341	3,591
	TOTAL	3,941	4,237



AGENCY		2020	2021
CHATHAM	COLD	3,549	3,089
	HOT	14,786	16,727
	TOTAL	18,335	19,816



EMS *continued*



Quality Assurance Numbers

MAY 2021

No QA reviews were conducted due to new employee training.

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.