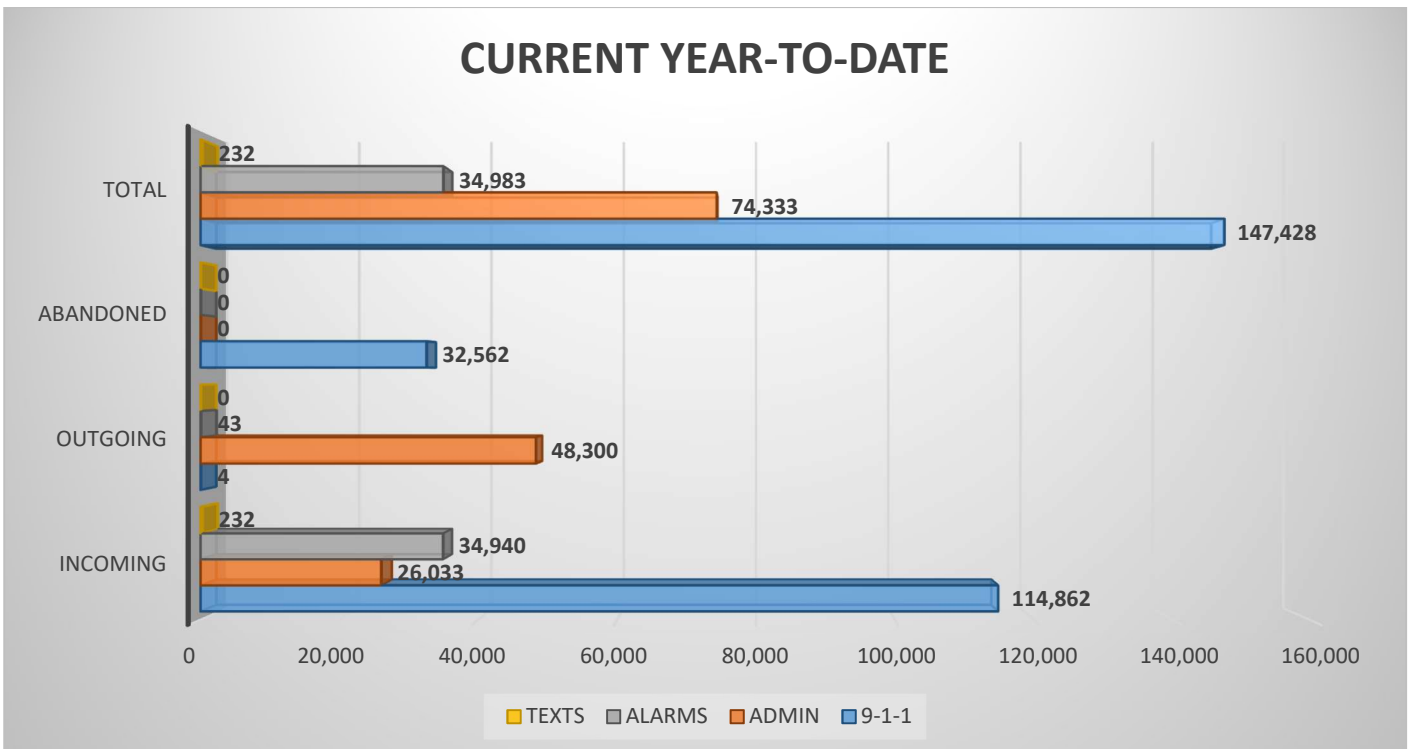
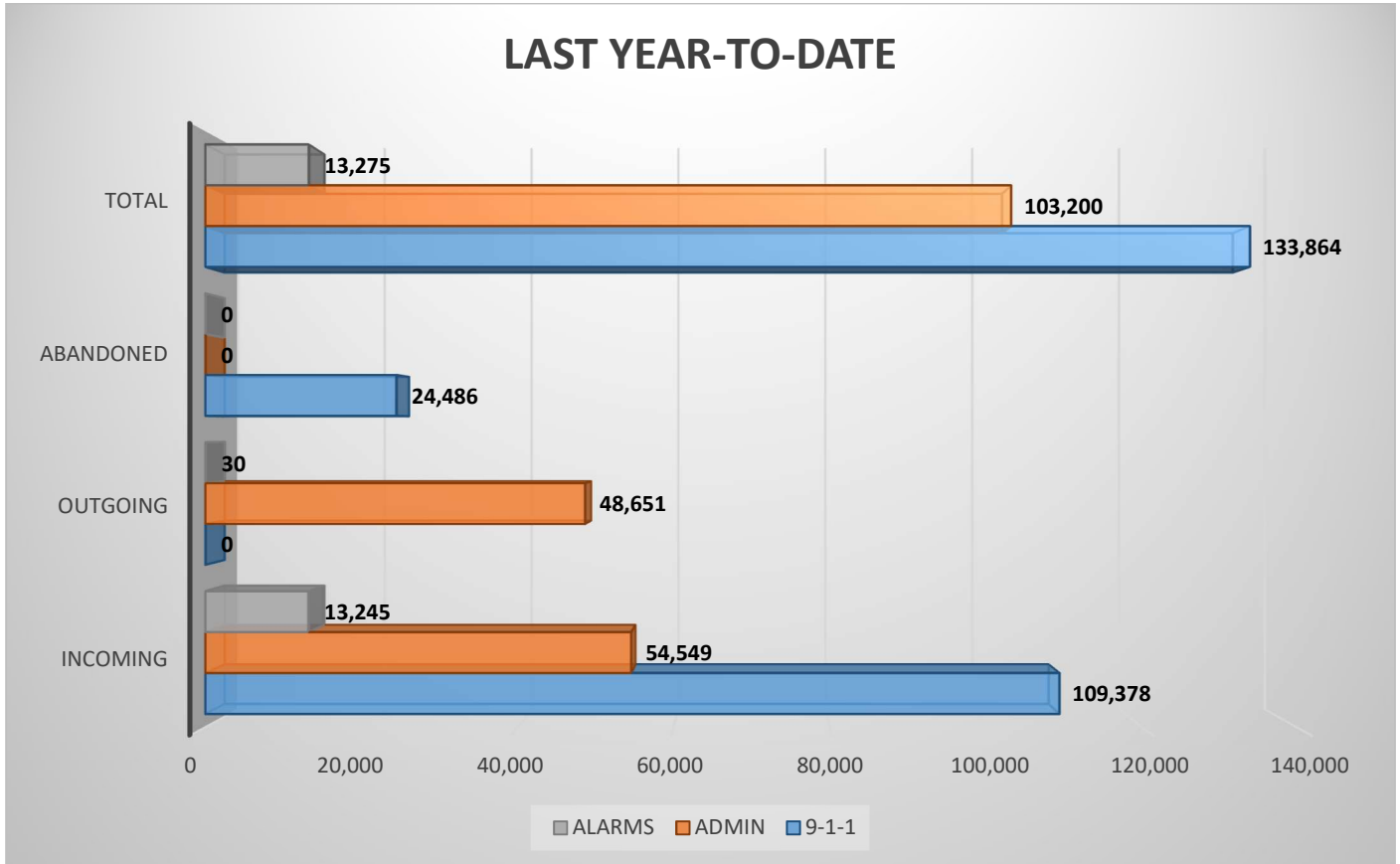


CHATHAM 9-1-1 COMMUNICATIONS SERVICES

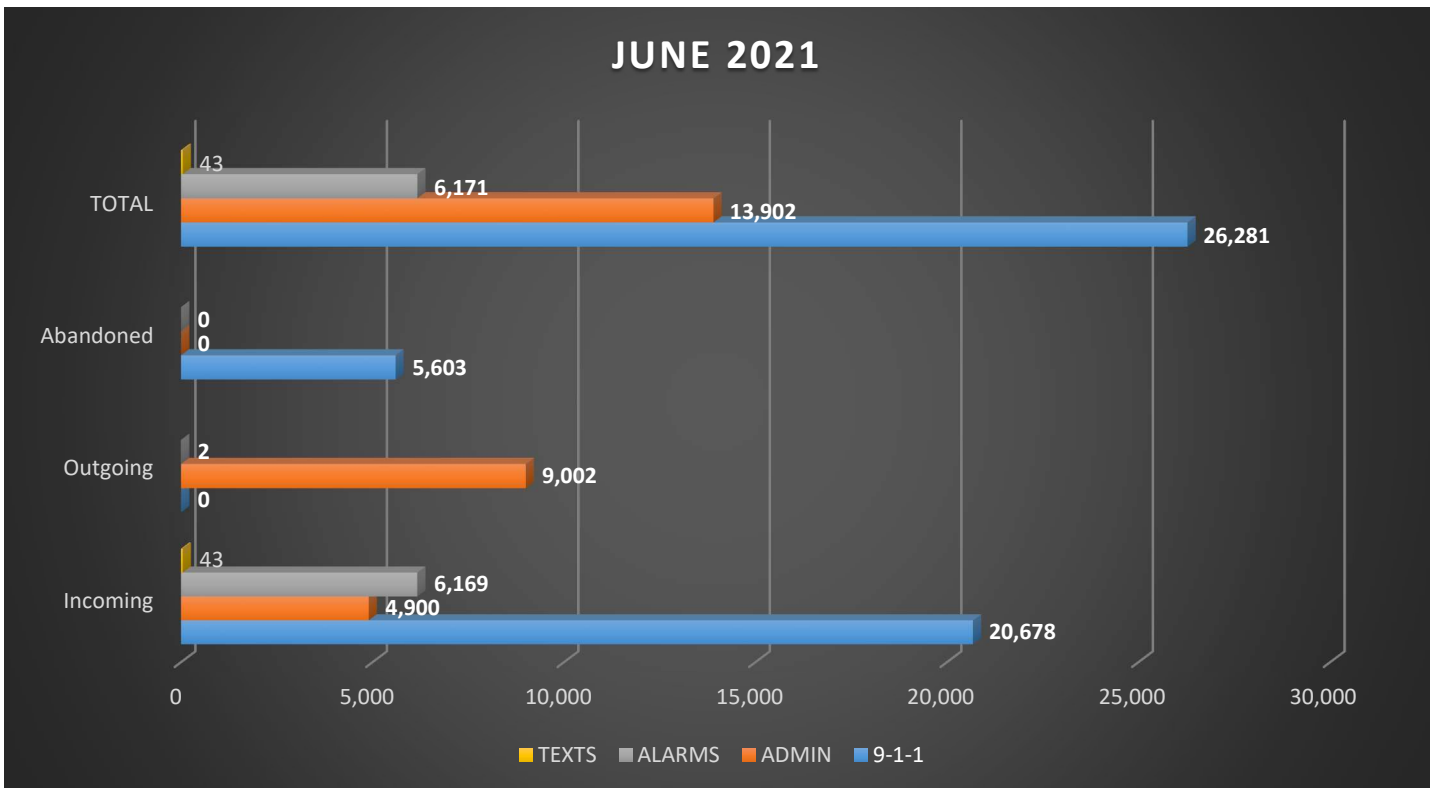
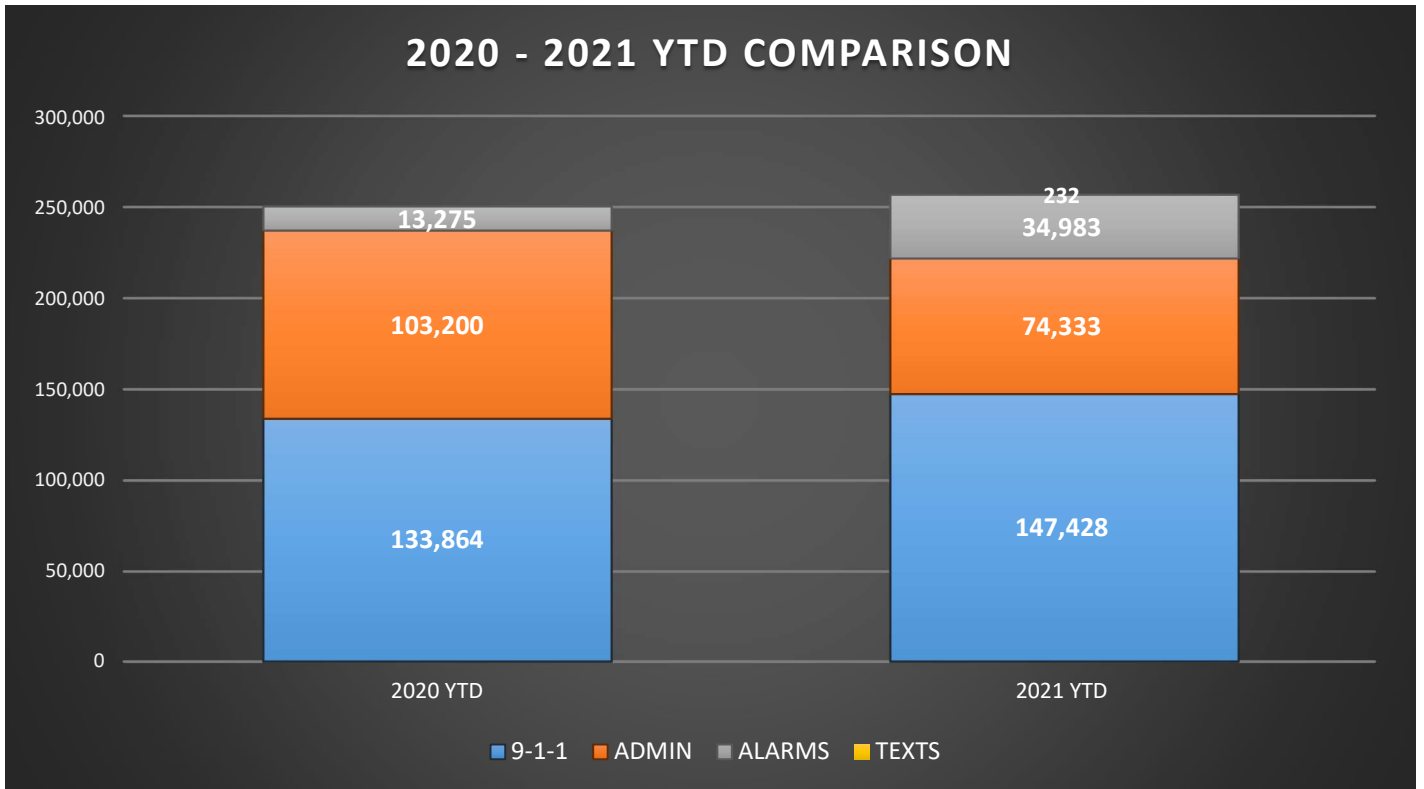


JUNE 2021

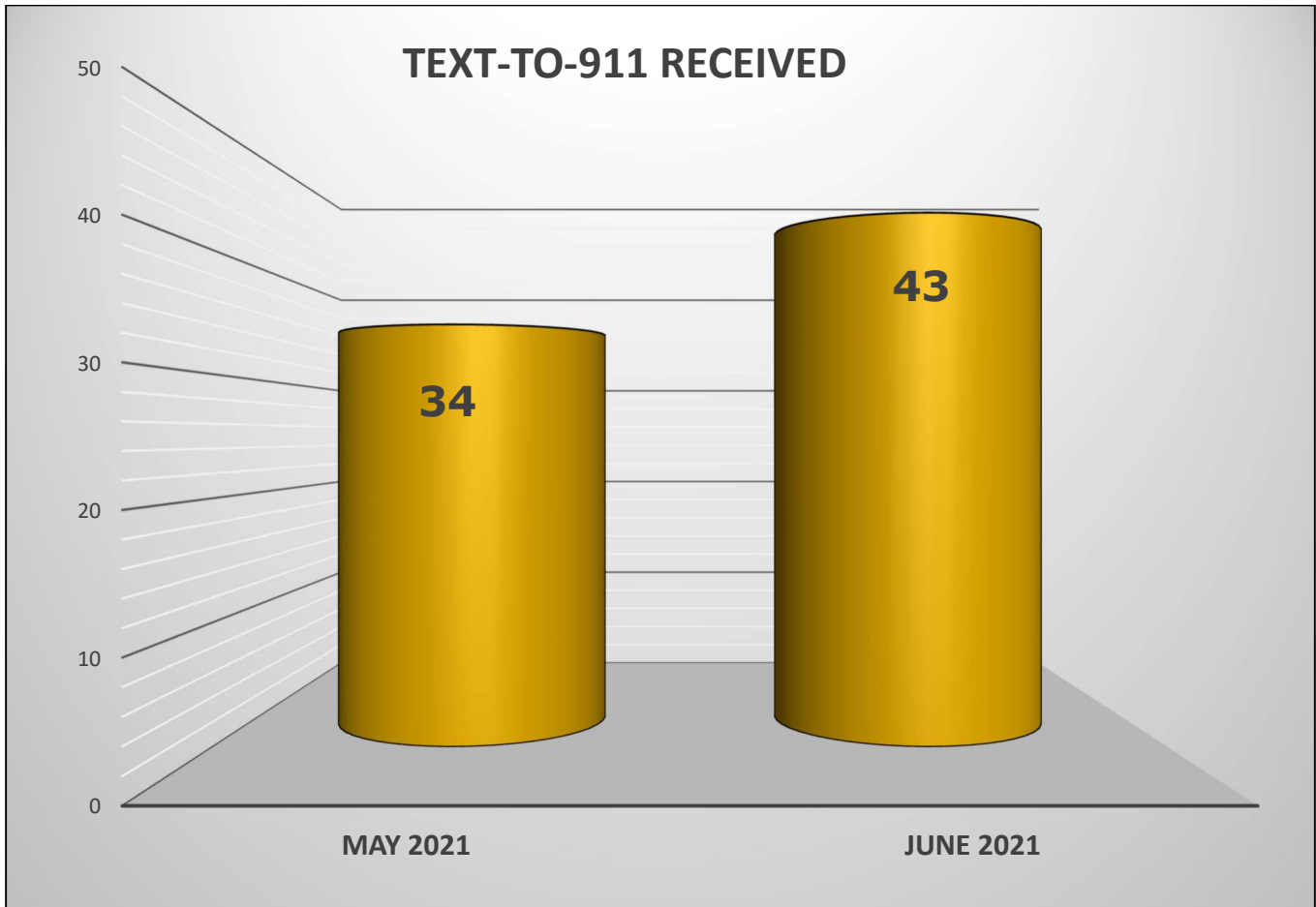
JUNE 2021 TELEPHONE STATISTICS



TELEPHONE STATISTICS continued

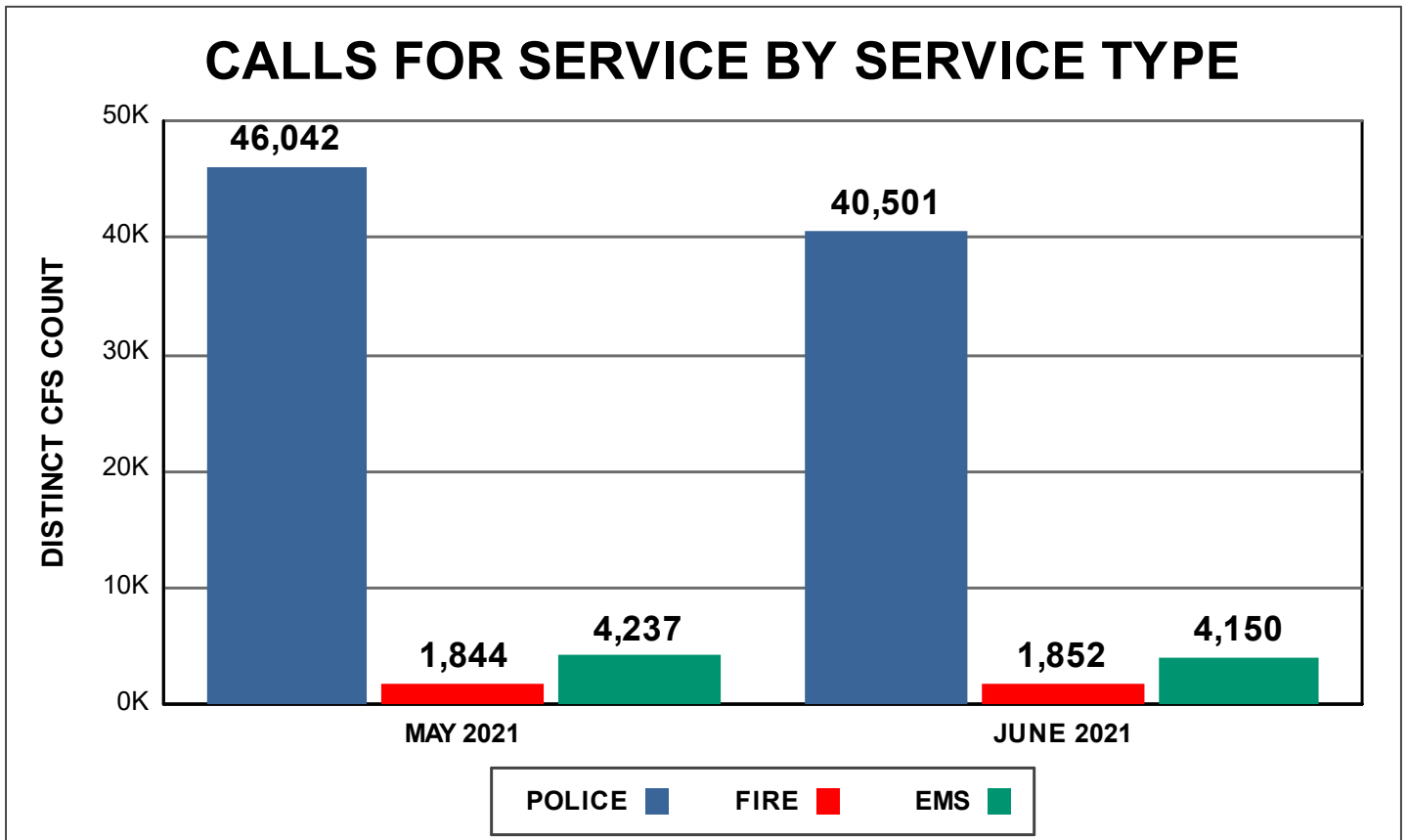


TELEPHONE STATISTICS continued



CAD CALLS FOR SERVICE

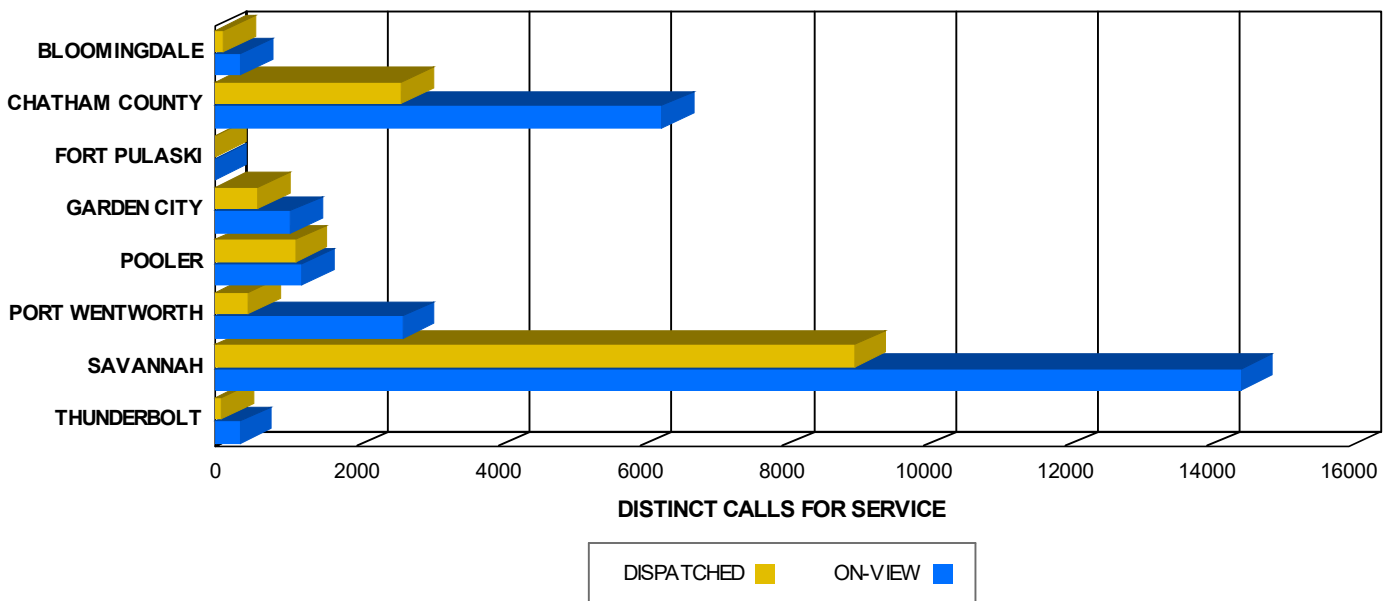
Distinct Counts / Includes On-View



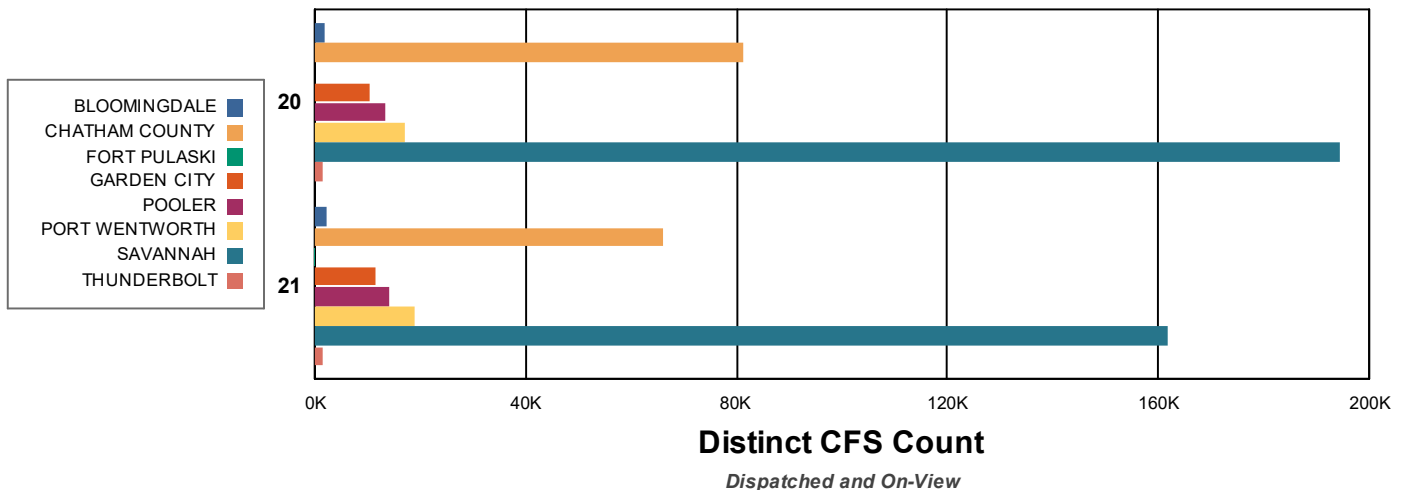
POLICE

AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	118	362	480
CHATHAM COUNTY	2,632	6,313	8,945
FORT PULASKI	0	1	1
GARDEN CITY	604	1,070	1,674
POOLER	1,133	1,226	2,359
PORT WENTWORTH	470	2,646	3,116
SAVANNAH	9,018	14,474	23,492
THUNDERBOLT	86	348	434
TOTAL	14,061	26,440	40,501

POLICE CALLS FOR SERVICE DISPATCHED / ON VIEW



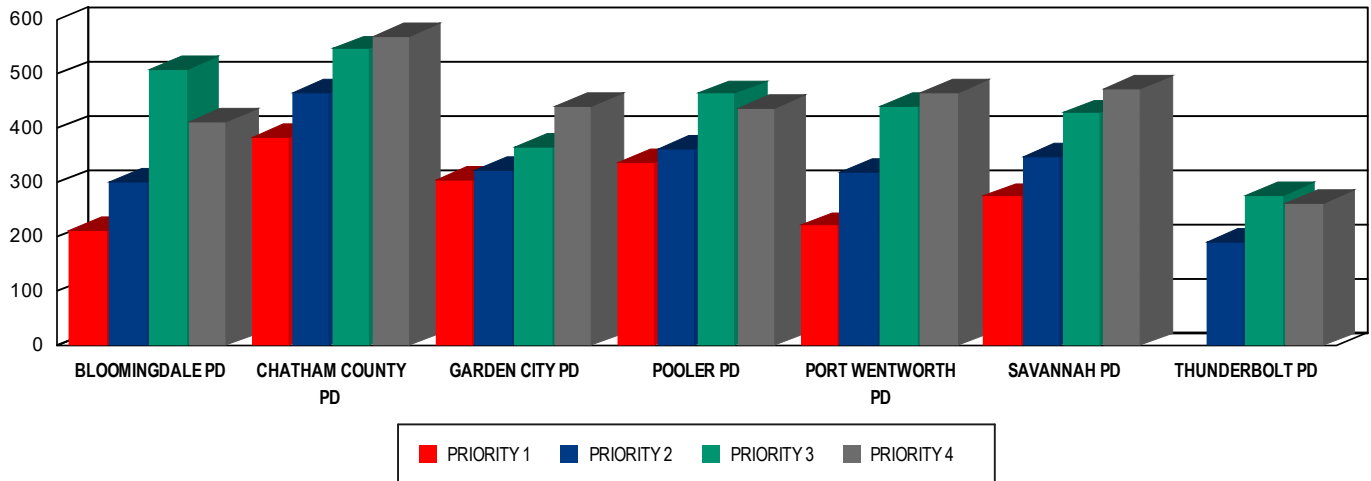
Year-to-Date for the Month of June



POLICE *continued*

AVERAGE SECONDS DISPATCHED TO ONSCENE

BY AGENCY AND PRIORITY - excludes Animal Services

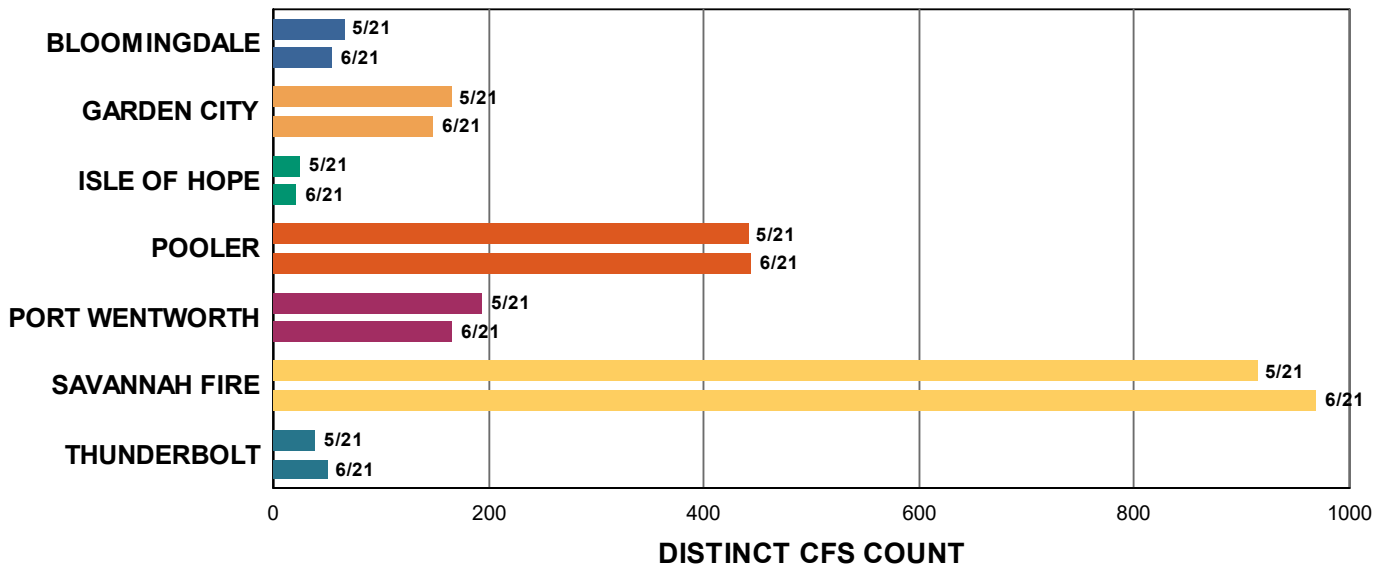


	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE PD	211	301	510	412
CHATHAM COUNTY PD	384	466	546	571
GARDEN CITY PD	305	324	366	441
POOLER PD	338	361	464	437
PORT WENTWORTH PD	221	320	441	465
SAVANNAH PD	275	347	428	472
THUNDERBOLT PD	0	190	276	261

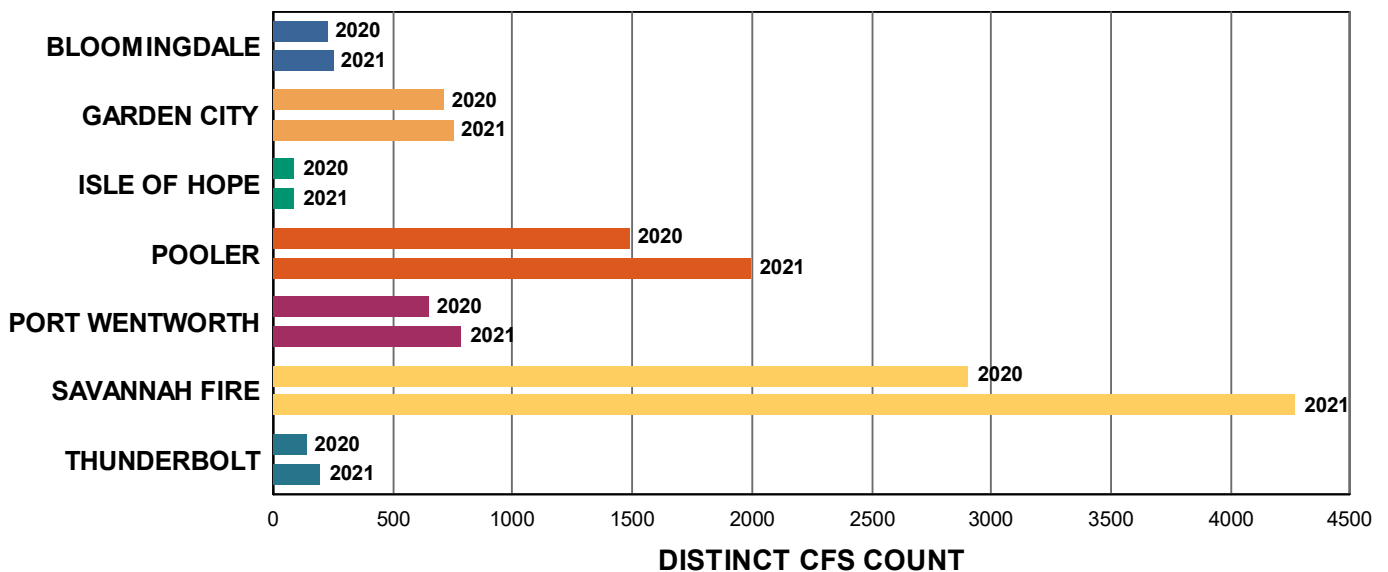
FIRE

AGENCY	May 2021	June 2021
BLOOMINGDALE	66	54
GARDEN CITY	165	149
ISLE OF HOPE	25	21
POOLER	441	444
PORT WENTWORTH	194	166
SAVANNAH FIRE	915	968
THUNDERBOLT	39	50
Total	1,844	1,852

FIRE DEPARTMENT CALLS FOR SERVICE

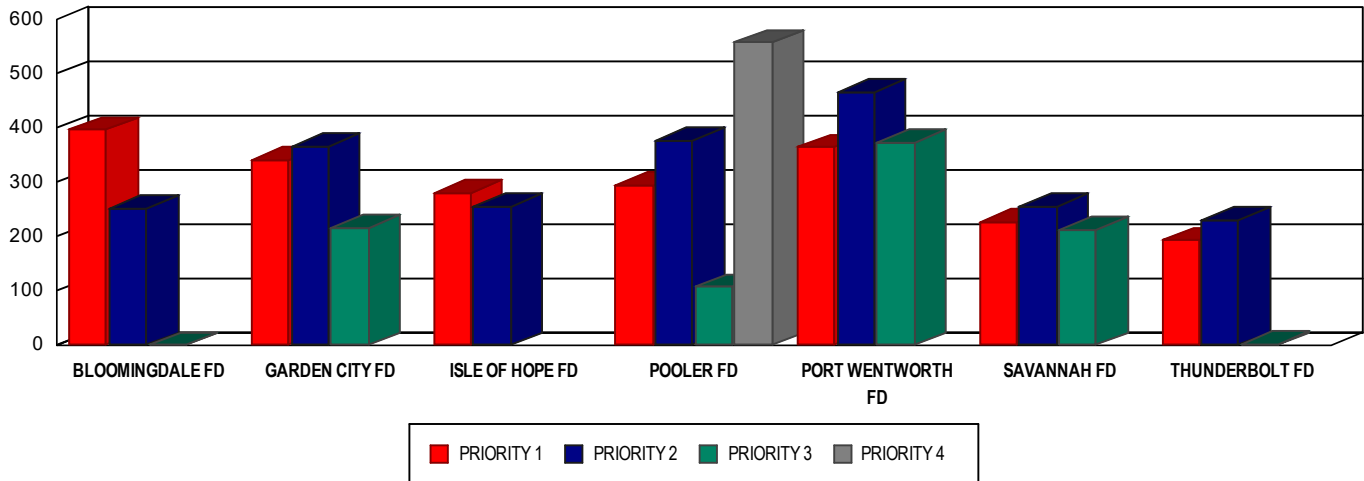


FIRE DEPARTMENT CALLS FOR SERVICE



FIRE *continued*

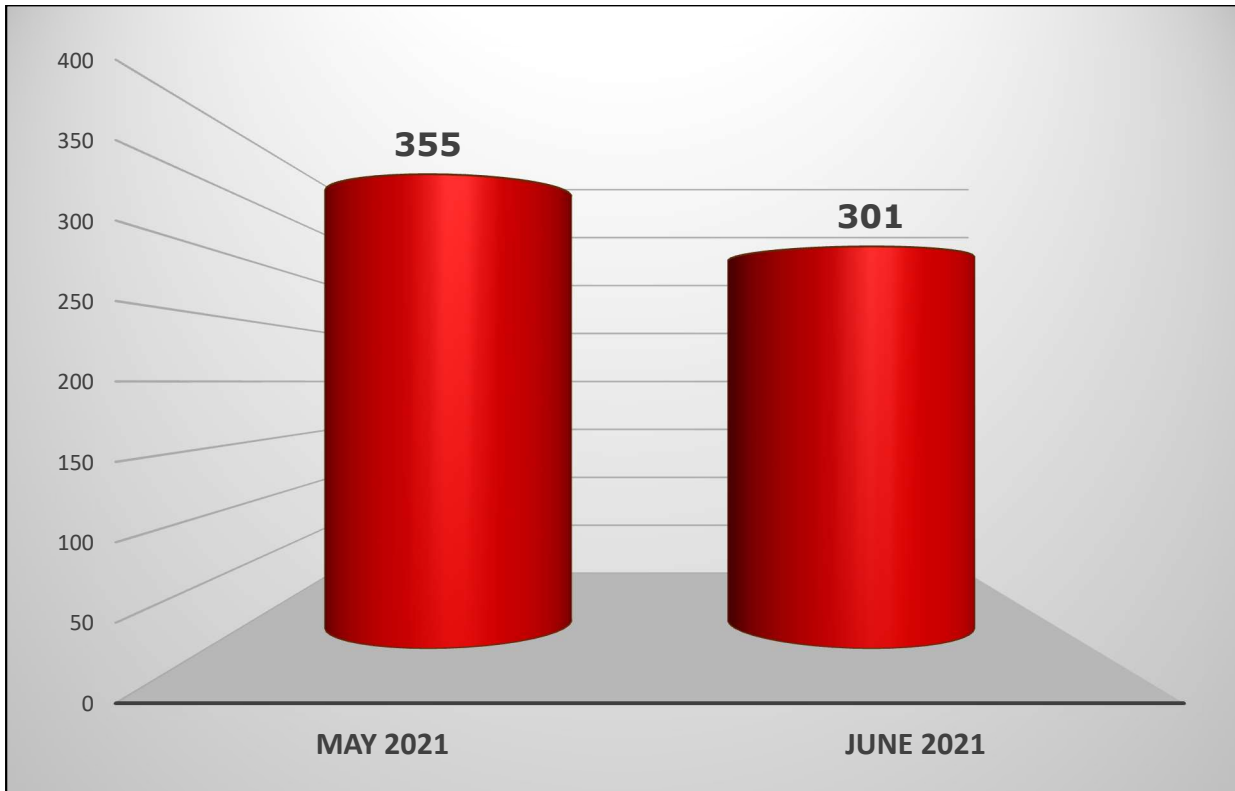
**AVERAGE SECONDS DISPATCHED TO ONSCENE
BY AGENCY AND PRIORITY**



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE FD	397	252	0	0
GARDEN CITY FD	341	366	217	0
ISLE OF HOPE FD	281	255	0	0
POOLER FD	294	378	107	557
PORT WENTWORTH FD	364	466	373	0
SAVANNAH FD	227	256	212	0
THUNDERBOLT FD	193	231	3	0

FIRE *continued*

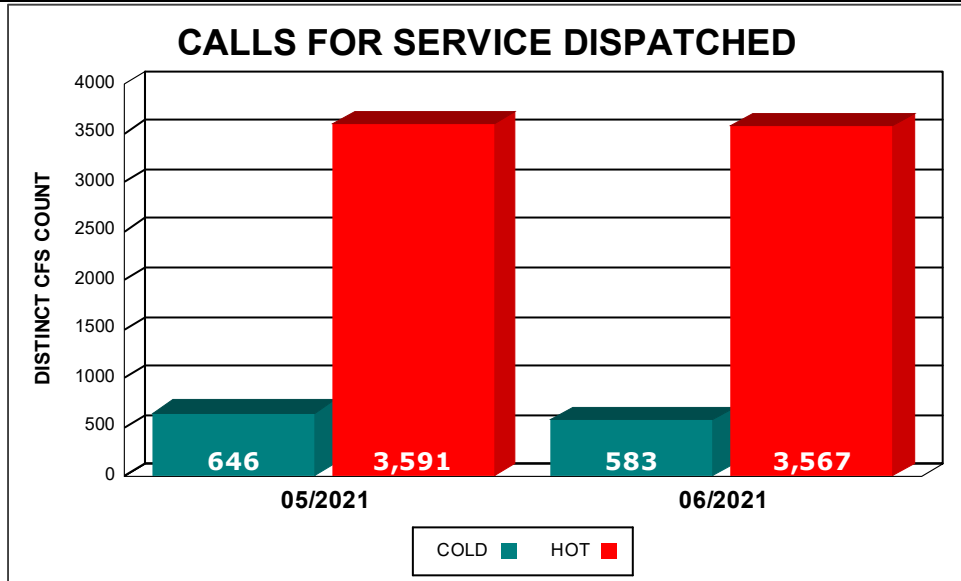
AGENCY	May 2021	June 2021
CHATHAM FIRE*	355	301



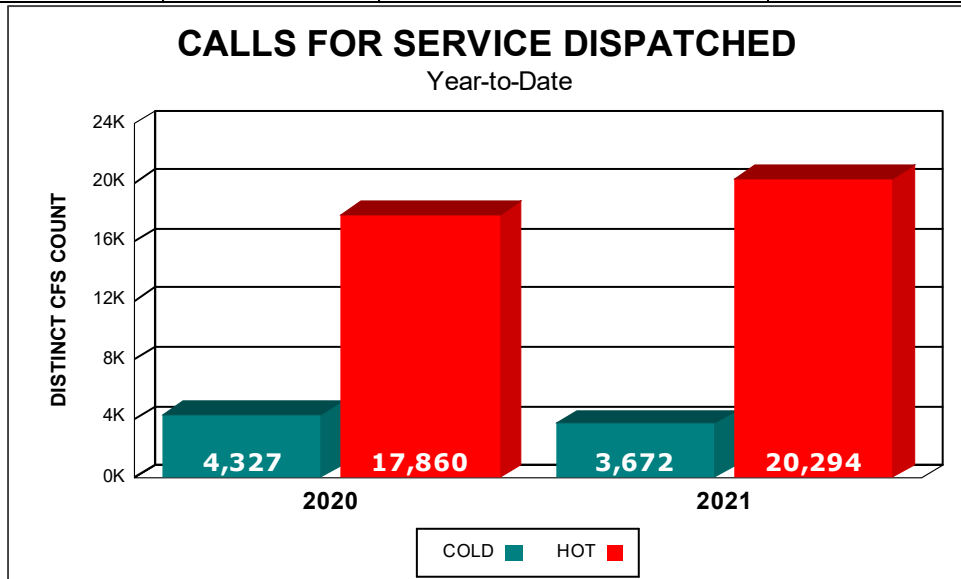
***These calls are dispatched by Chatham Emergency Services**

EMS

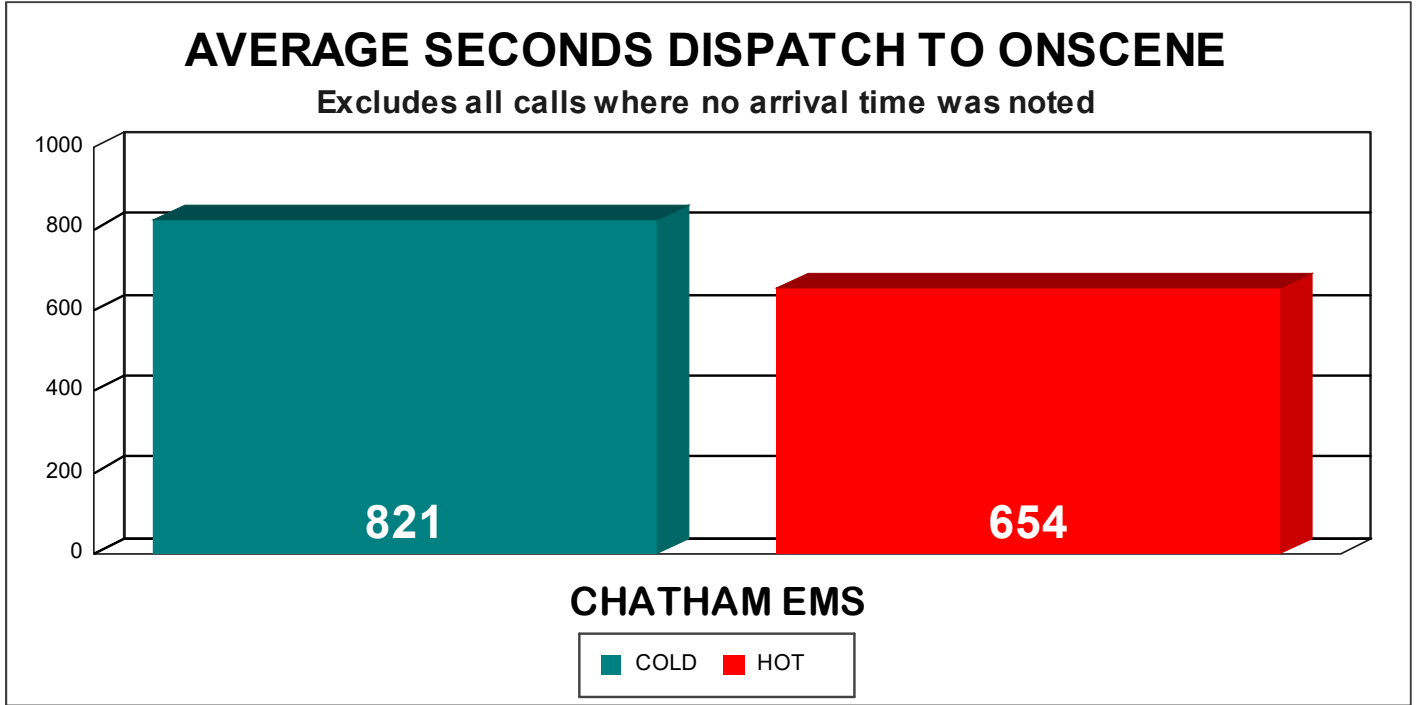
AGENCY		May 2021	June 2021
CHATHAM	COLD	646	583
	HOT	3,591	3,567
	TOTAL	4,237	4,150



AGENCY		2020	2021
CHATHAM	COLD	4,327	3,672
	HOT	17,860	20,294
	TOTAL	22,187	23,966



EMS *continued*



Quality Assurance Numbers

JUNE 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.