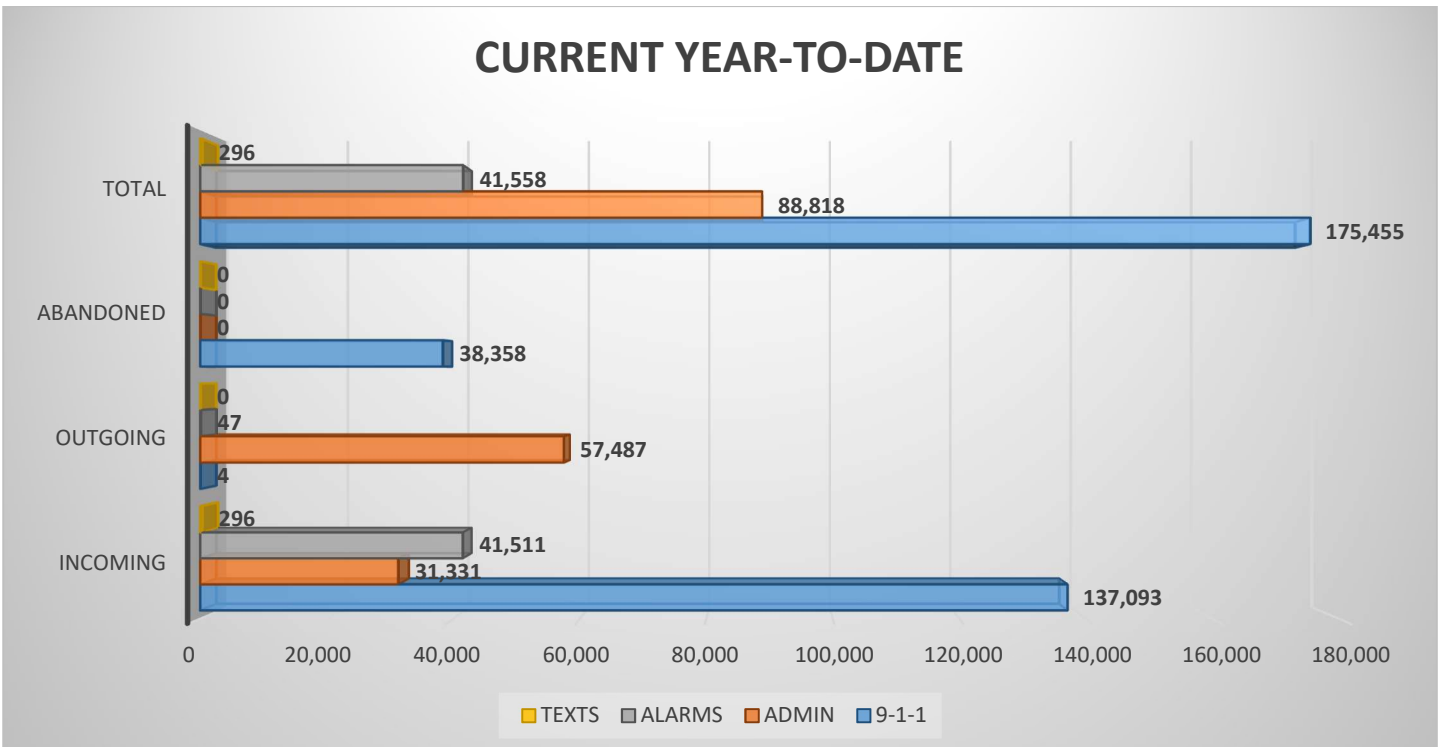
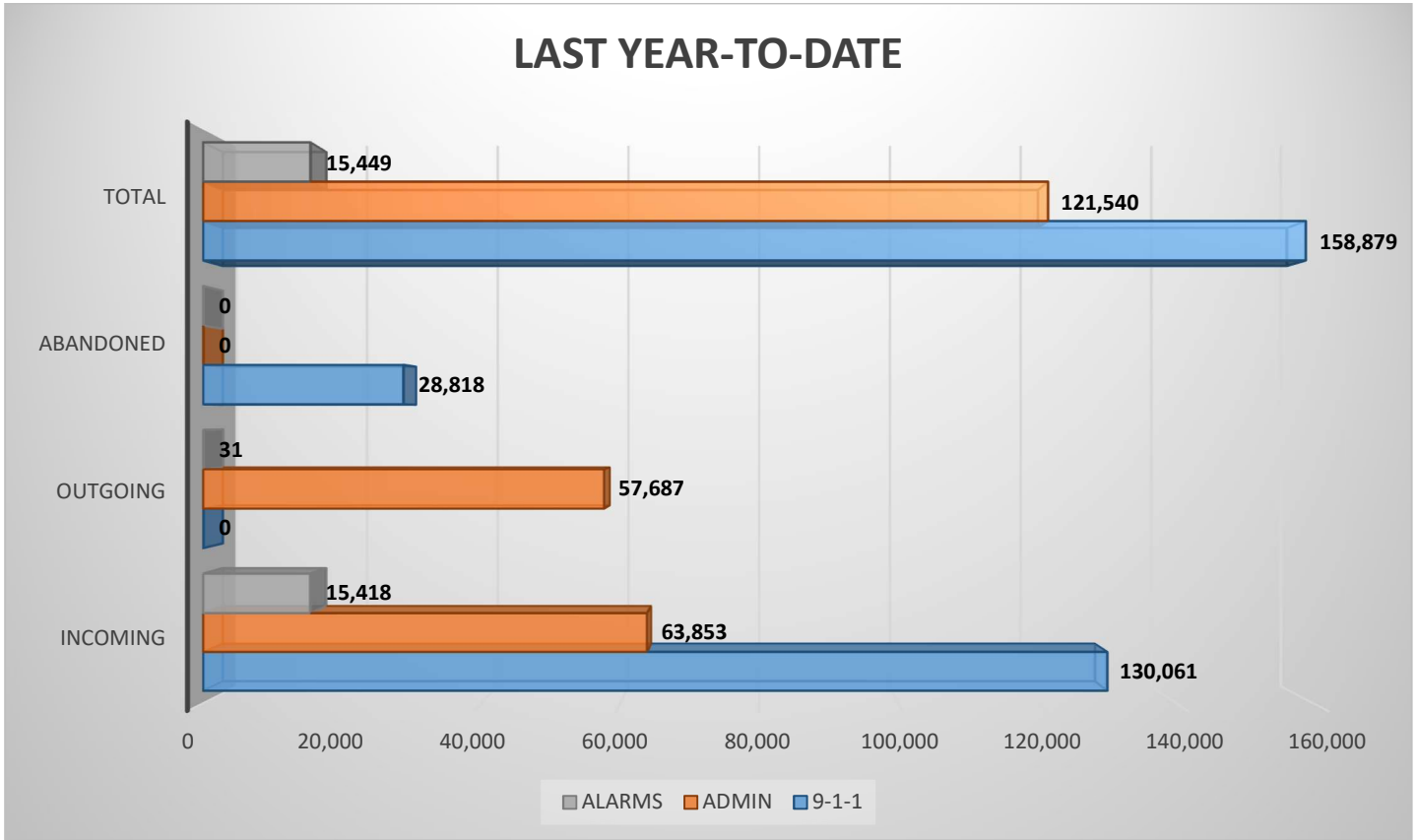


CHATHAM 9-1-1 COMMUNICATIONS SERVICES

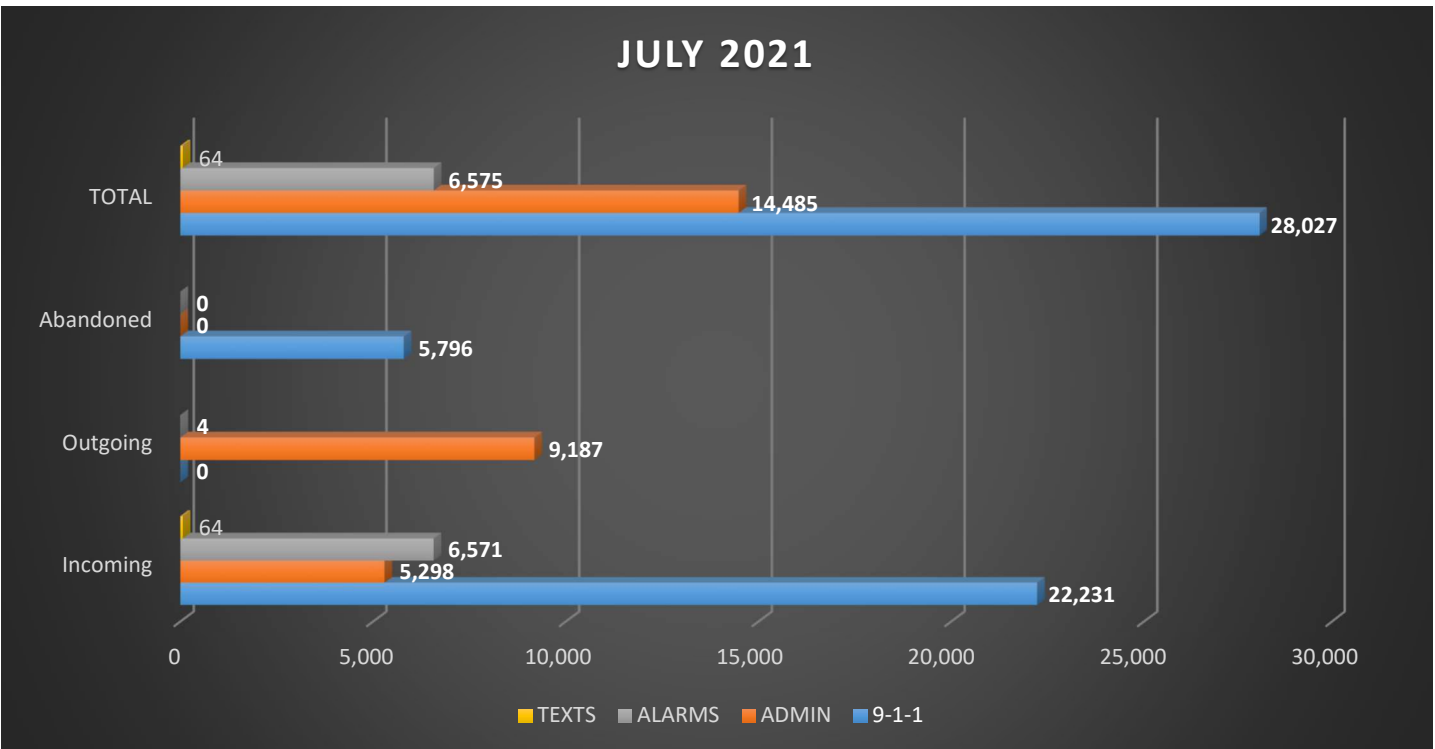
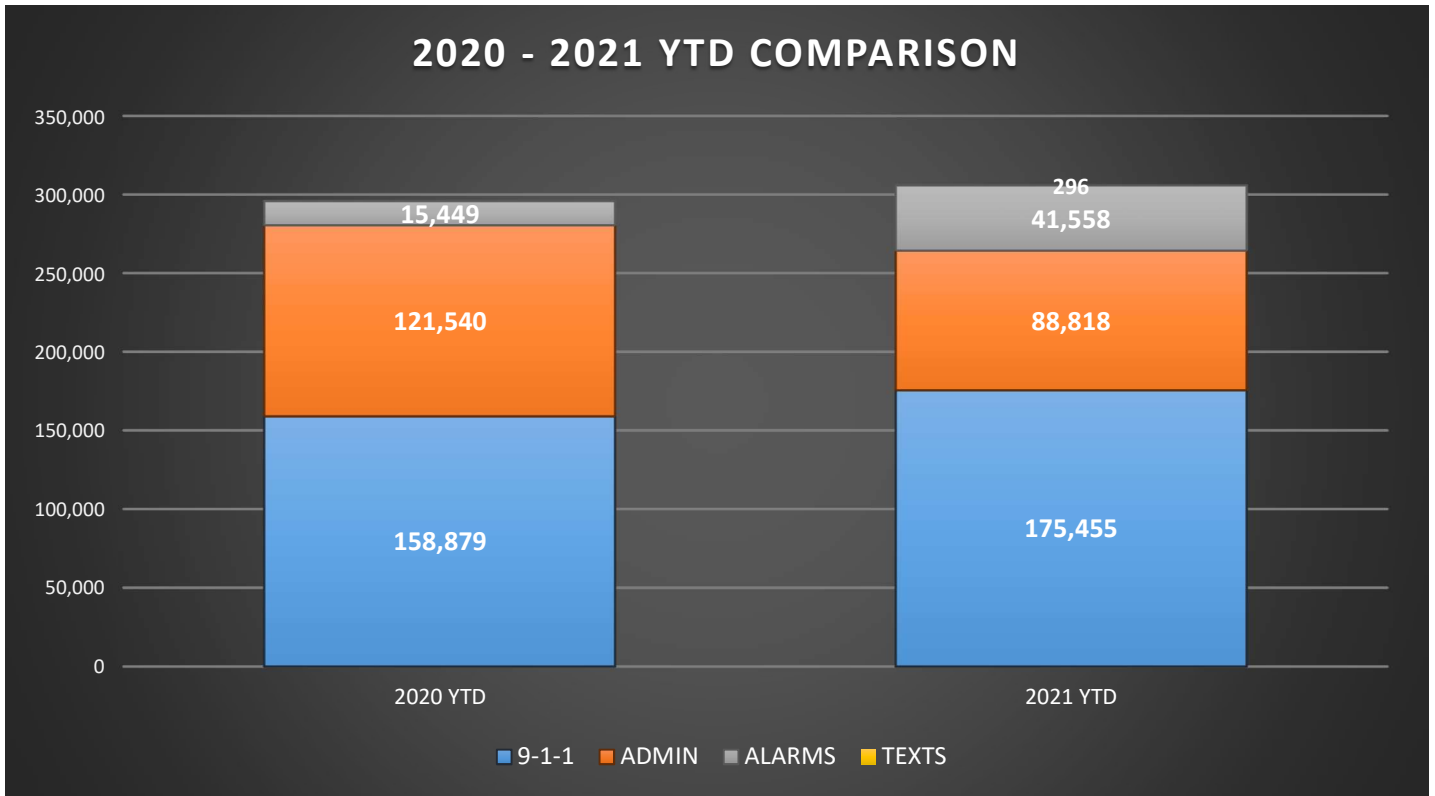


JULY 2021

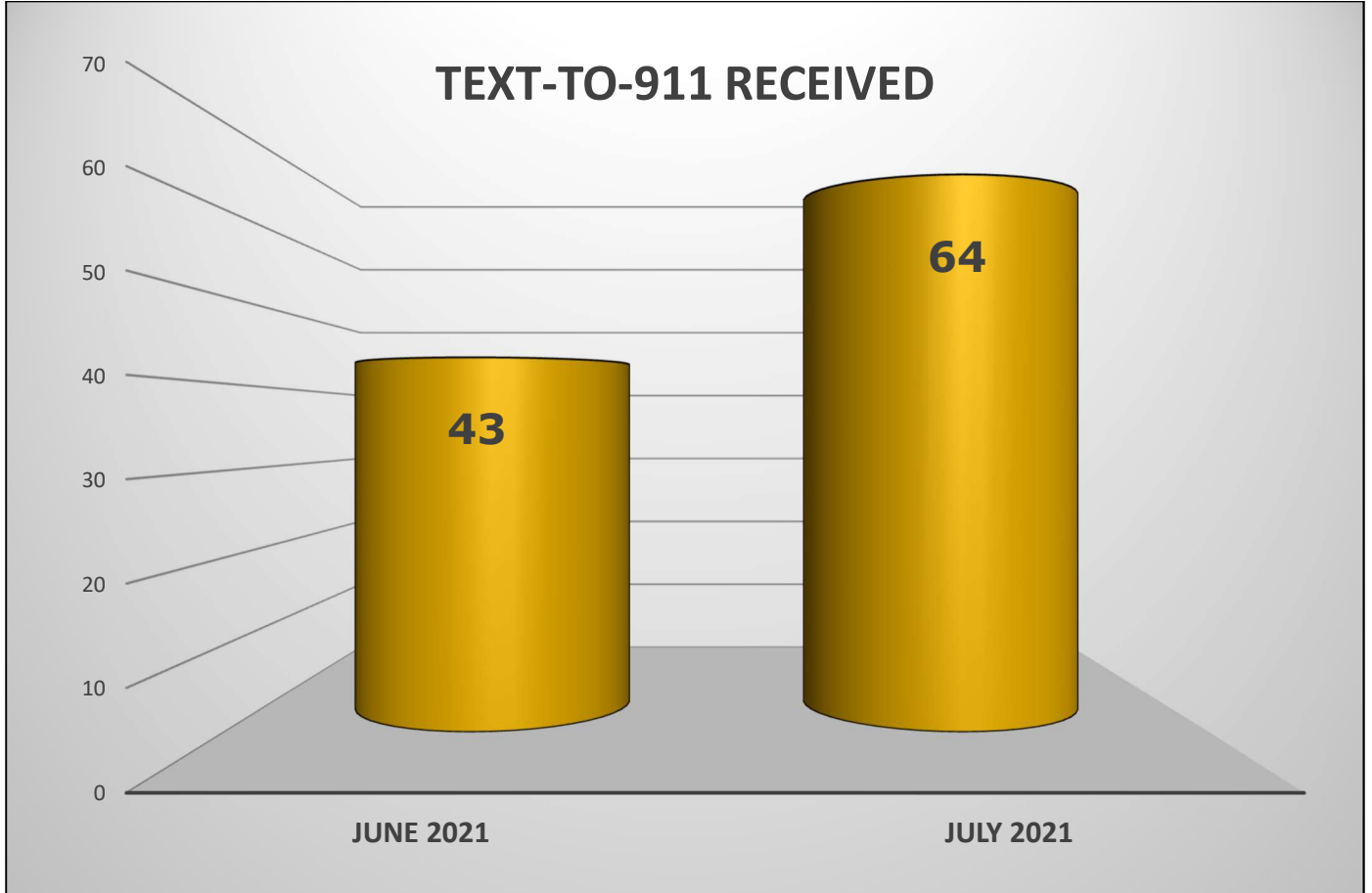
JULY 2021 TELEPHONE STATISTICS



TELEPHONE STATISTICS continued

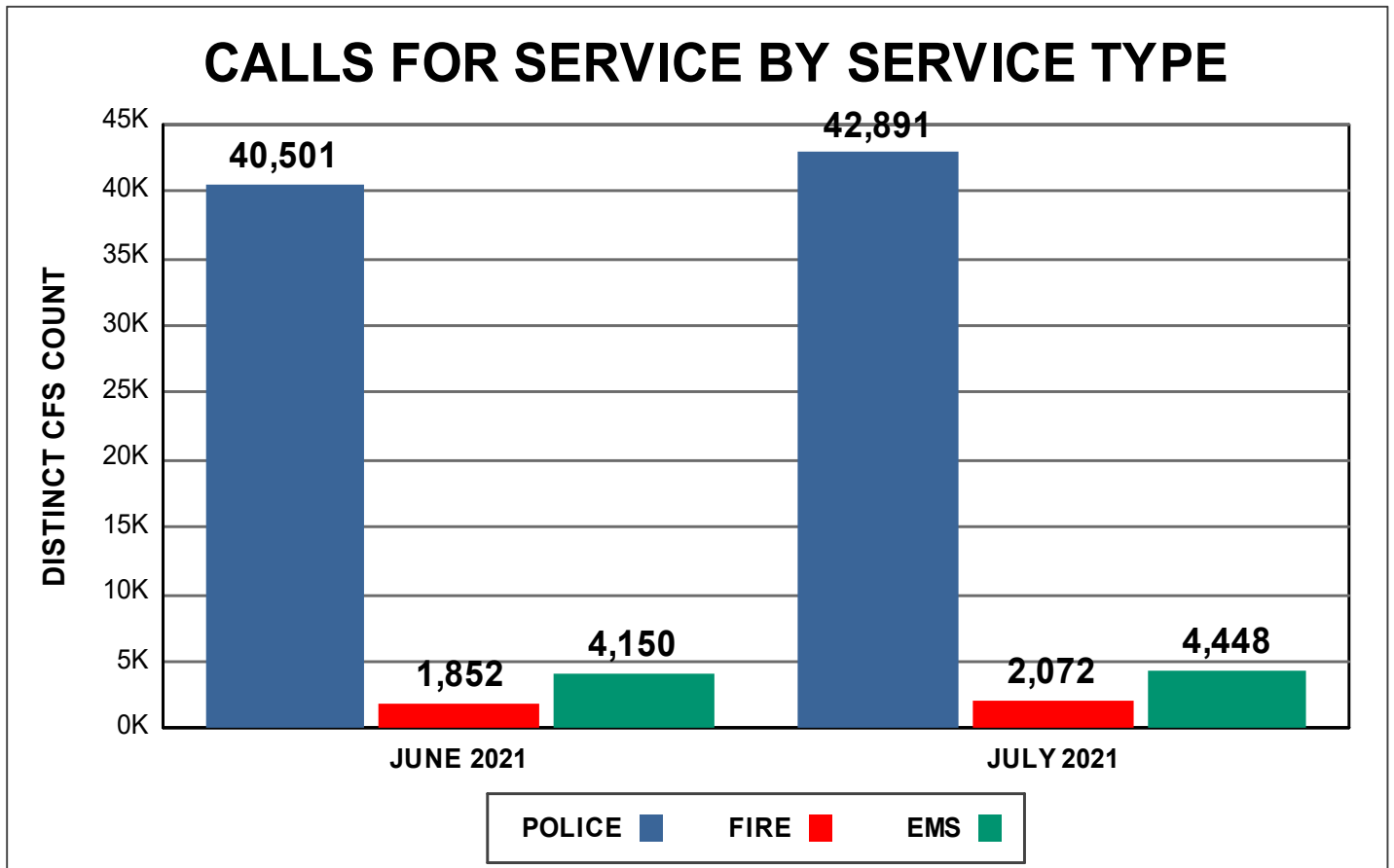


TELEPHONE STATISTICS continued



CAD CALLS FOR SERVICE

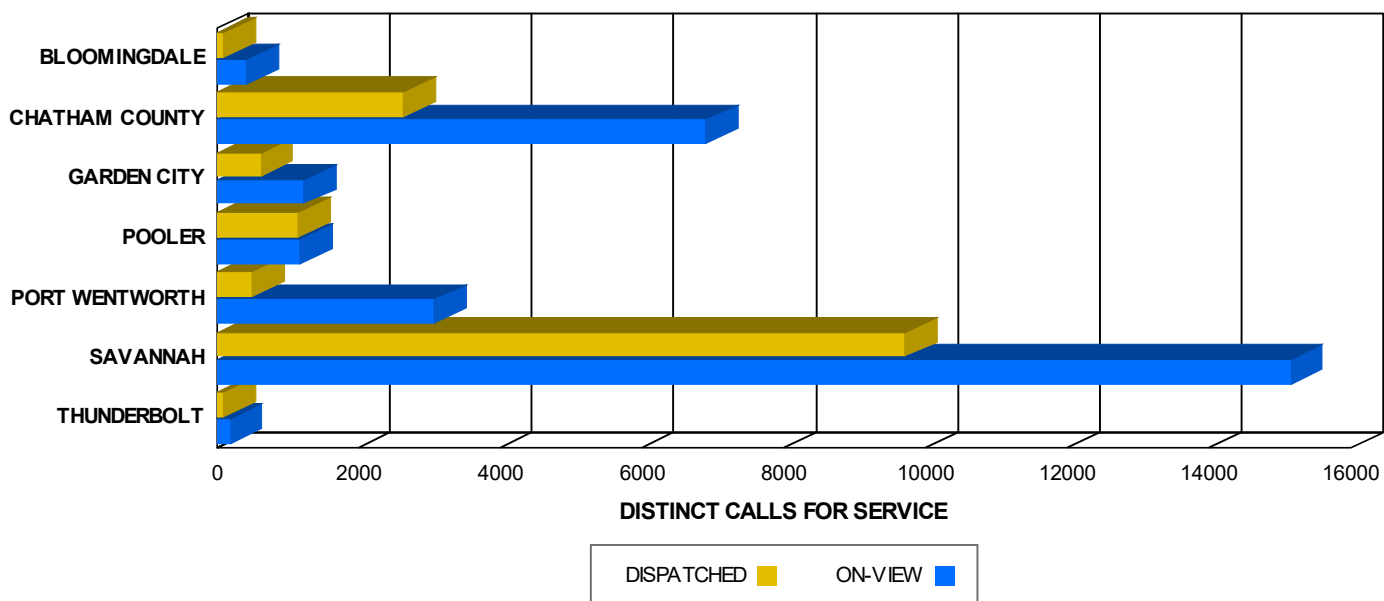
Distinct Counts / Includes On-View



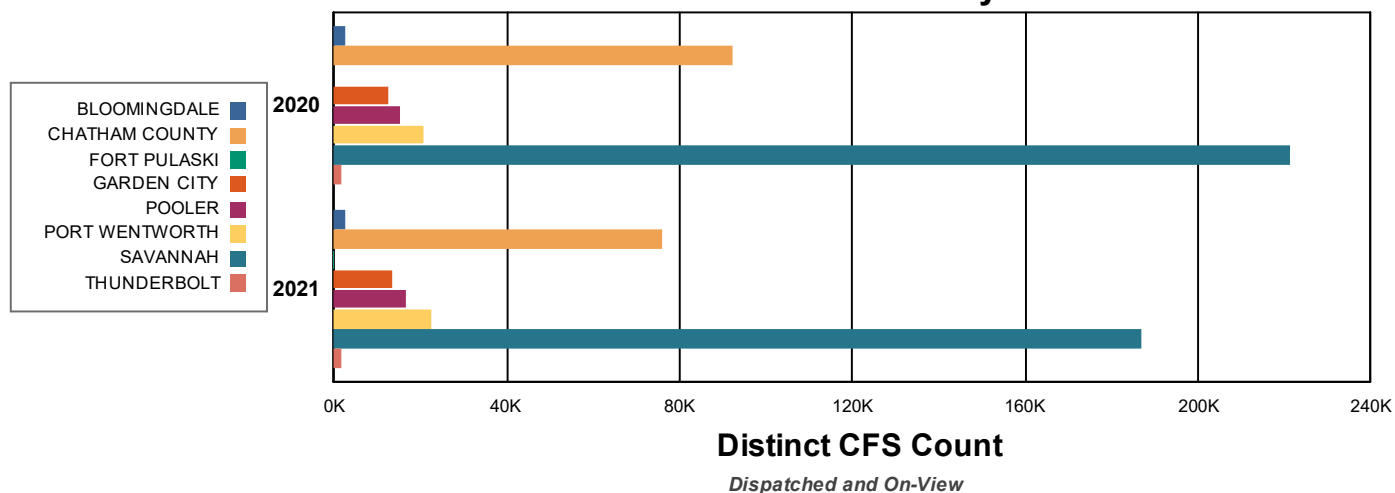
POLICE

AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	89	413	502
CHATHAM COUNTY	2,633	6,893	9,526
FORT PULASKI	0	0	0
GARDEN CITY	618	1,224	1,842
POOLER	1,146	1,178	2,324
PORT WENTWORTH	496	3,065	3,561
SAVANNAH	9,703	15,151	24,854
THUNDERBOLT	92	190	282
TOTAL	14,777	28,114	42,891

POLICE CALLS FOR SERVICE DISPATCHED / ON VIEW

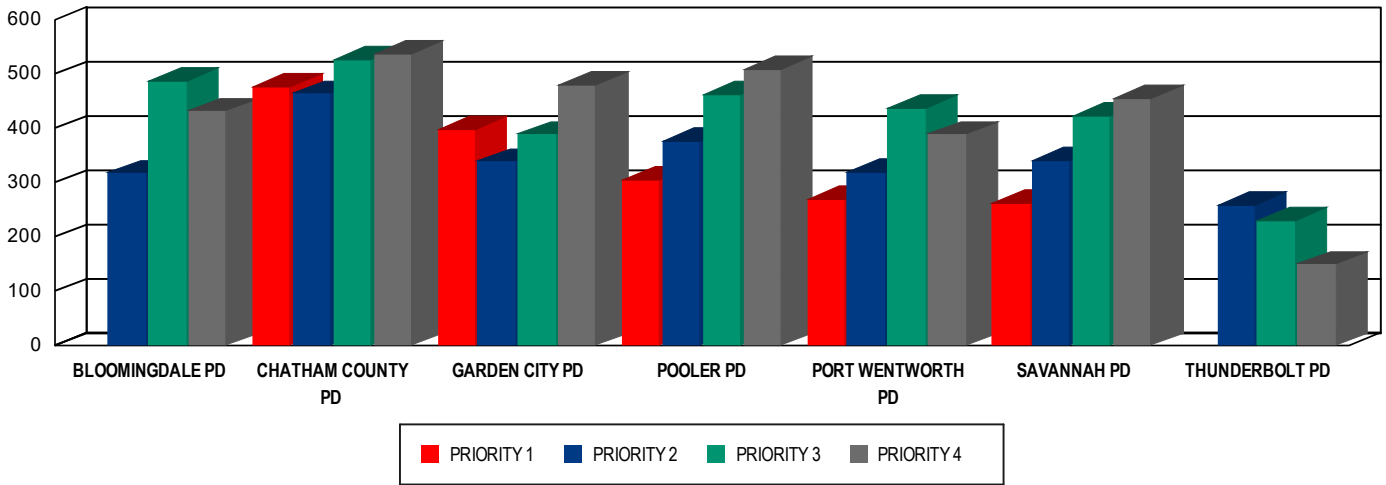


Year-to-Date for the Month of July



POLICE *continued*

AVERAGE SECONDS DISPATCHED TO ONSCENE
BY AGENCY AND PRIORITY - excludes Animal Services

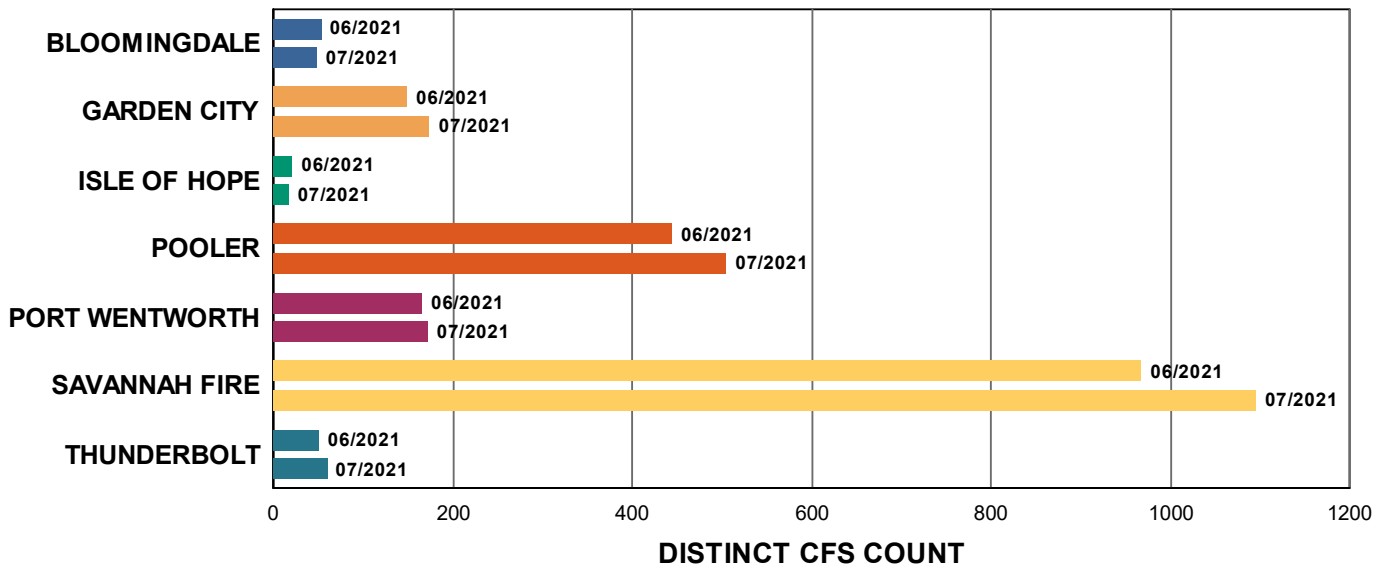


	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE PD	0	317	488	432
CHATHAM COUNTY PD	477	464	528	538
GARDEN CITY PD	399	339	389	481
POOLER PD	304	376	461	508
PORT WENTWORTH PD	269	320	436	389
SAVANNAH PD	262	342	423	456
THUNDERBOLT PD	0	258	230	150

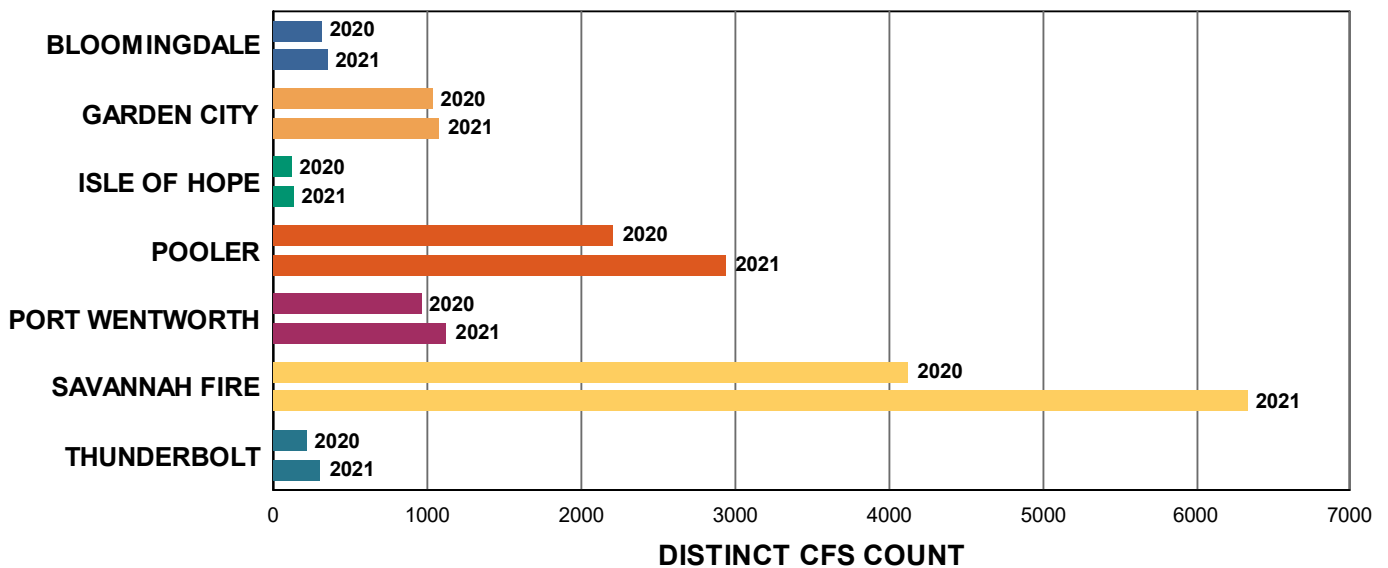
FIRE

AGENCY	June 2021	July 2021
BLOOMINGDALE	54	48
GARDEN CITY	149	174
ISLE OF HOPE	21	17
POOLER	444	505
PORT WENTWORTH	166	172
SAVANNAH FIRE	968	1,096
THUNDERBOLT	50	60
Total	1,852	2,072

FIRE DEPARTMENT CALLS FOR SERVICE

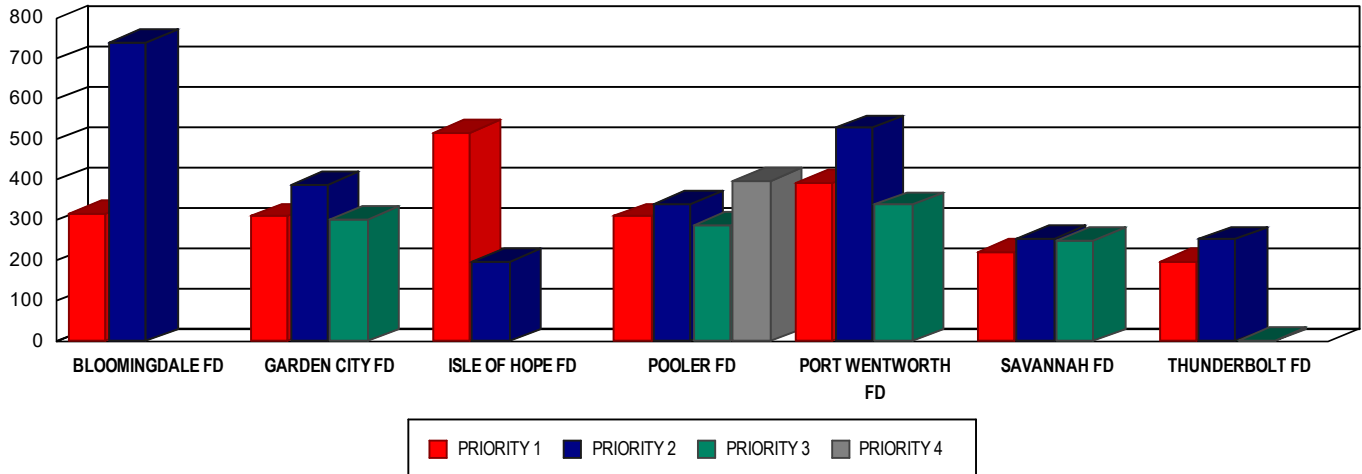


FIRE DEPARTMENT CALLS FOR SERVICE



FIRE *continued*

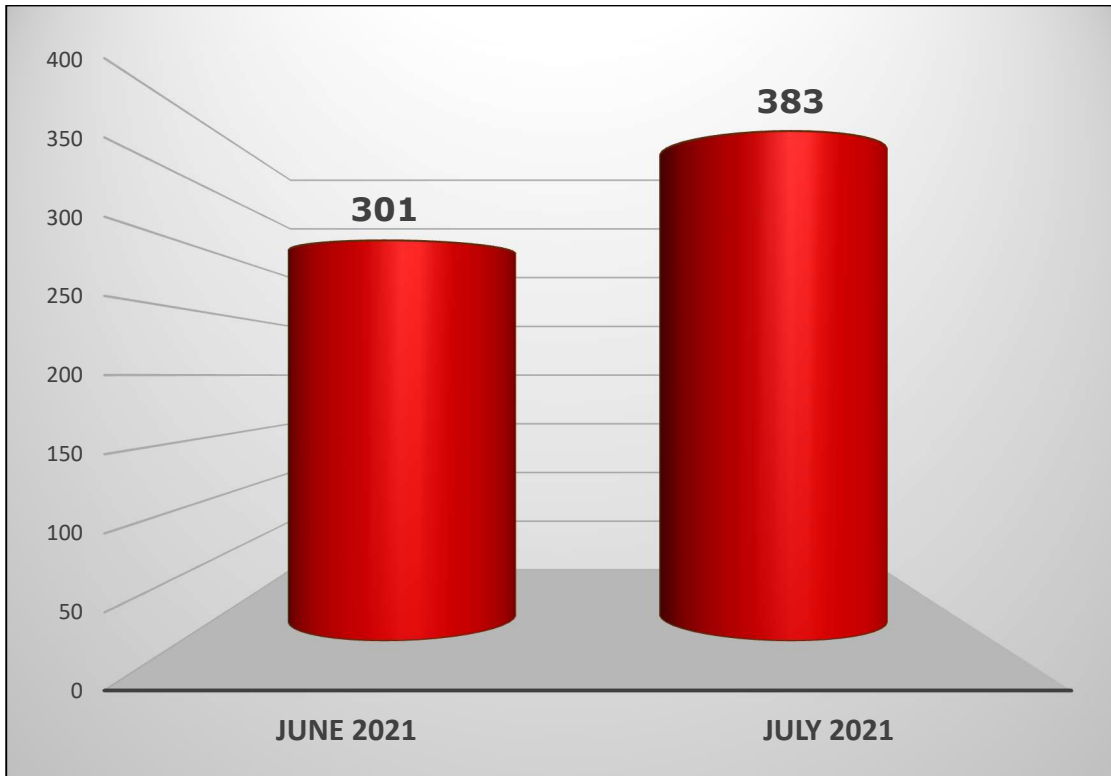
**AVERAGE SECONDS DISPATCHED TO ONSCENE
BY AGENCY AND PRIORITY**



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE FD	318	742	0	0
GARDEN CITY FD	310	387	303	0
ISLE OF HOPE FD	516	197	0	0
POOLER FD	309	339	287	399
PORT WENTWORTH FD	392	528	338	0
SAVANNAH FD	223	256	250	0
THUNDERBOLT FD	199	253	1	0

FIRE *continued*

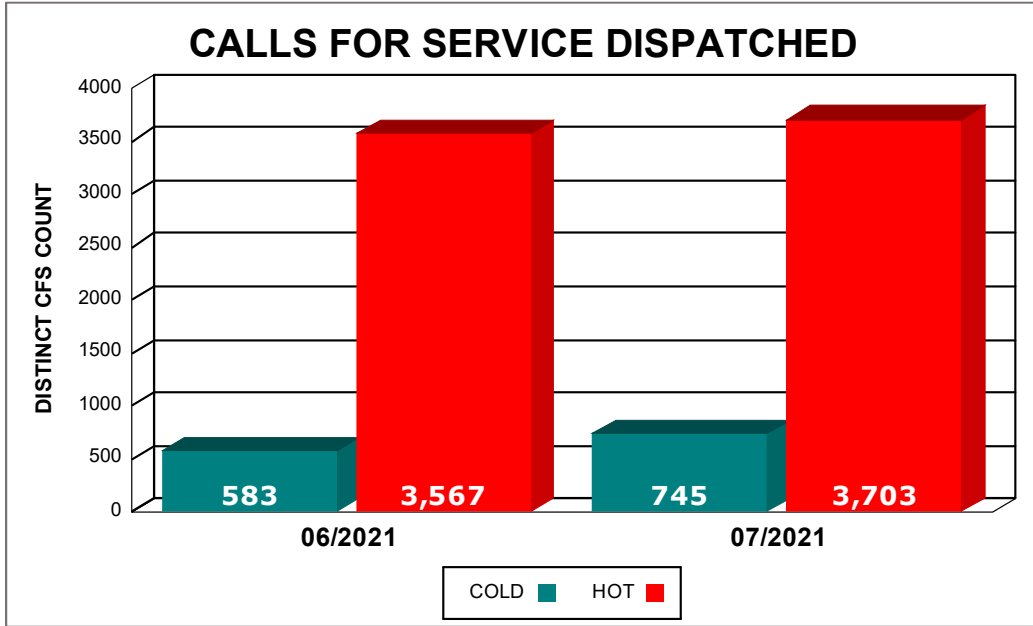
AGENCY	June 2021	July 2021
CHATHAM FIRE*	301	383



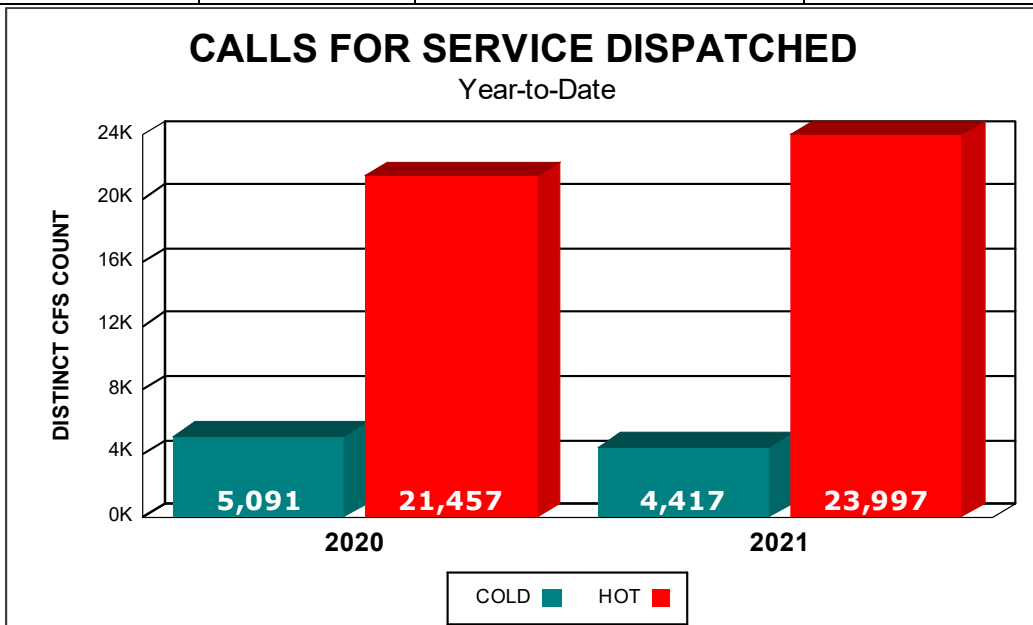
***These calls are dispatched by Chatham Emergency Services**

EMS

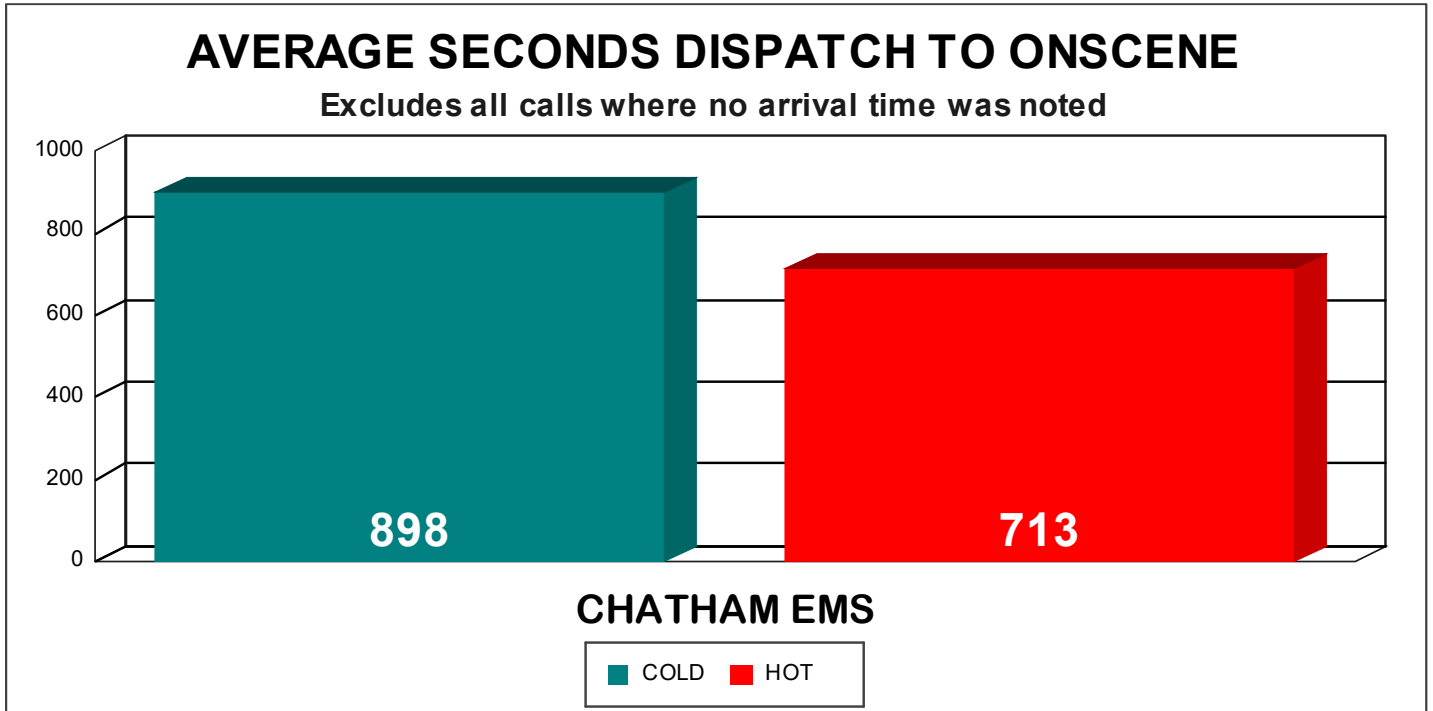
AGENCY		June 2021	July 2021
CHATHAM	COLD	583	745
	HOT	3,567	3,703
	TOTAL	4,150	4,448



AGENCY		2020	2021
CHATHAM	COLD	5,091	4,417
	HOT	21,457	23,997
	TOTAL	26,548	28,414



EMS *continued*



Quality Assurance Numbers

JULY 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.