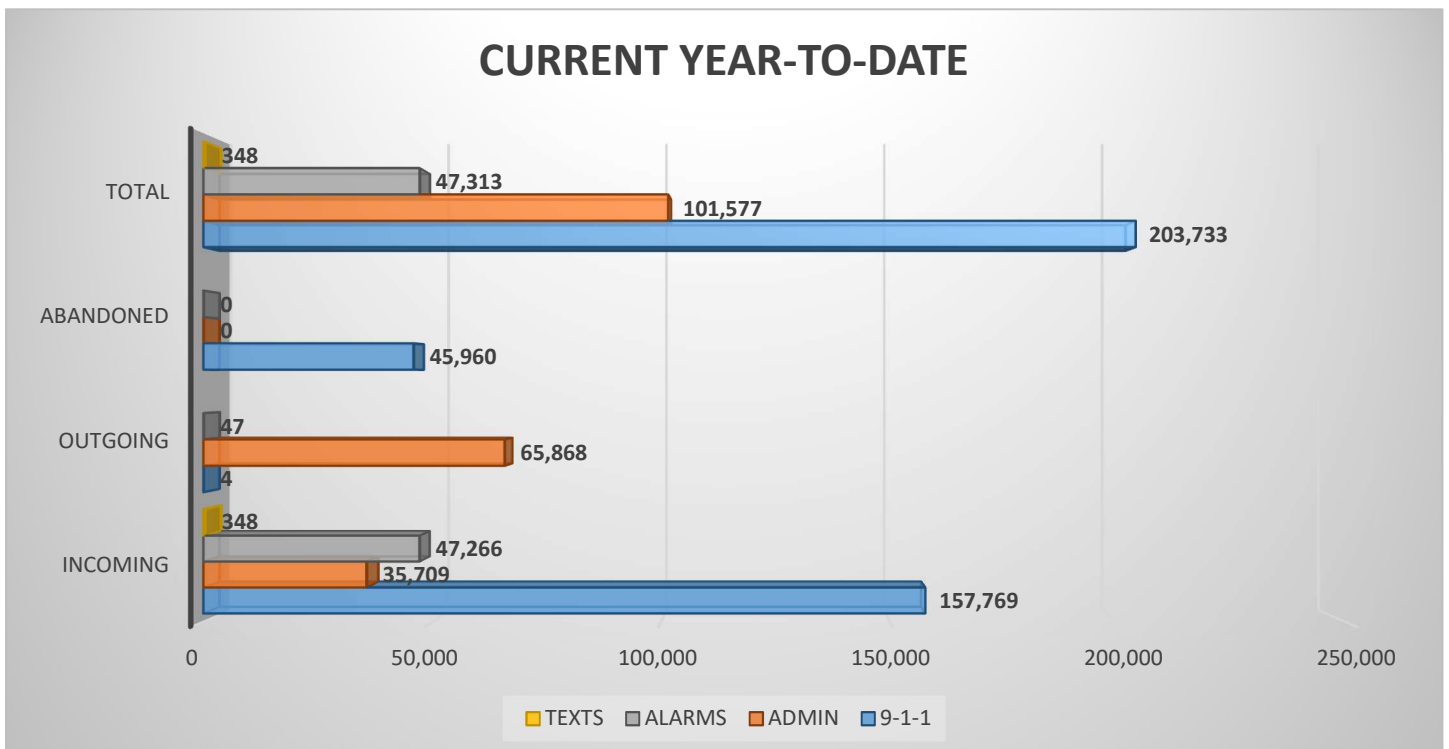
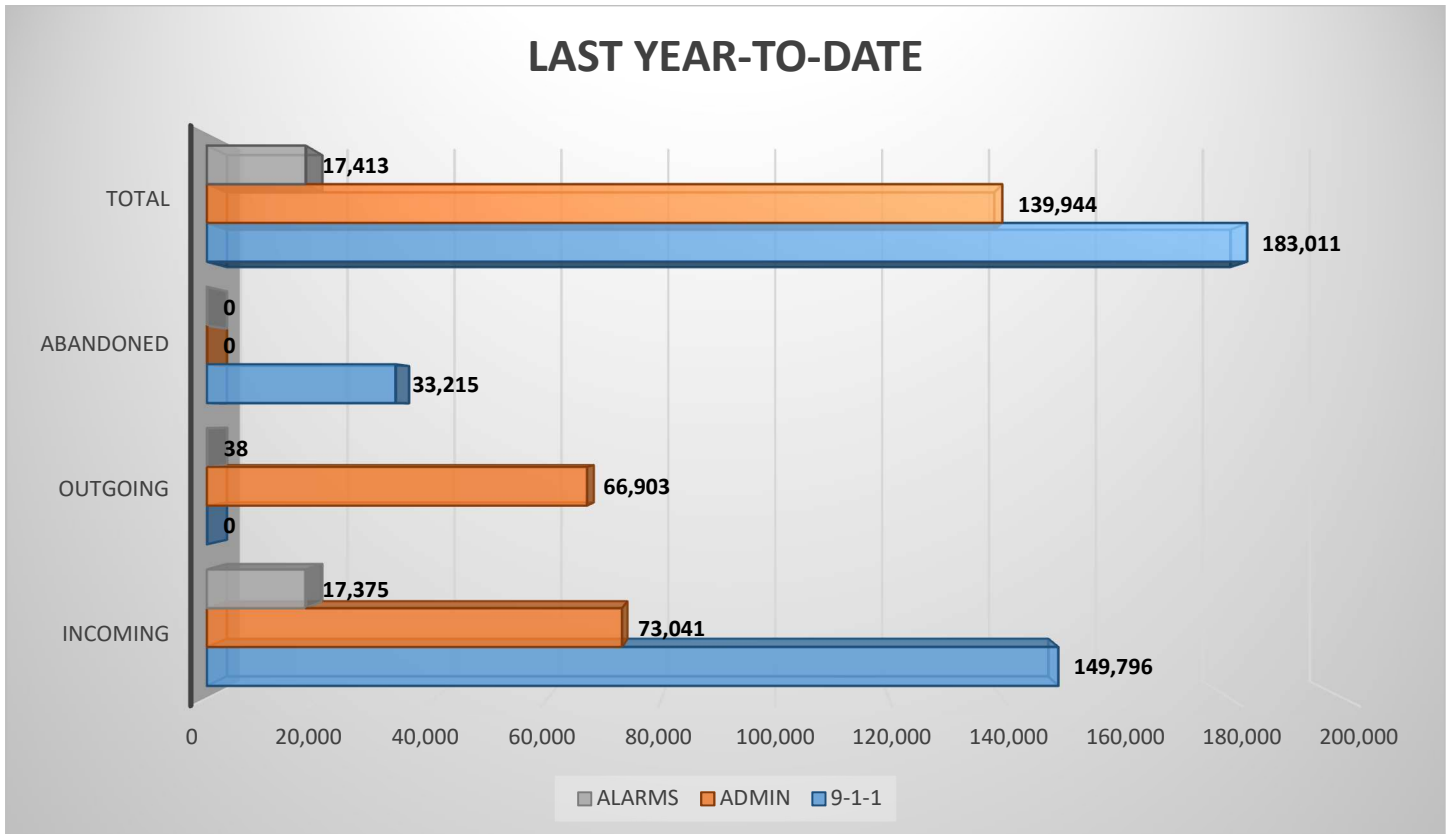


# CHATHAM 9-1-1 COMMUNICATIONS SERVICES

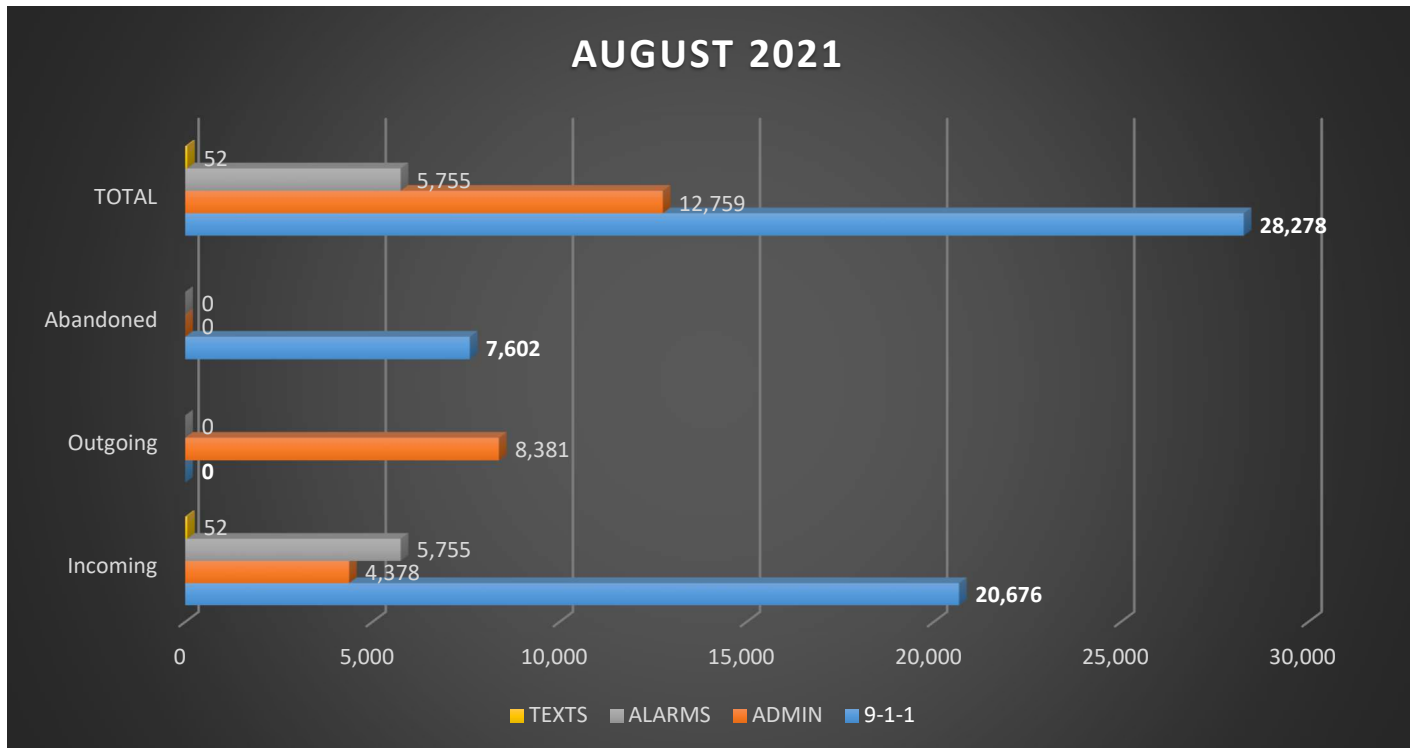
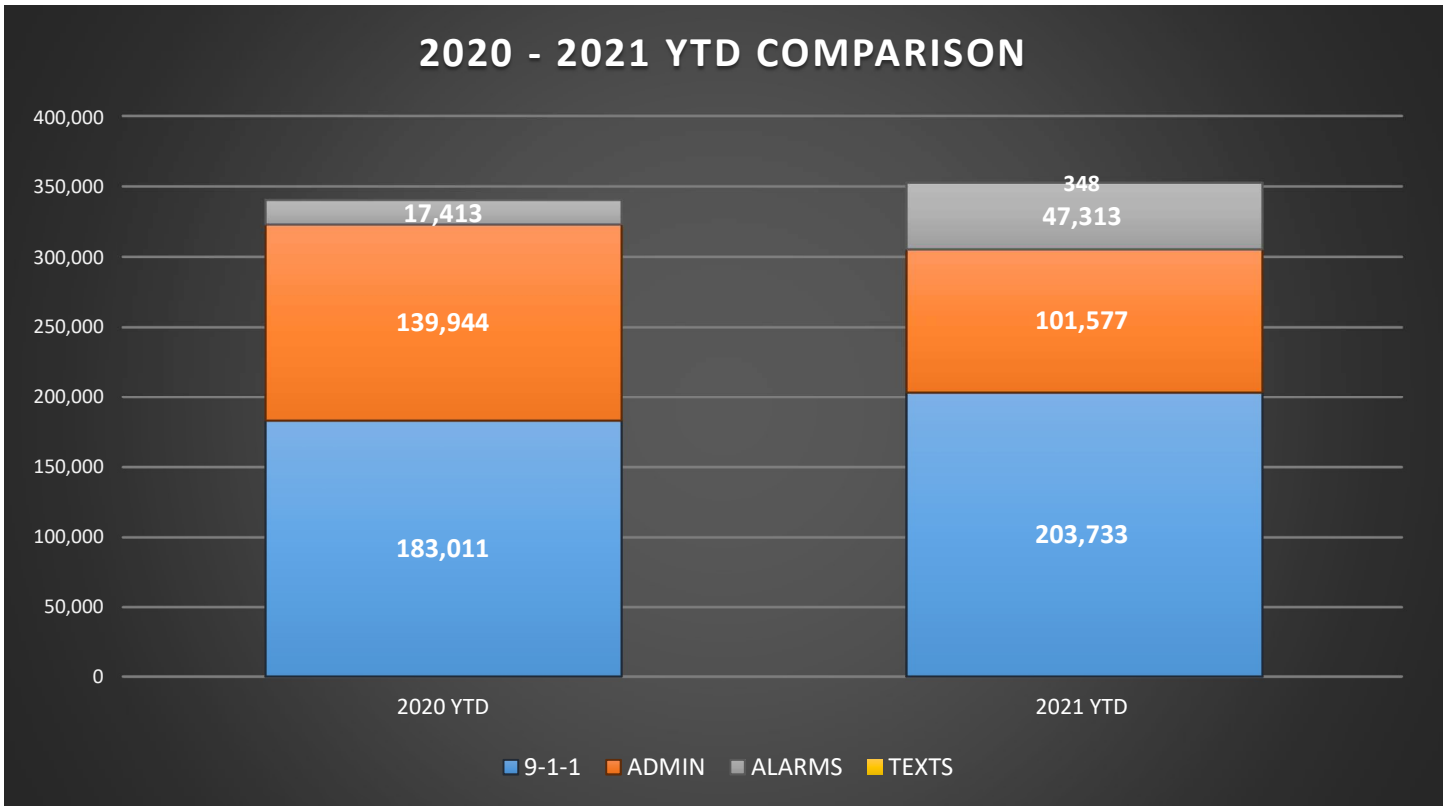


# AUGUST 2021

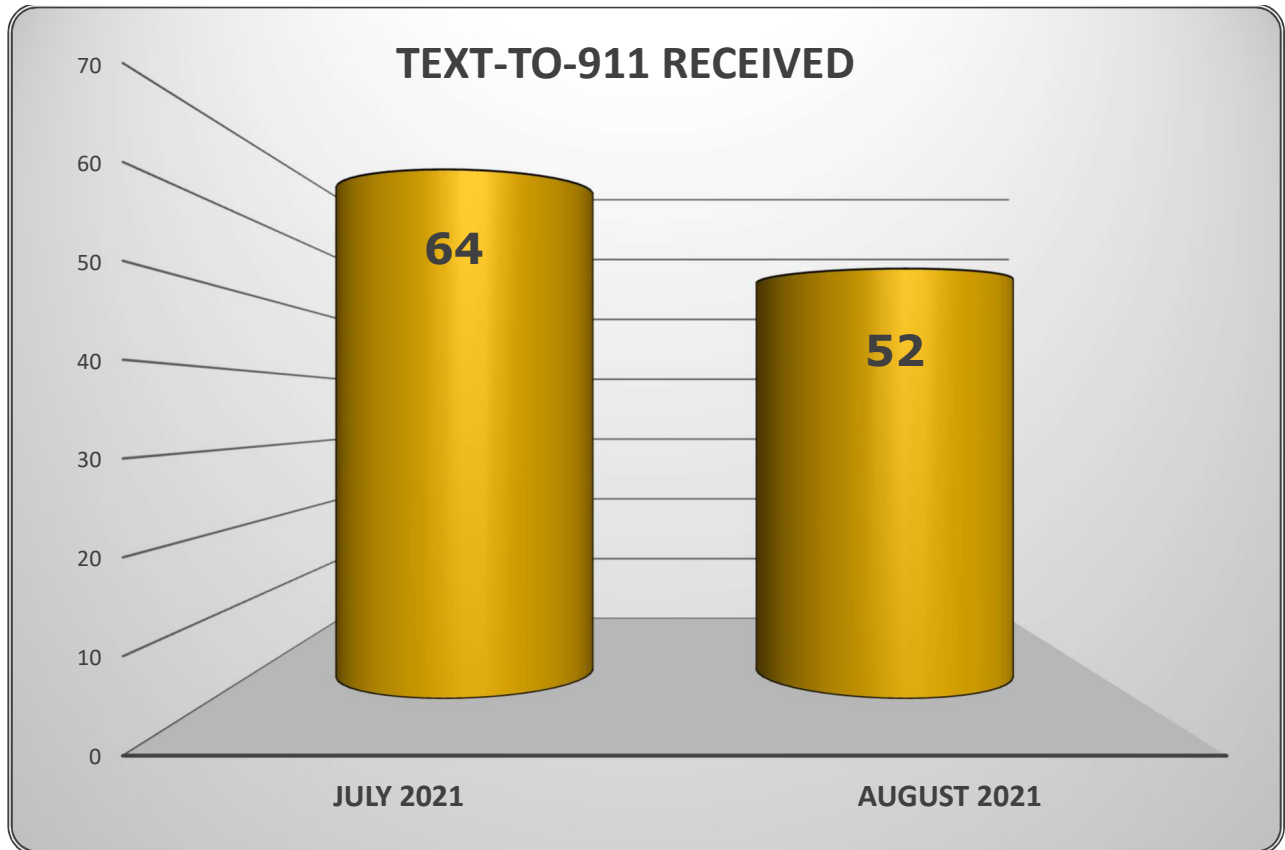
# AUGUST 2021 TELEPHONE STATISTICS



# TELEPHONE STATISTICS continued



# TELEPHONE STATISTICS continued

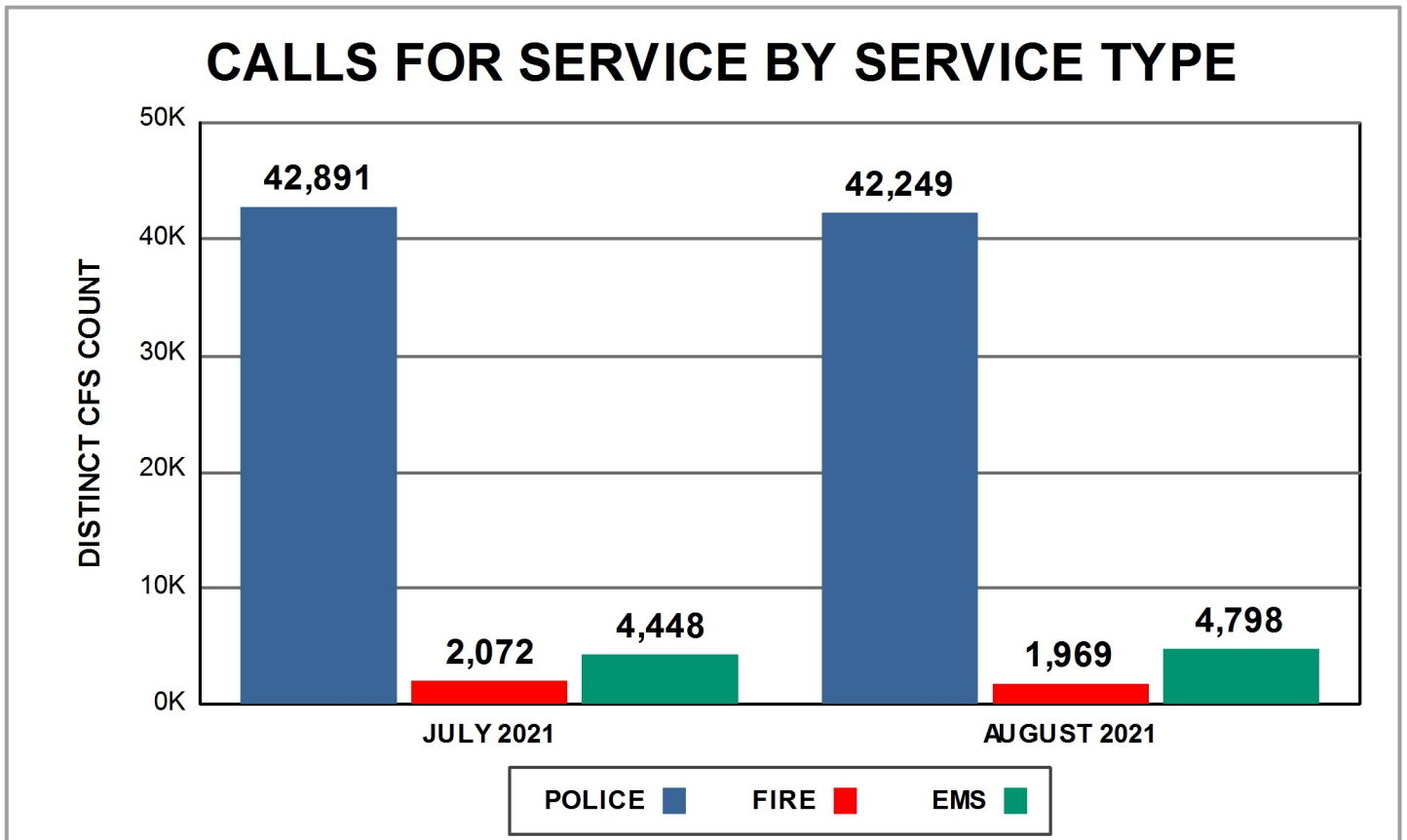


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# CAD CALLS FOR SERVICE

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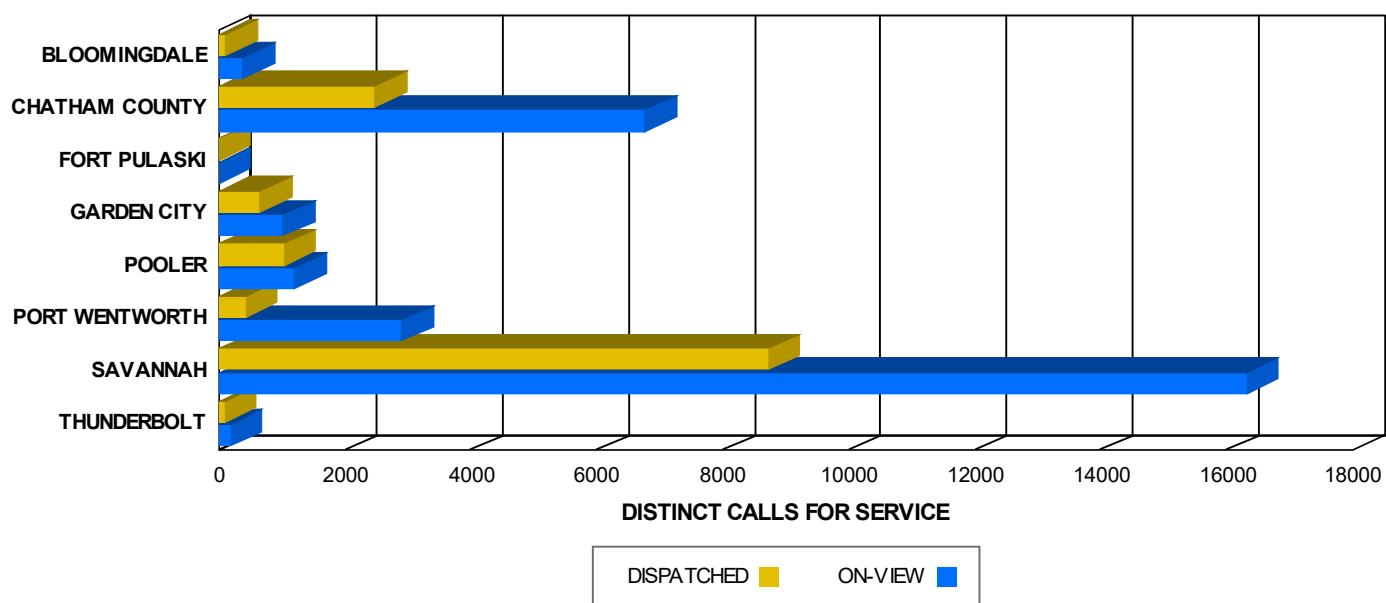
*Distinct Counts / Includes On-View*



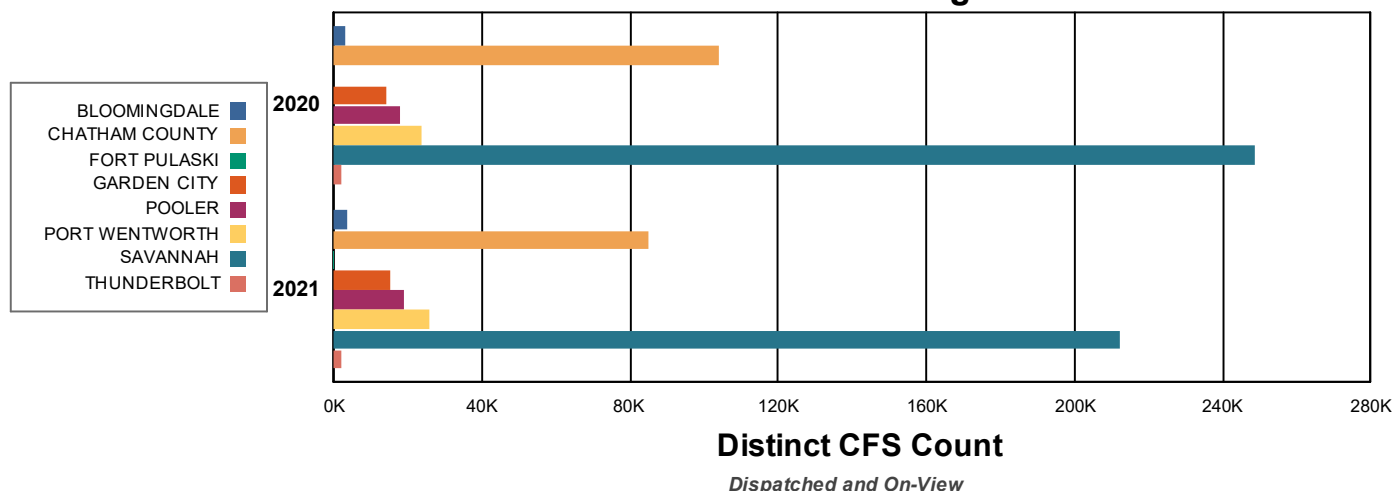
# POLICE

AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	98	381	479
CHATHAM COUNTY	2,477	6,756	9,233
FORT PULASKI	0	1	1
GARDEN CITY	647	1,008	1,655
POOLER	1,032	1,201	2,233
PORT WENTWORTH	424	2,908	3,332
SAVANNAH	8,724	16,316	25,040
THUNDERBOLT	95	181	276
<b>TOTAL</b>	<b>13,497</b>	<b>28,752</b>	<b>42,249</b>

## POLICE CALLS FOR SERVICE DISPATCHED / ON VIEW



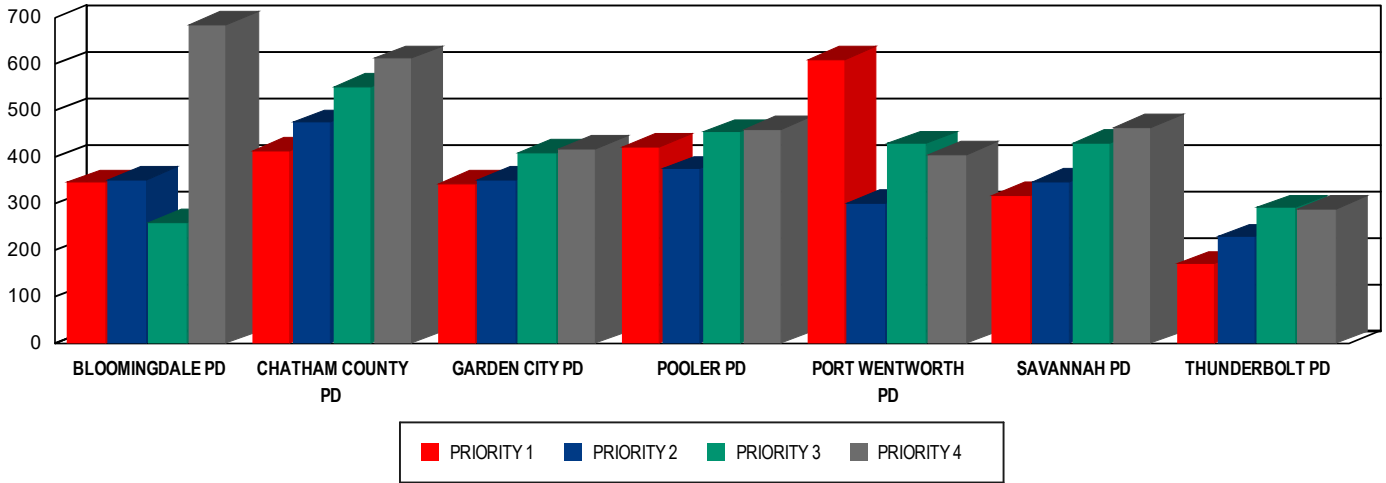
## Year-to-Date for the Month of August



## POLICE *continued*

### AVERAGE SECONDS DISPATCHED TO ONSCENE

BY AGENCY AND PRIORITY - excludes Animal Services

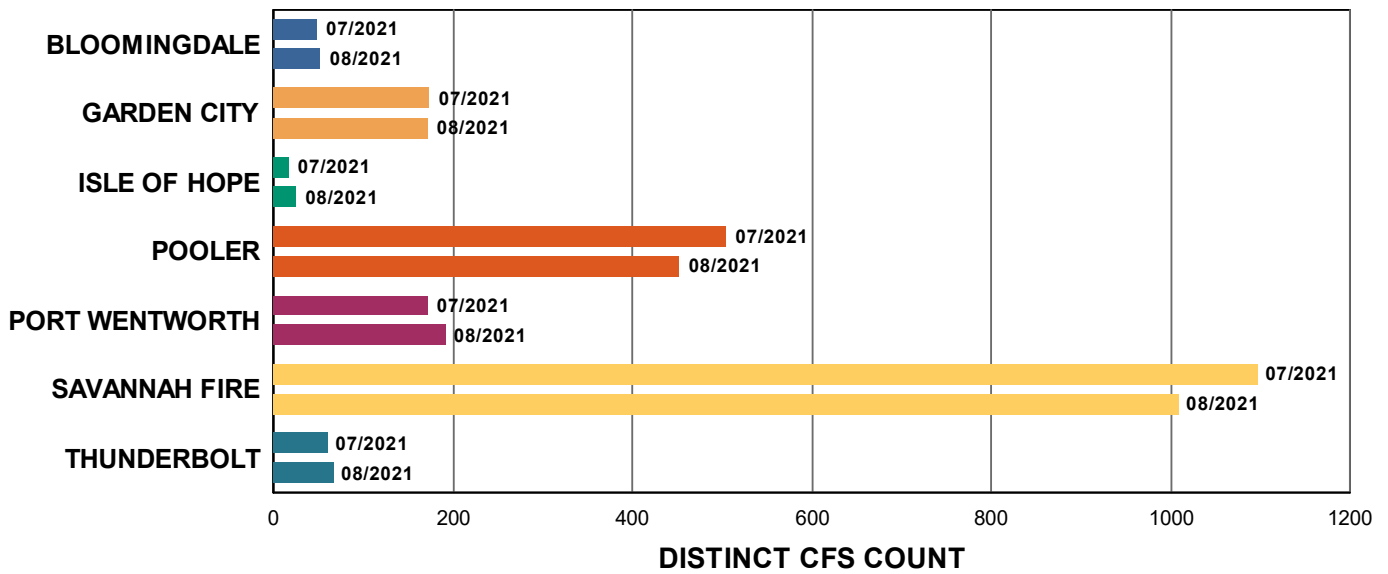


	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE PD	346	353	261	686
CHATHAM COUNTY PD	415	475	551	613
GARDEN CITY PD	343	352	410	418
POOLER PD	422	374	454	460
PORT WENTWORTH PD	609	303	429	407
SAVANNAH PD	317	348	432	464
THUNDERBOLT PD	171	229	291	289

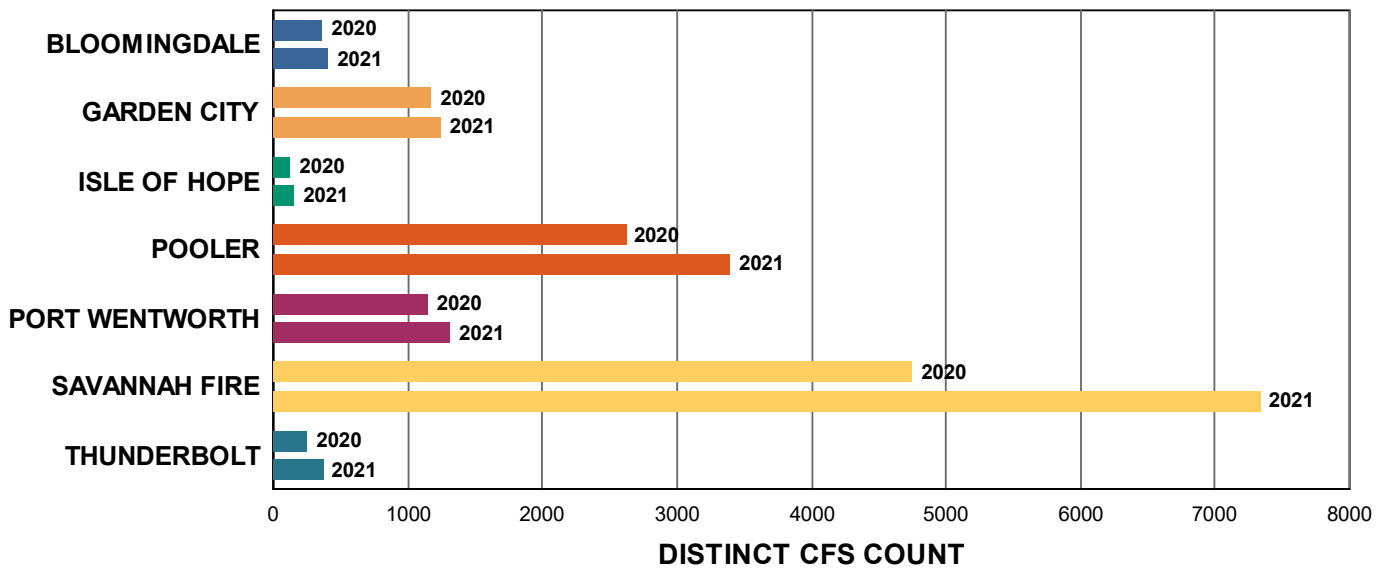
# FIRE

AGENCY	July 2021	August 2021
BLOOMINGDALE	48	53
GARDEN CITY	174	172
ISLE OF HOPE	17	25
POOLER	505	453
PORT WENTWORTH	172	192
SAVANNAH FIRE	1,096	1,008
THUNDERBOLT	60	66
<b>Total</b>	<b>2,072</b>	<b>1,969</b>

## FIRE DEPARTMENT CALLS FOR SERVICE



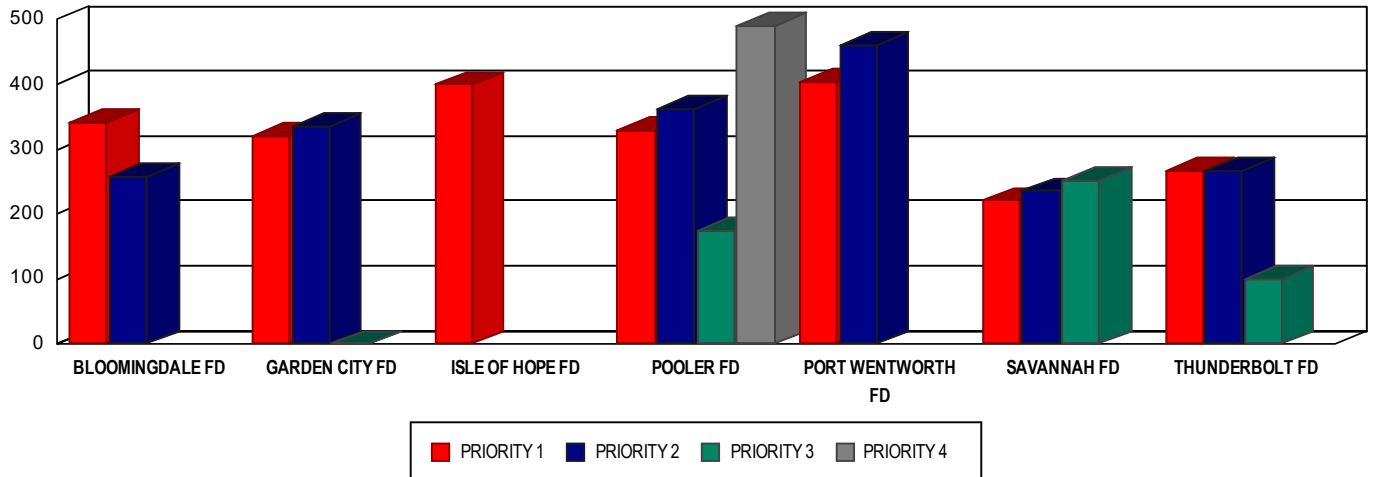
## FIRE DEPARTMENT CALLS FOR SERVICE





## FIRE *continued*

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



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
<b>BLOOMINGDALE FD</b>	341	257	0	0
<b>GARDEN CITY FD</b>	319	335	0	0
<b>ISLE OF HOPE FD</b>	399	0	0	0
<b>POOLER FD</b>	328	361	175	489
<b>PORT WENTWORTH FD</b>	404	459	0	0
<b>SAVANNAH FD</b>	220	235	251	0
<b>THUNDERBOLT FD</b>	267	265	100	0

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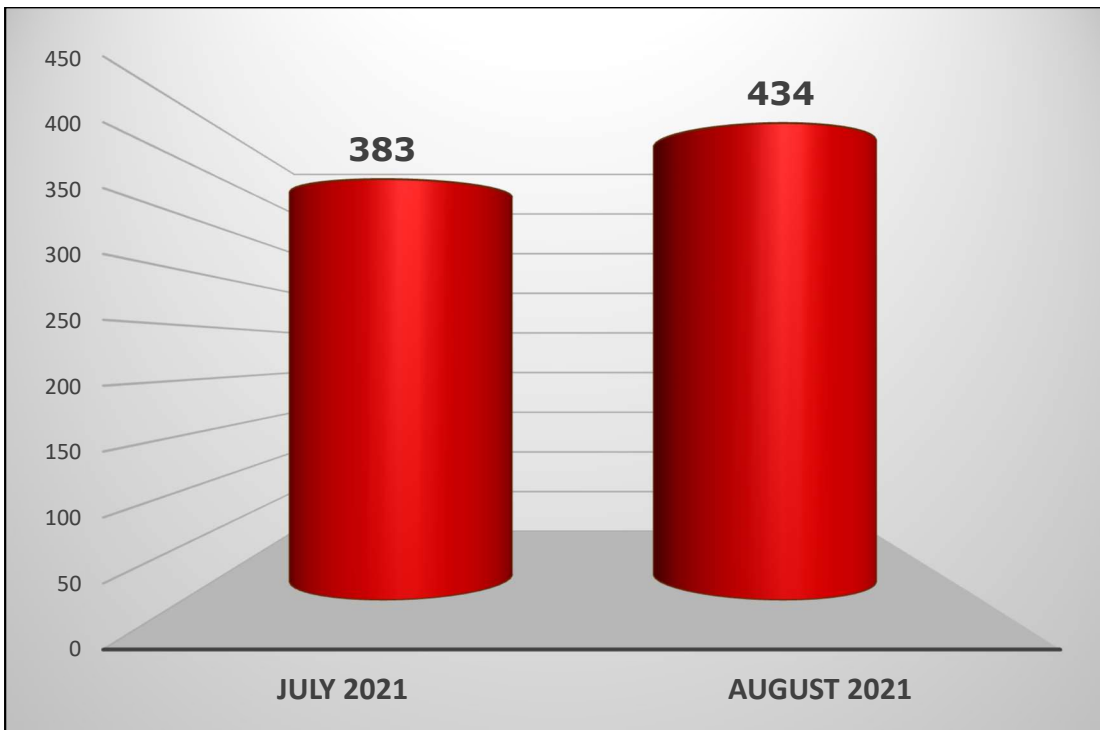
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## **FIRE *continued***

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<b>AGENCY</b>	<b>July 2021</b>	<b>August 2021</b>
<b>CHATHAM FIRE*</b>	<b>383</b>	<b>434</b>



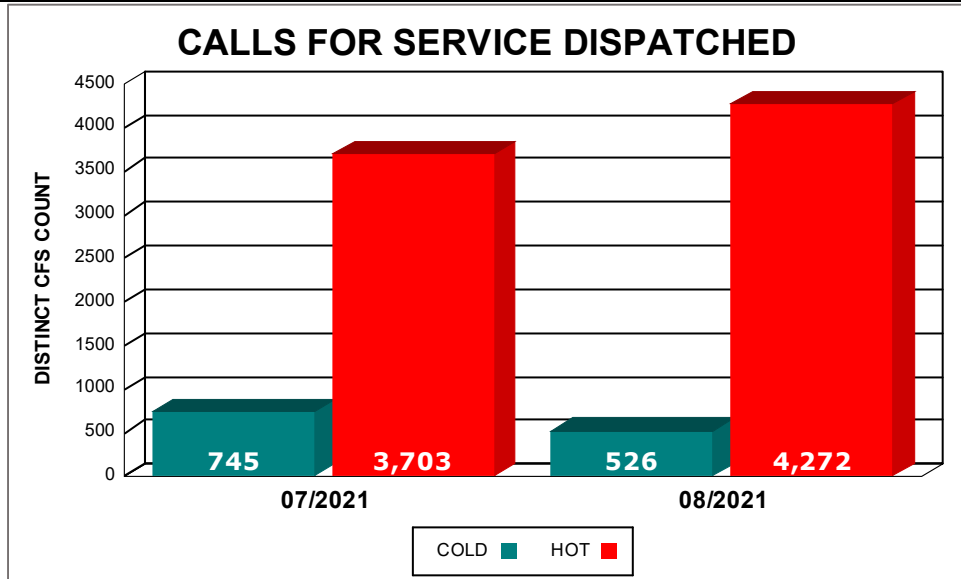
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**\*These calls are dispatched by Chatham Emergency Services**

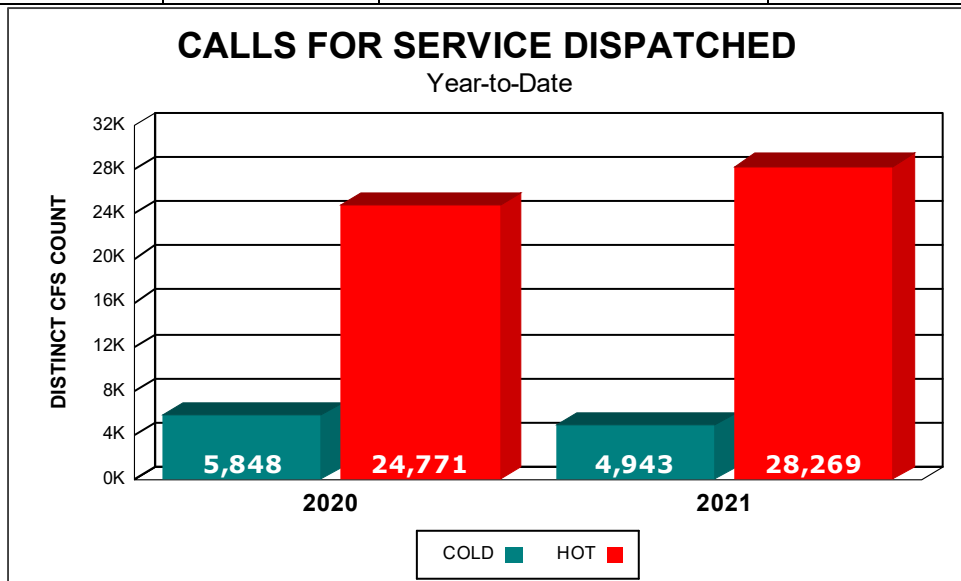
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# EMS

AGENCY		July 2021	August 2021
CHATHAM	COLD	745	526
	HOT	3,703	4,272
	<b>TOTAL</b>	<b>4,448</b>	<b>4,798</b>



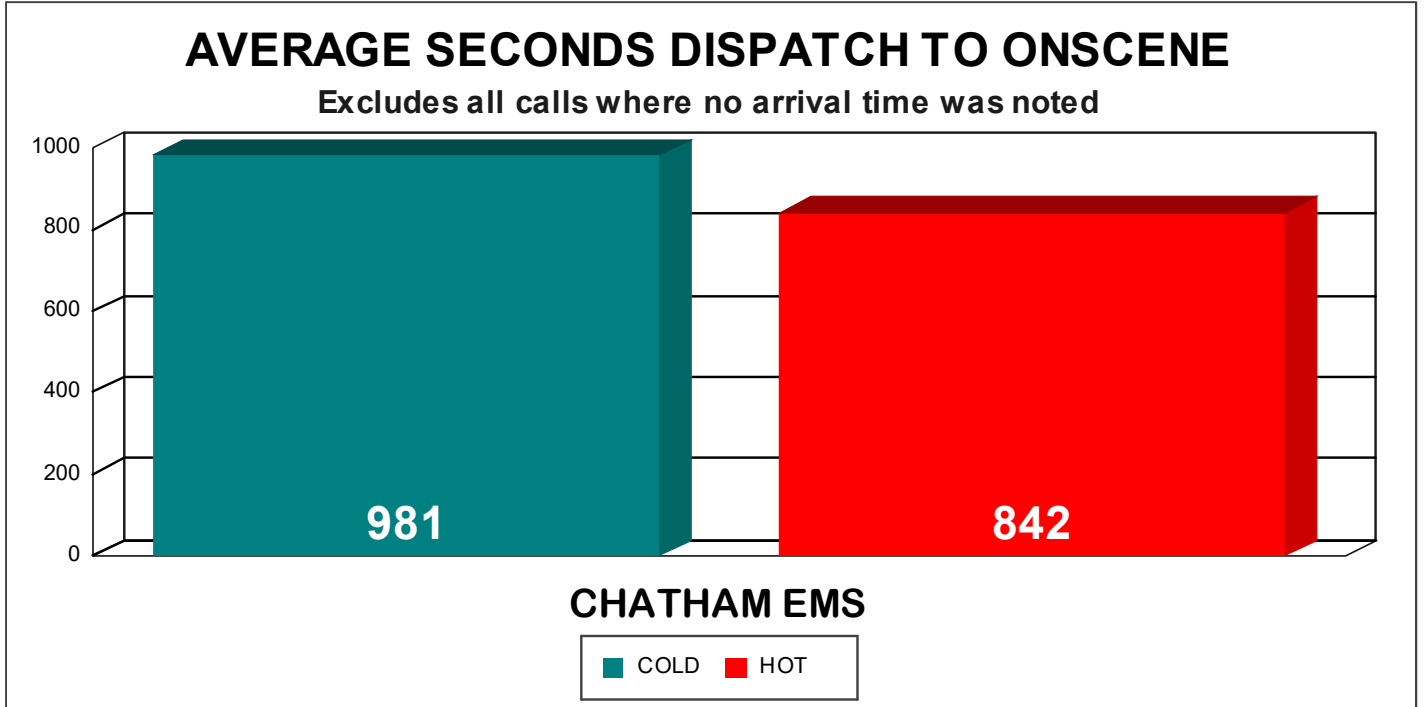
AGENCY		2020	2021
CHATHAM	COLD	5,848	4,943
	HOT	24,771	28,269
	<b>TOTAL</b>	<b>30,619</b>	<b>33,212</b>



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## EMS *continued*

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# Quality Assurance Numbers

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AUGUST 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.