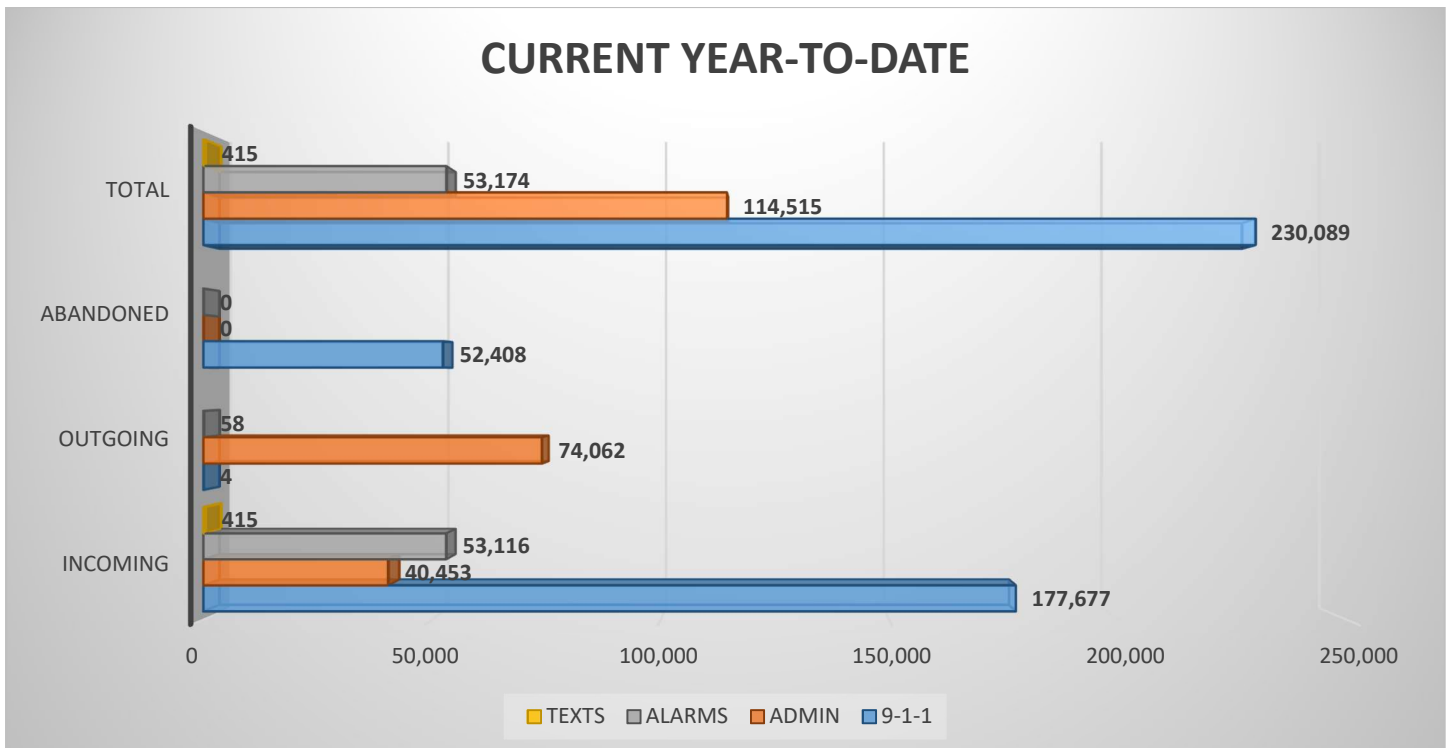
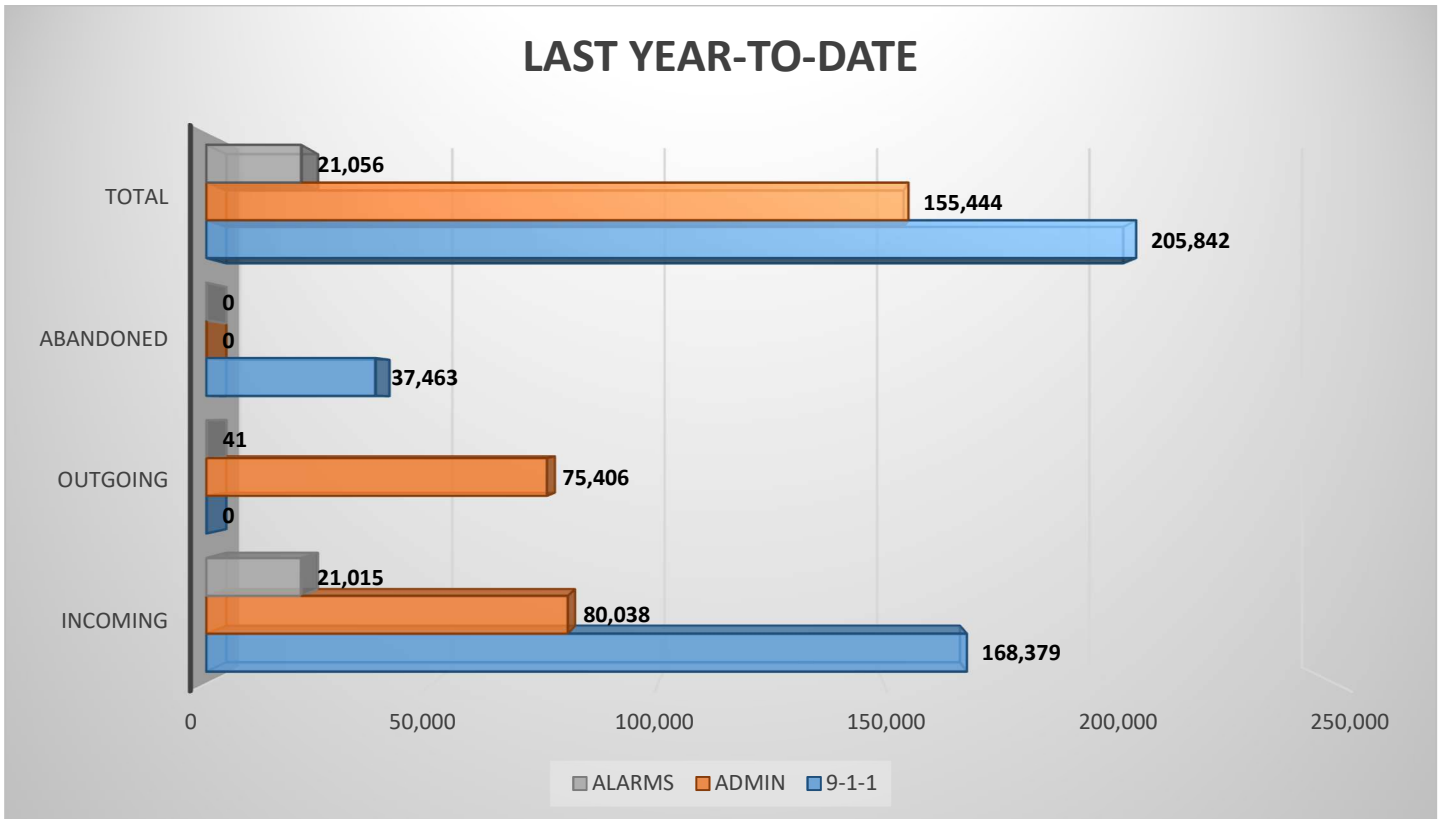


# CHATHAM 9-1-1 COMMUNICATIONS SERVICES

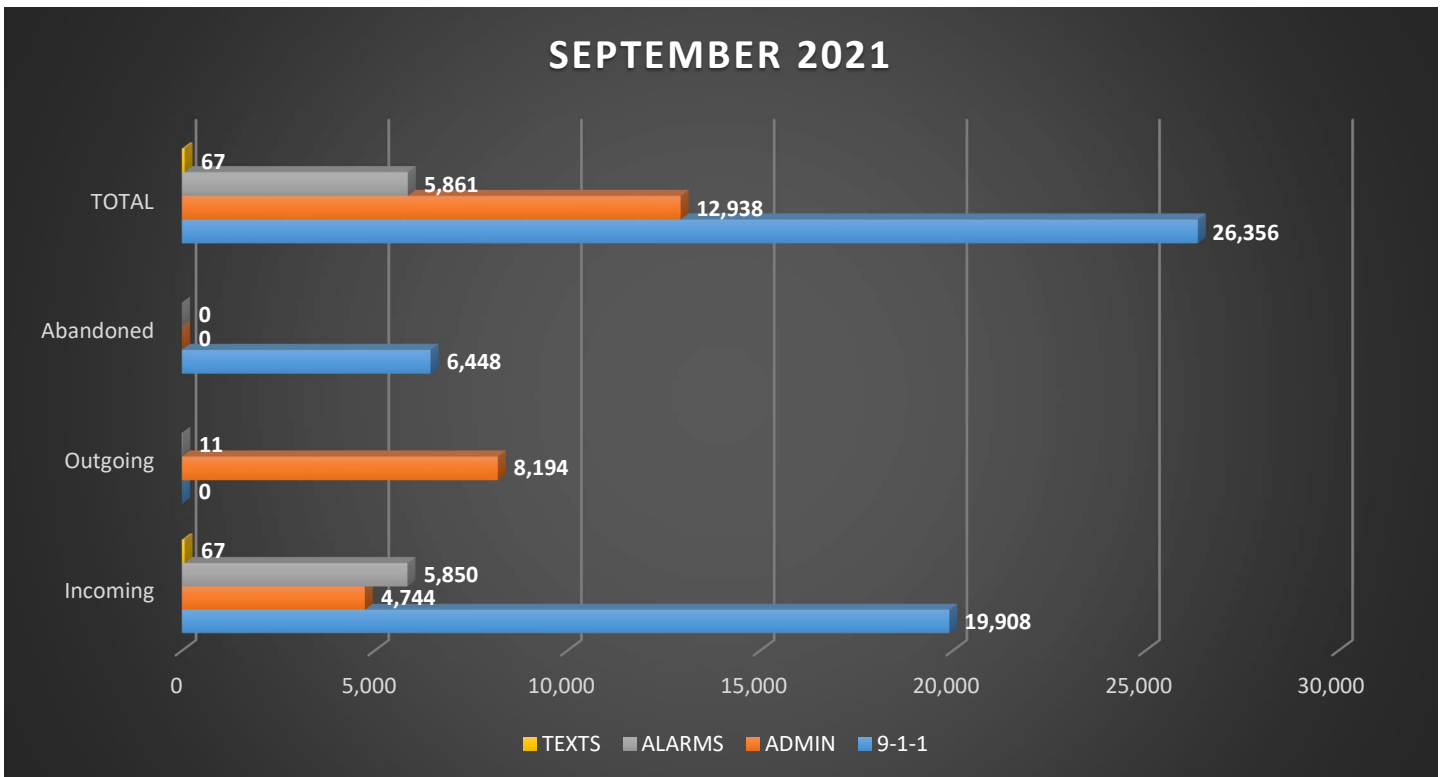
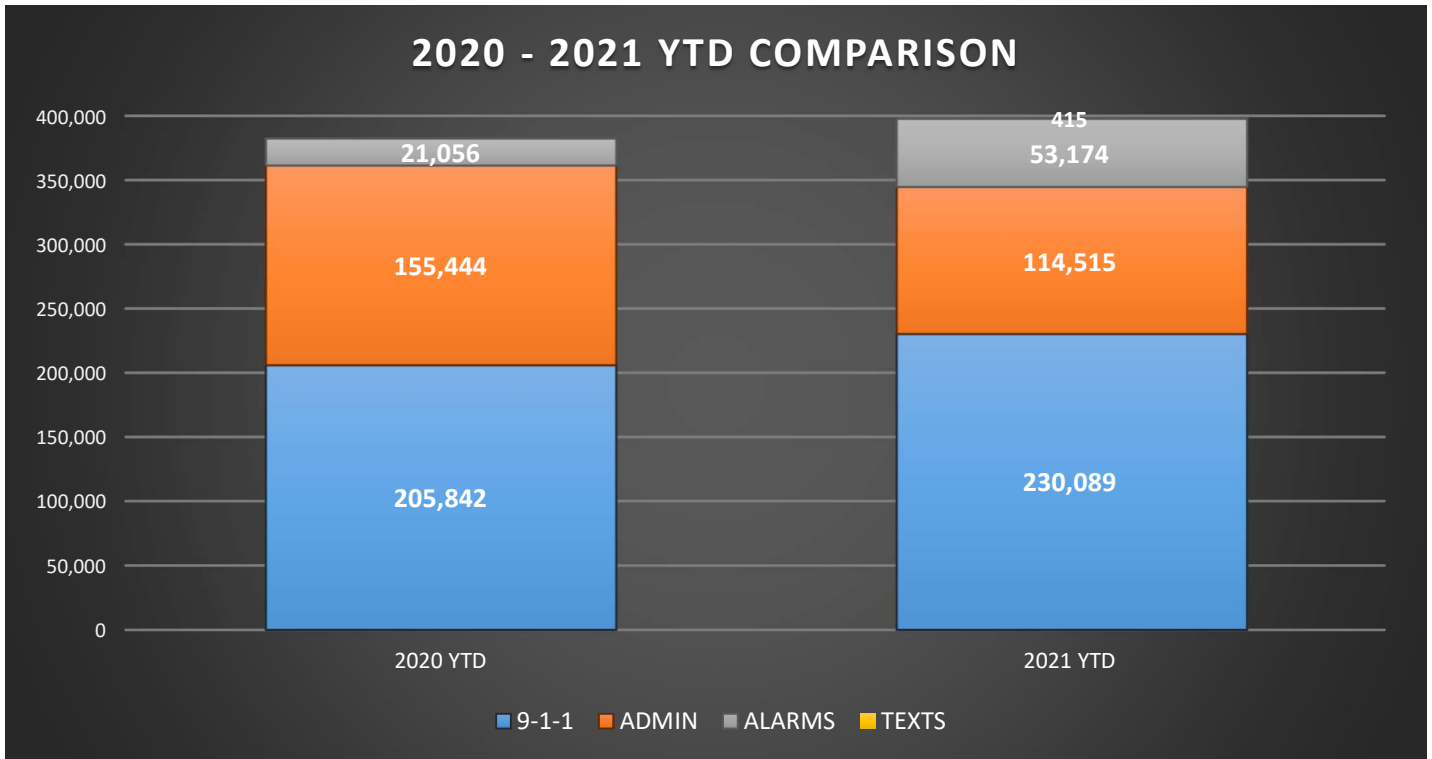


SEPTEMBER 2021

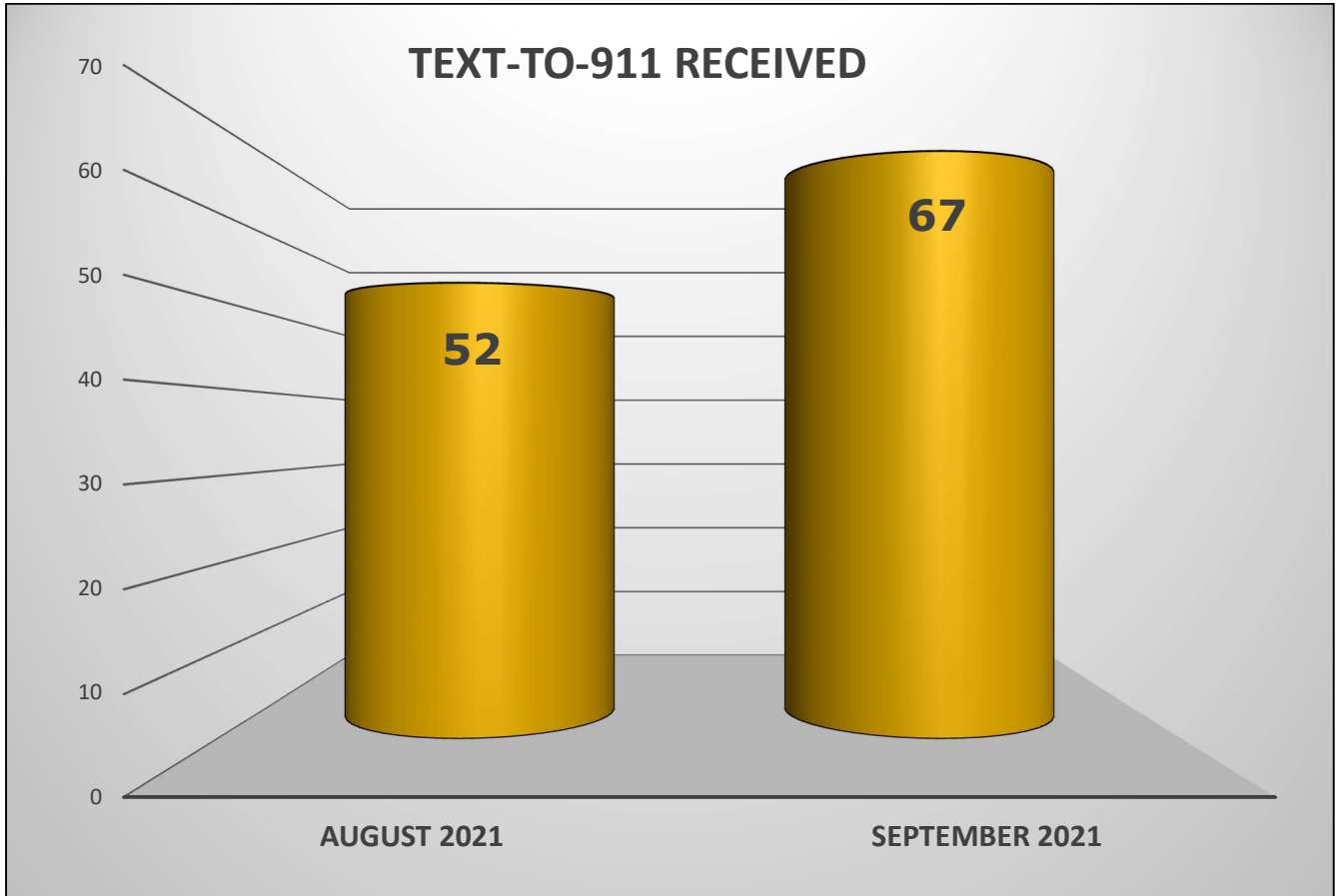
# SEPTEMBER 2021 TELEPHONE STATISTICS



# TELEPHONE STATISTICS continued



# TELEPHONE STATISTICS continued

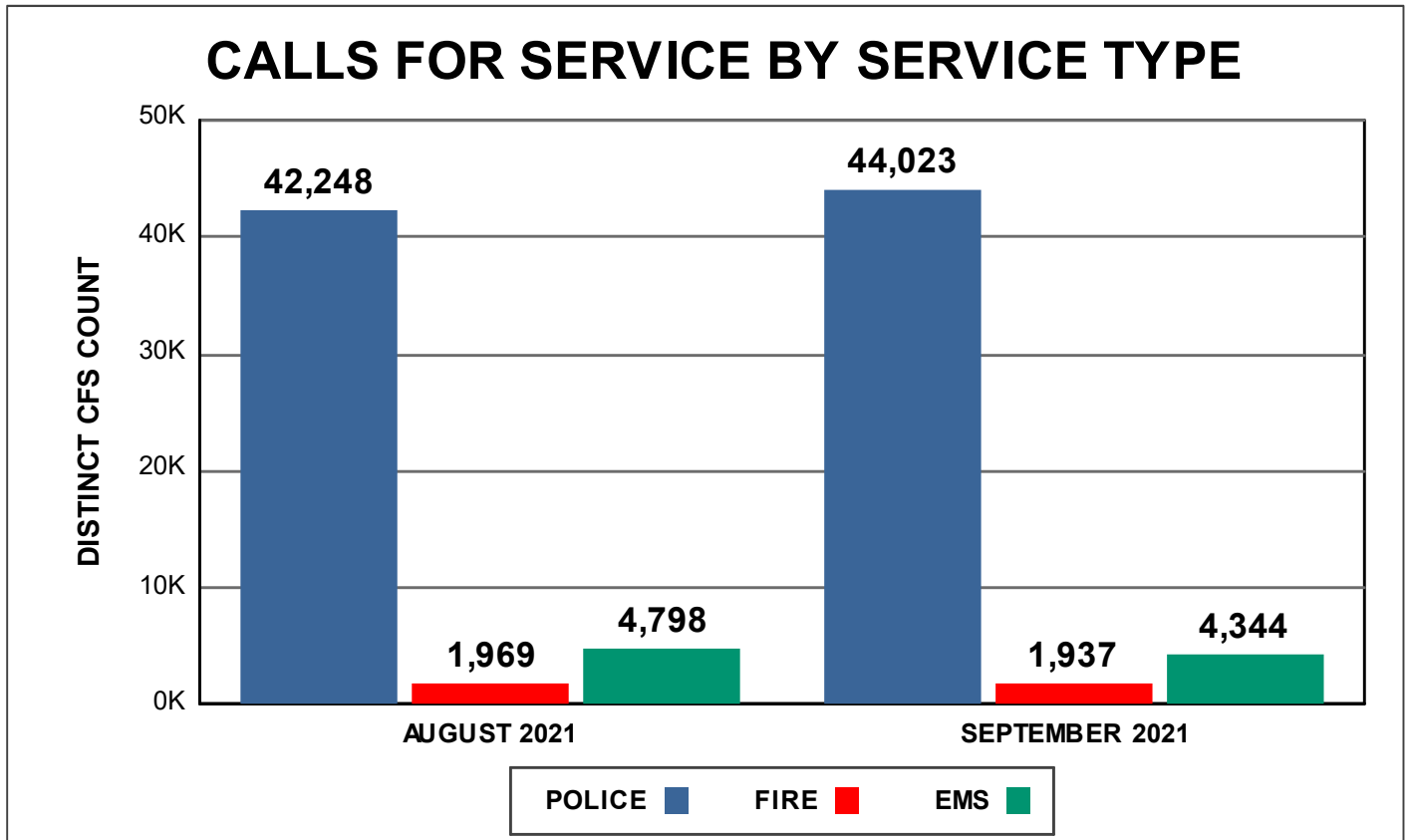


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# CAD CALLS FOR SERVICE

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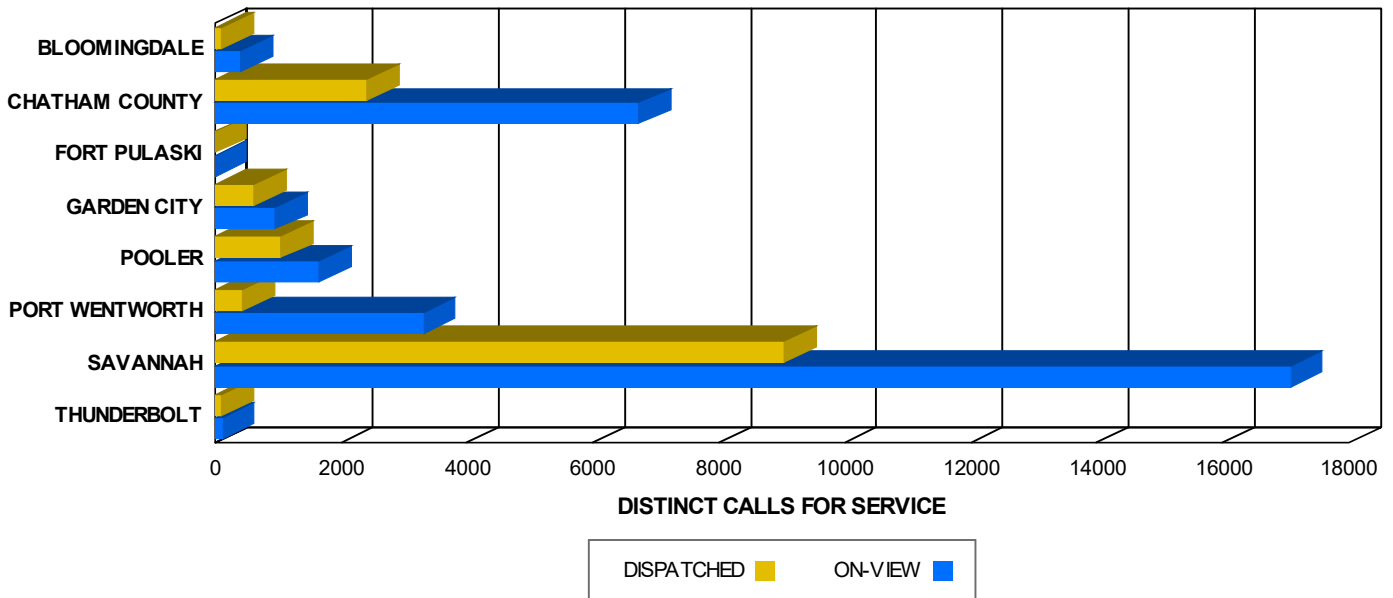
*Distinct Counts / Includes On-View*



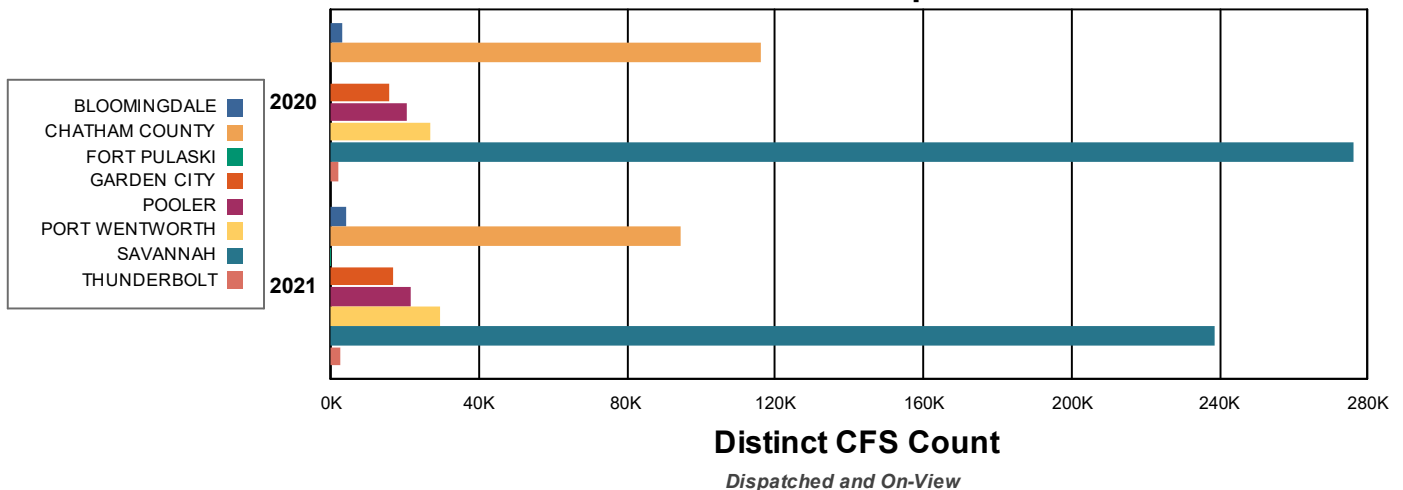
# POLICE

AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	103	416	519
CHATHAM COUNTY	2,408	6,731	9,139
FORT PULASKI	1	2	3
GARDEN CITY	614	965	1,579
POOLER	1,040	1,657	2,697
PORT WENTWORTH	445	3,314	3,759
SAVANNAH	9,033	17,074	26,107
THUNDERBOLT	99	121	220
<b>TOTAL</b>	<b>13,743</b>	<b>30,280</b>	<b>44,023</b>

## POLICE CALLS FOR SERVICE DISPATCHED / ON VIEW



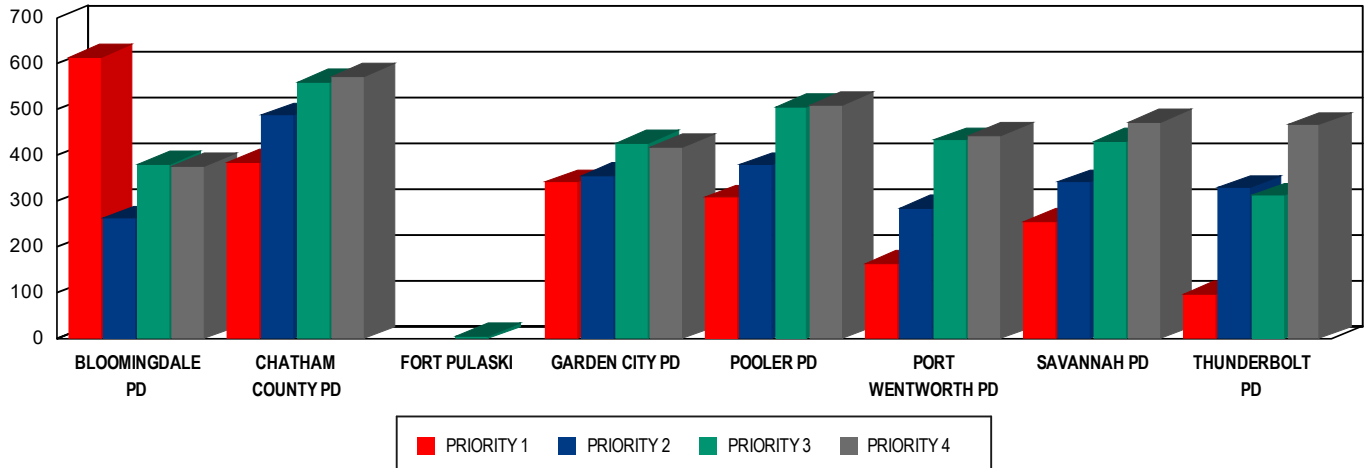
## Year-to-Date for the Month of September



## POLICE *continued*

### AVERAGE SECONDS DISPATCHED TO ONSCENE

BY AGENCY AND PRIORITY - excludes Animal Services

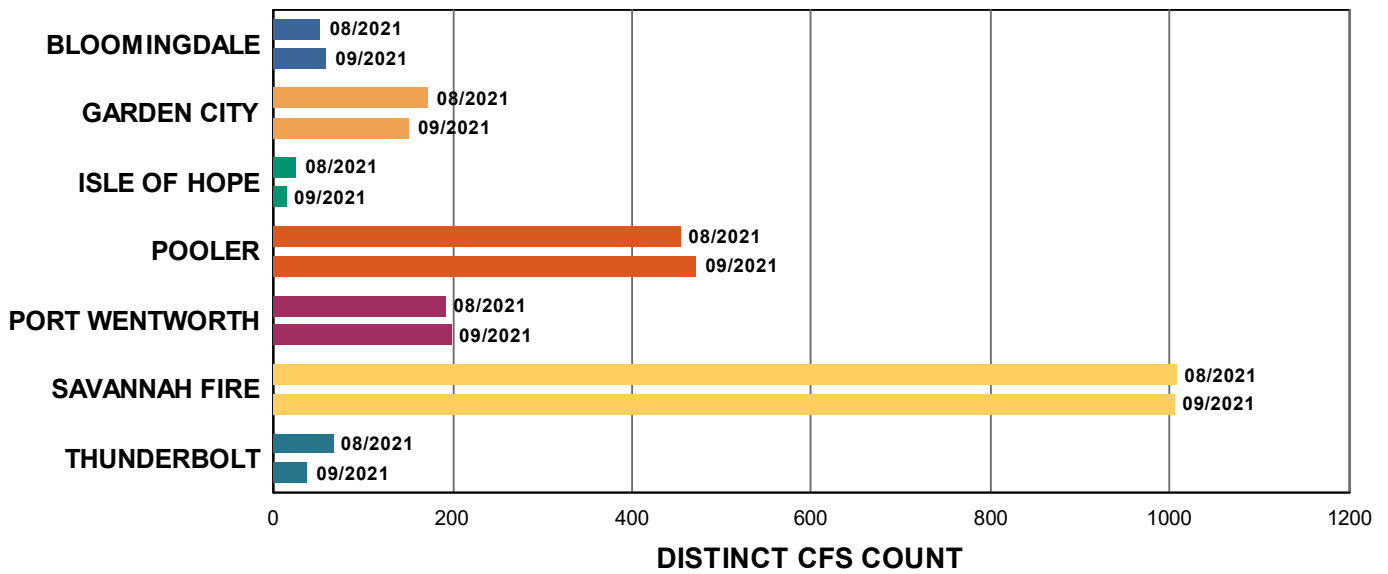


	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
<b>BLOOMINGDALE PD</b>	615	262	380	377
<b>CHATHAM COUNTY PD</b>	385	487	561	572
<b>FORT PULASKI</b>	0	0	6	0
<b>GARDEN CITY PD</b>	342	356	426	420
<b>POOLER PD</b>	307	378	506	511
<b>PORT WENTWORTH PD</b>	165	286	433	444
<b>SAVANNAH PD</b>	256	342	432	473
<b>THUNDERBOLT PD</b>	97	329	312	467

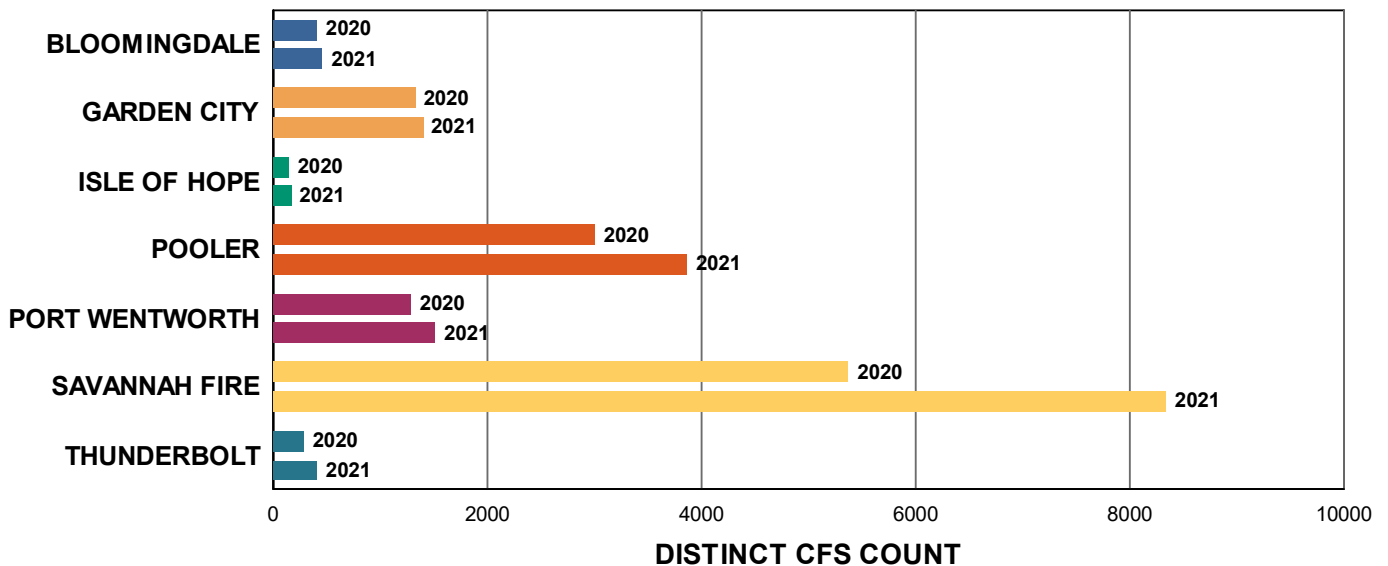
# FIRE

AGENCY	August 2021	September 2021
BLOOMINGDALE	53	59
GARDEN CITY	172	151
ISLE OF HOPE	25	14
POOLER	454	472
PORT WENTWORTH	192	198
SAVANNAH FIRE	1,007	1,005
THUNDERBOLT	66	38
<b>Total</b>	<b>1,969</b>	<b>1,937</b>

## FIRE DEPARTMENT CALLS FOR SERVICE



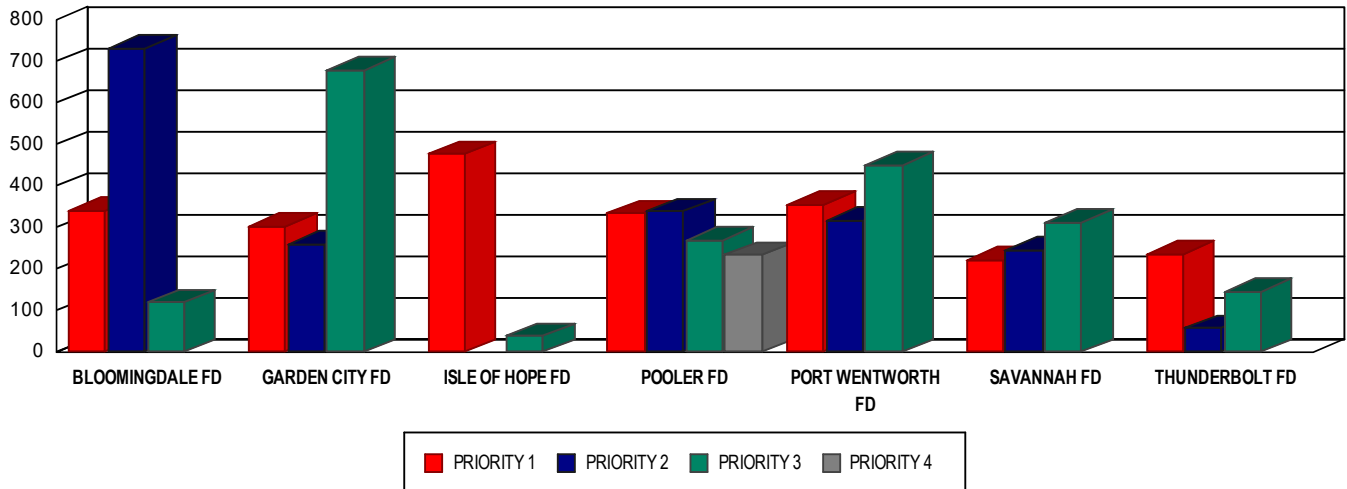
## FIRE DEPARTMENT CALLS FOR SERVICE





## FIRE *continued*

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



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
<b>BLOOMINGDALE FD</b>	339	732	119	0
<b>GARDEN CITY FD</b>	302	258	680	0
<b>ISLE OF HOPE FD</b>	477	0	38	0
<b>POOLER FD</b>	334	339	270	233
<b>PORT WENTWORTH FD</b>	355	318	449	0
<b>SAVANNAH FD</b>	223	247	311	0
<b>THUNDERBOLT FD</b>	236	57	145	0

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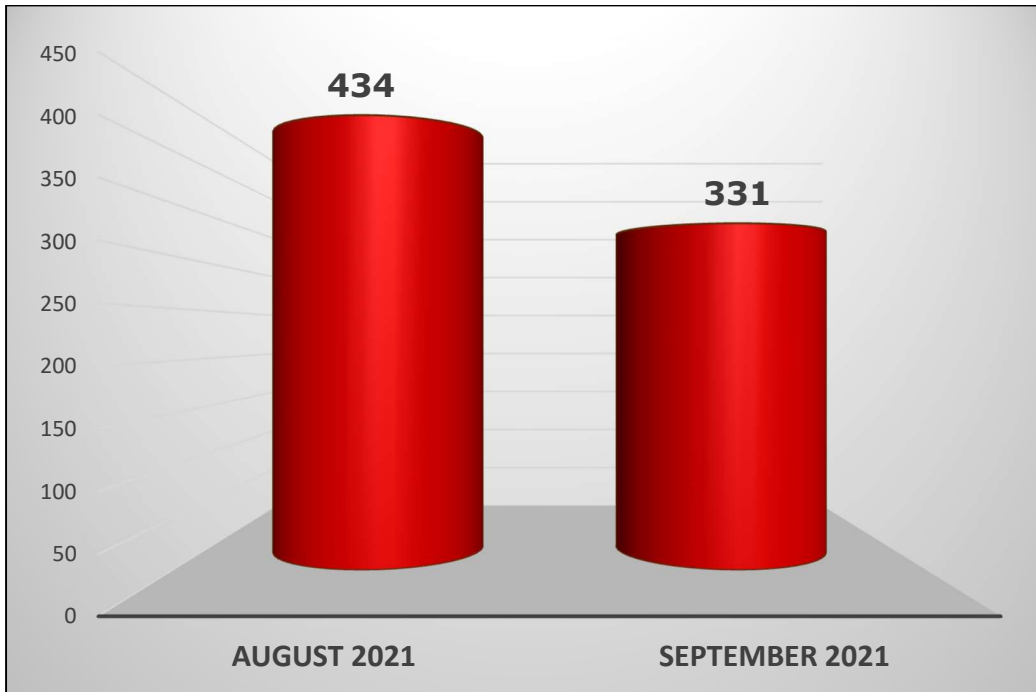
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## **FIRE *continued***

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<b>AGENCY</b>	<b>August 2021</b>	<b>September 2021</b>
CHATHAM FIRE*	434	331



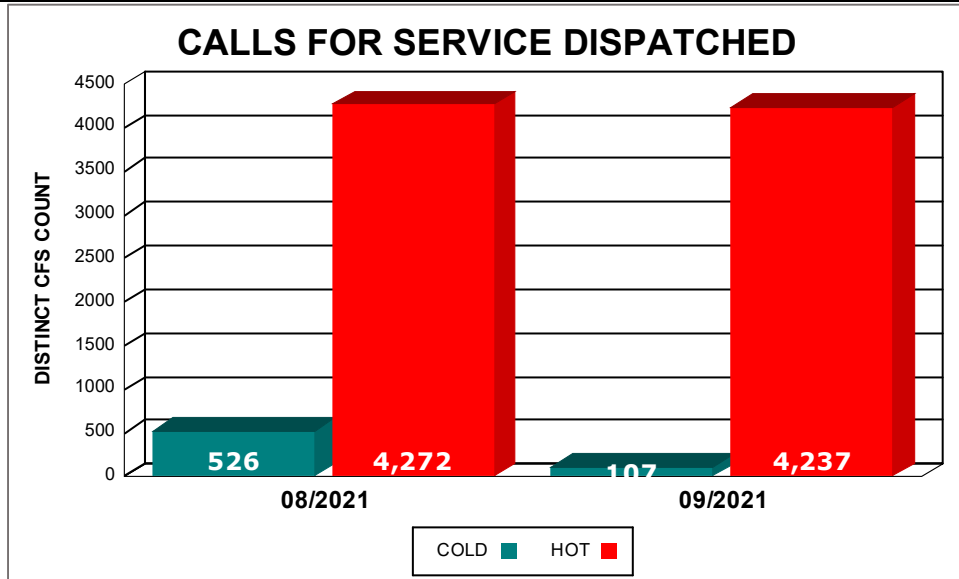
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**\*These calls are dispatched by Chatham Emergency Services**

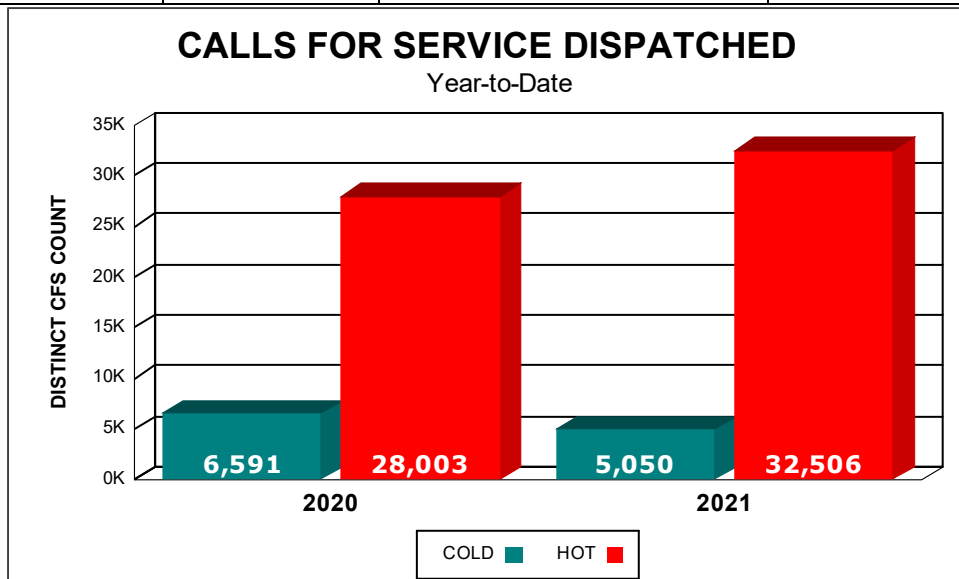
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# EMS

AGENCY		August 2021	September 2021
CHATHAM	COLD	526	107
	HOT	4,272	4,237
	<b>TOTAL</b>	<b>4,798</b>	<b>4,344</b>



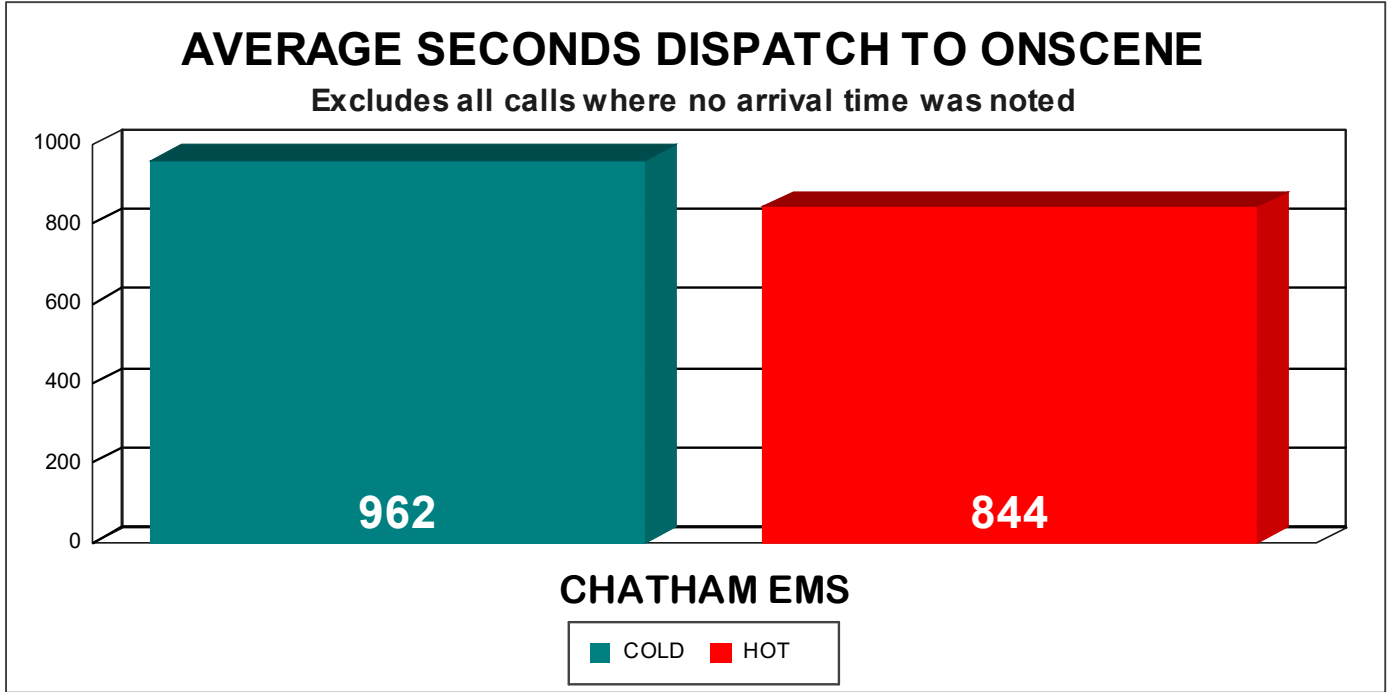
AGENCY		2020	2021
CHATHAM	COLD	6,591	5,050
	HOT	28,003	32,506
	<b>TOTAL</b>	<b>34,594</b>	<b>37,556</b>



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## EMS *continued*

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# Quality Assurance Numbers

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SEPTEMBER 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.