

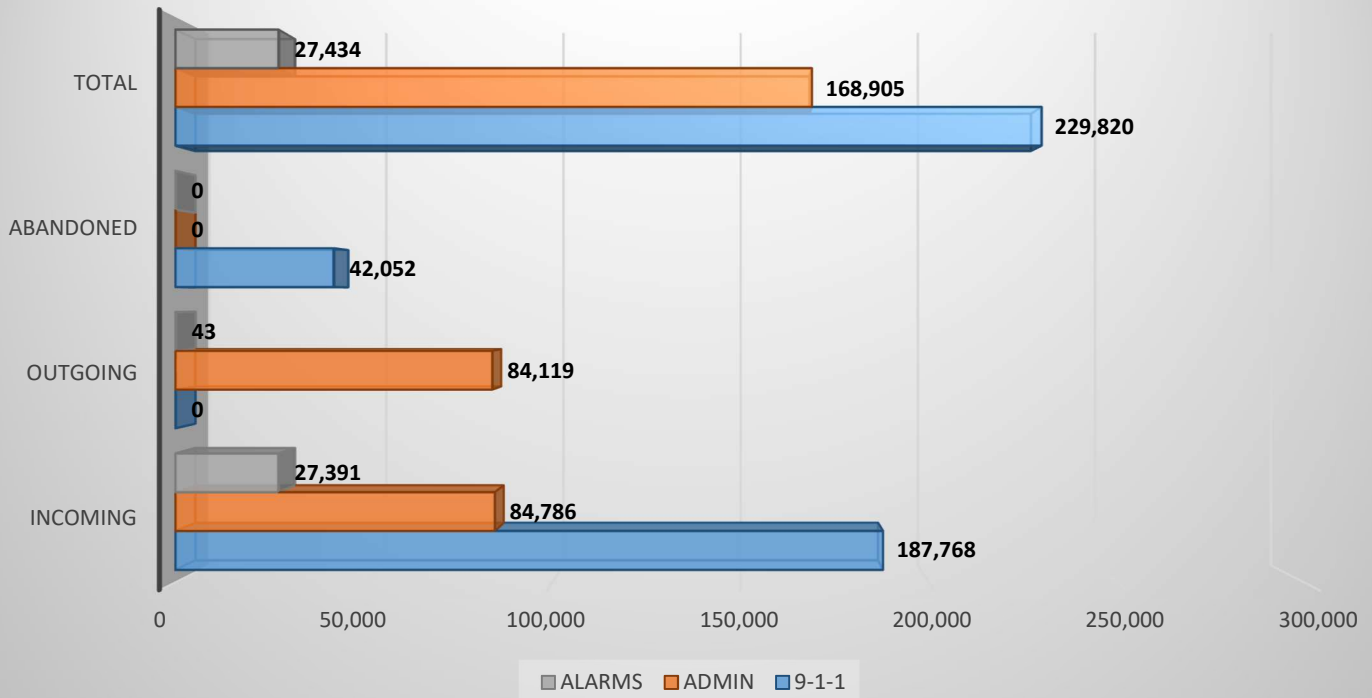
CHATHAM 9-1-1 COMMUNICATIONS SERVICES



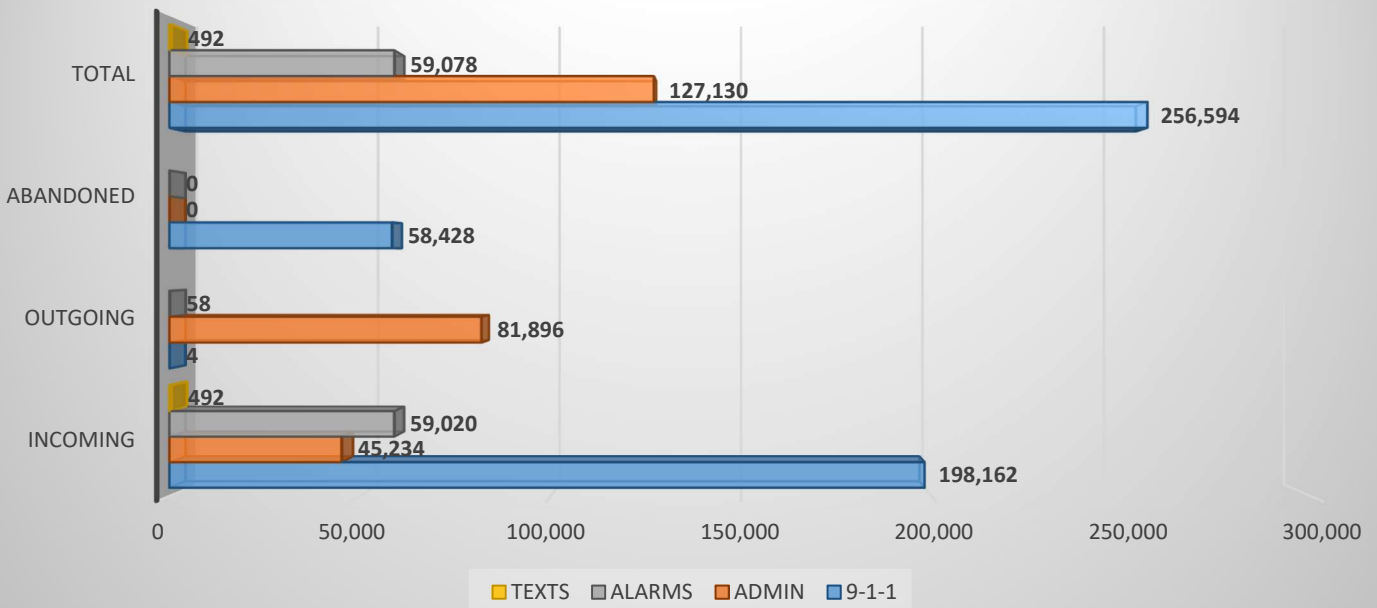
OCTOBER 2021

OCTOBER 2021 TELEPHONE STATISTICS

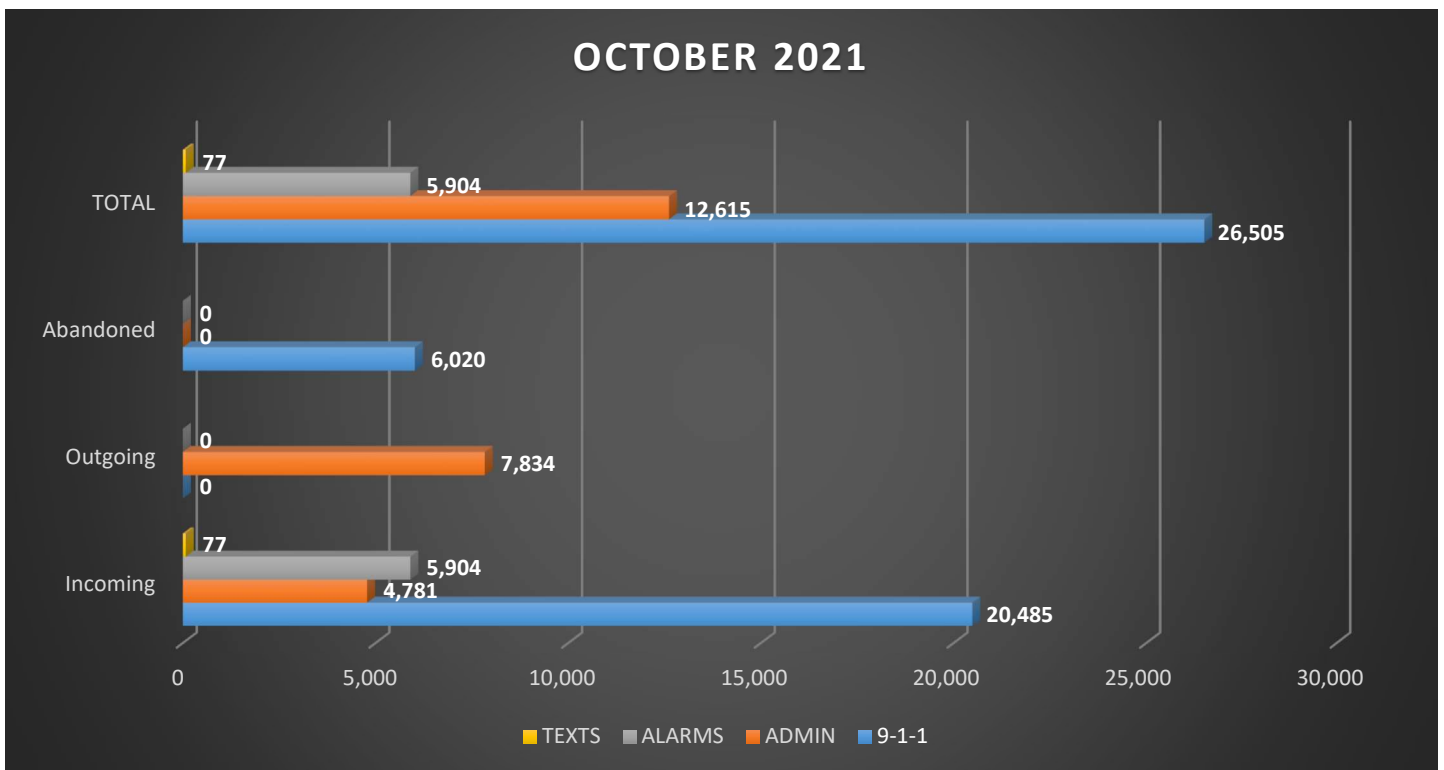
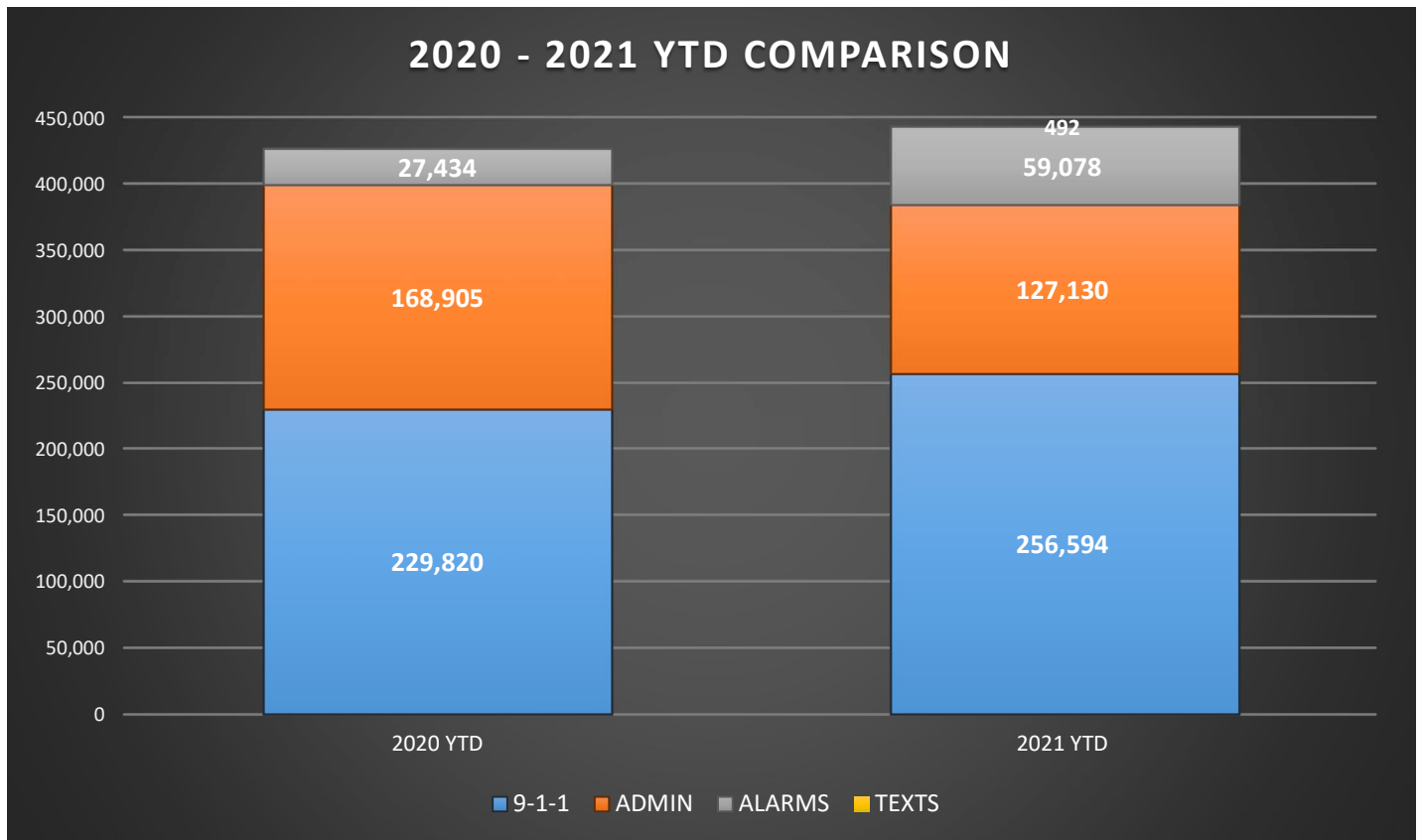
LAST YEAR-TO-DATE



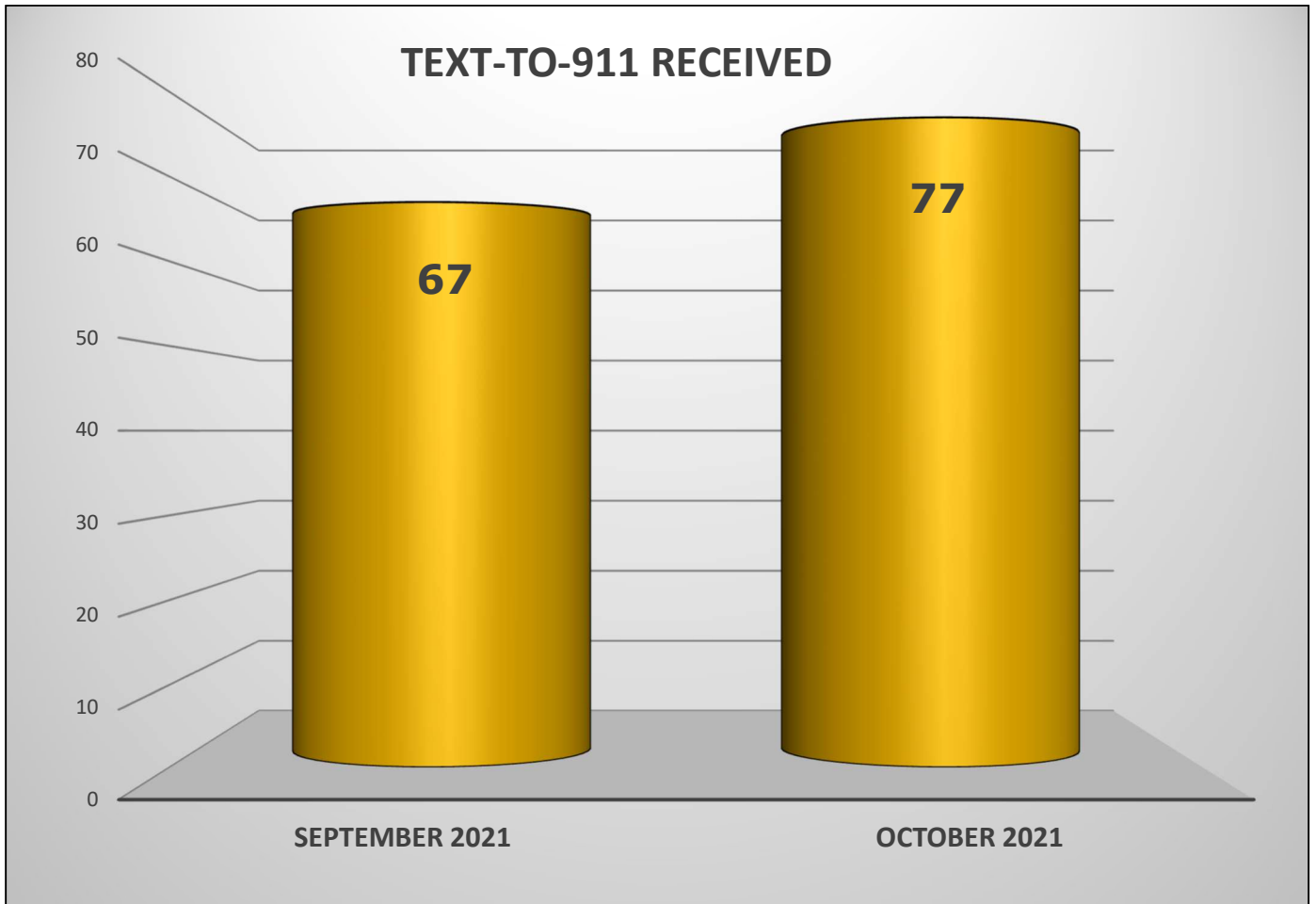
CURRENT YEAR-TO-DATE



TELEPHONE STATISTICS continued

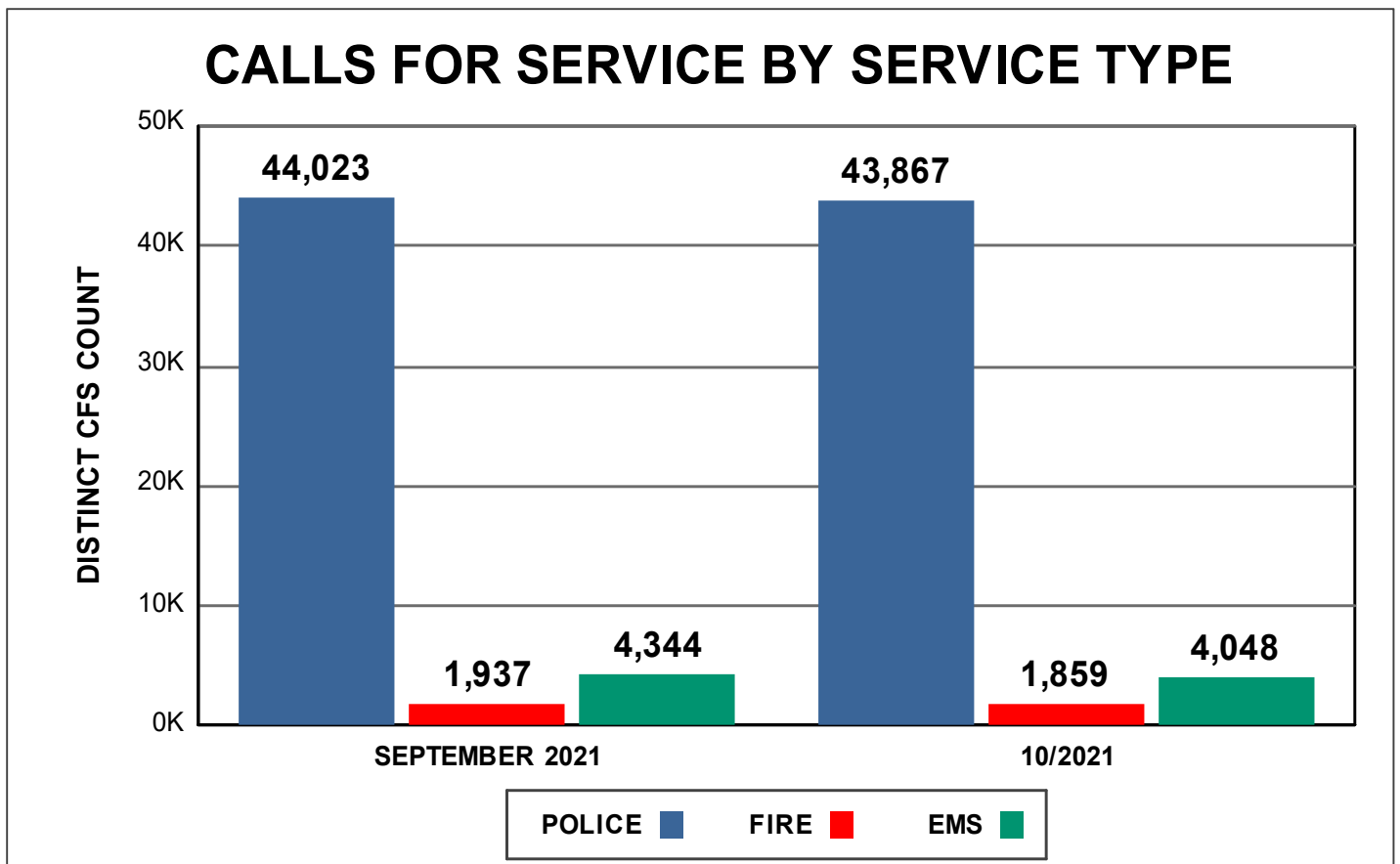


TELEPHONE STATISTICS continued



CAD CALLS FOR SERVICE

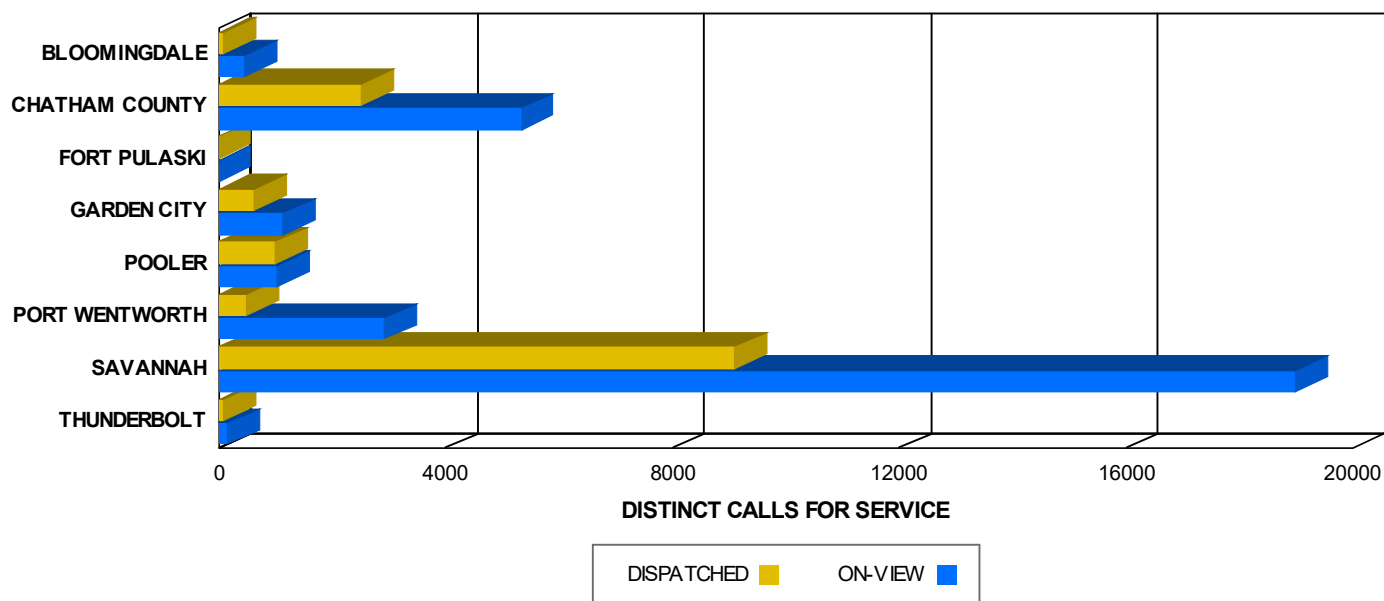
Distinct Counts / Includes On-View



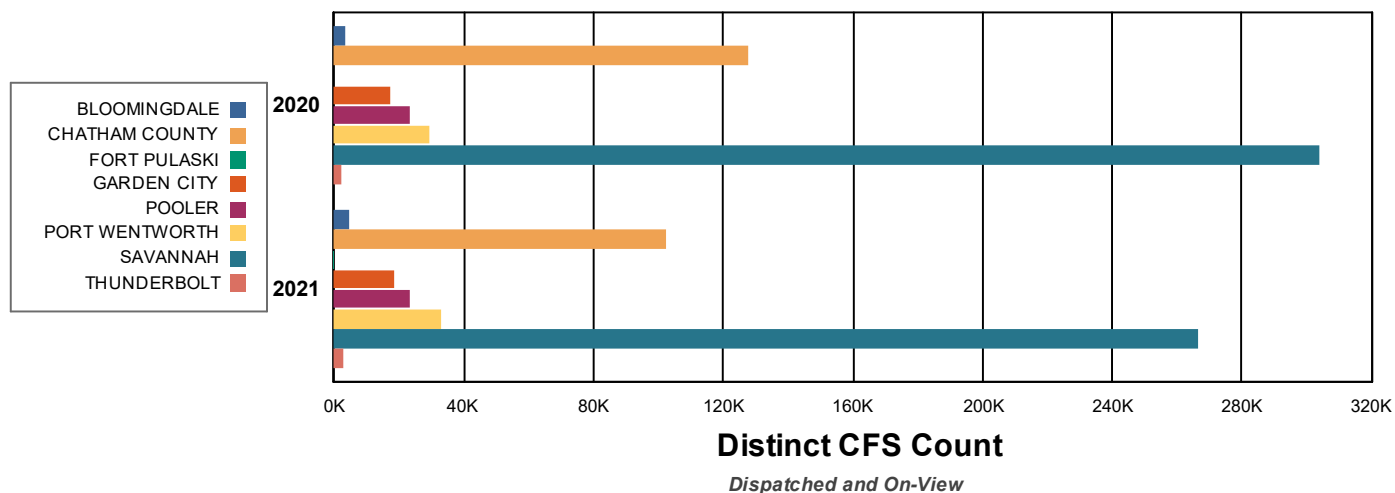
POLICE

AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	90	452	542
CHATHAM COUNTY	2,518	5,332	7,850
FORT PULASKI	0	1	1
GARDEN CITY	615	1,127	1,742
POOLER	996	1,026	2,022
PORT WENTWORTH	496	2,911	3,407
SAVANNAH	9,103	18,985	28,088
THUNDERBOLT	75	140	215
TOTAL	13,893	29,974	43,867

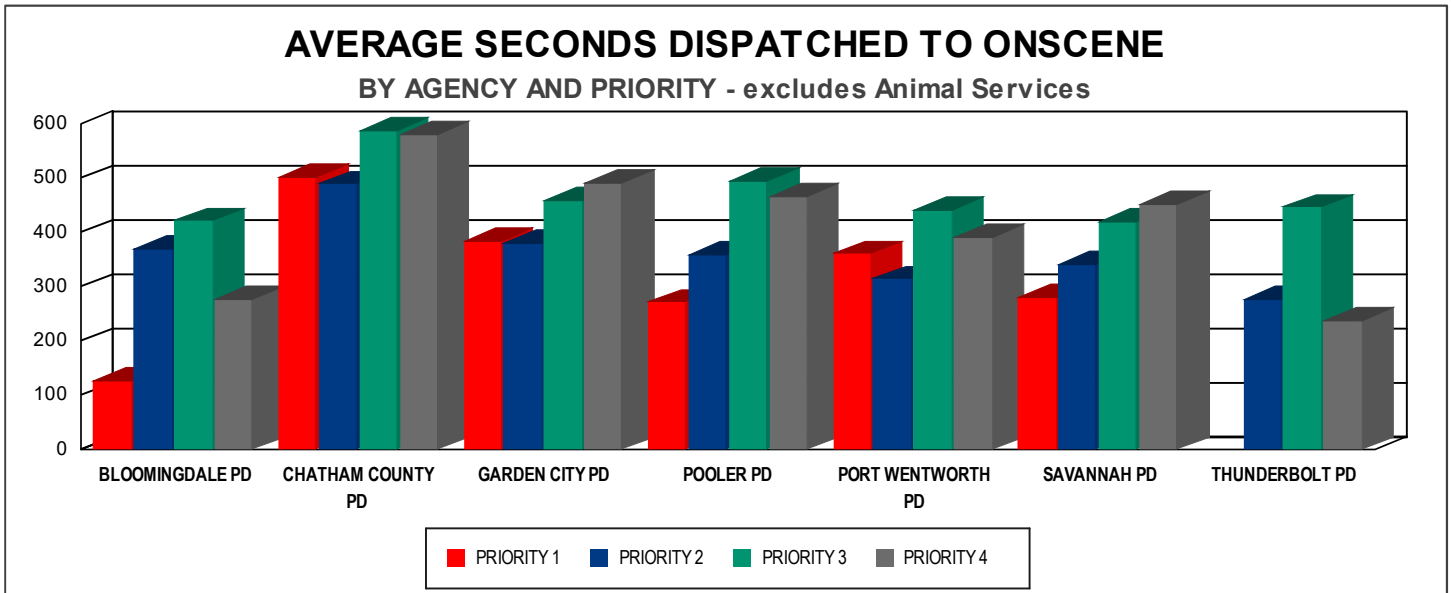
POLICE CALLS FOR SERVICE DISPATCHED / ON VIEW



Year-to-Date for the Month of October



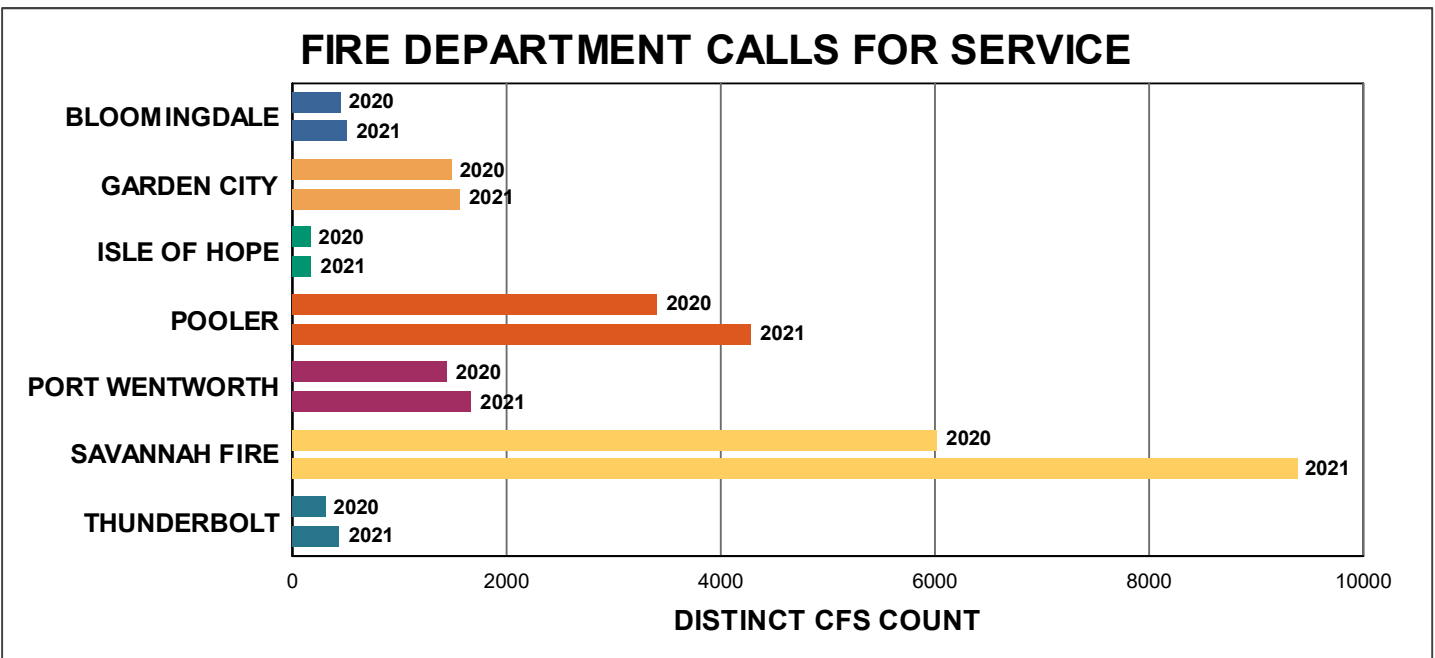
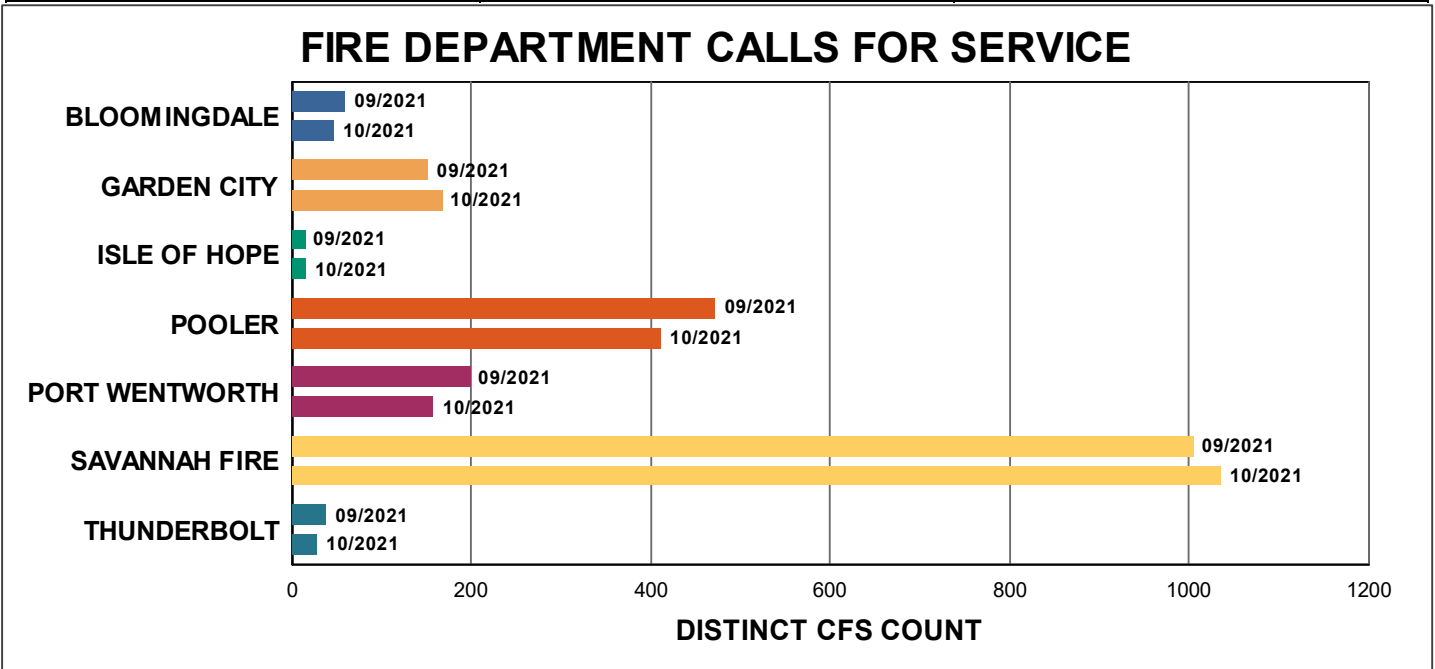
POLICE *continued*



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE PD	127	369	421	277
CHATHAM COUNTY PD	502	489	588	580
GARDEN CITY PD	383	381	458	490
POOLER PD	271	358	494	466
PORT WENTWORTH PD	361	314	440	392
SAVANNAH PD	279	340	421	452
THUNDERBOLT PD	0	275	447	237

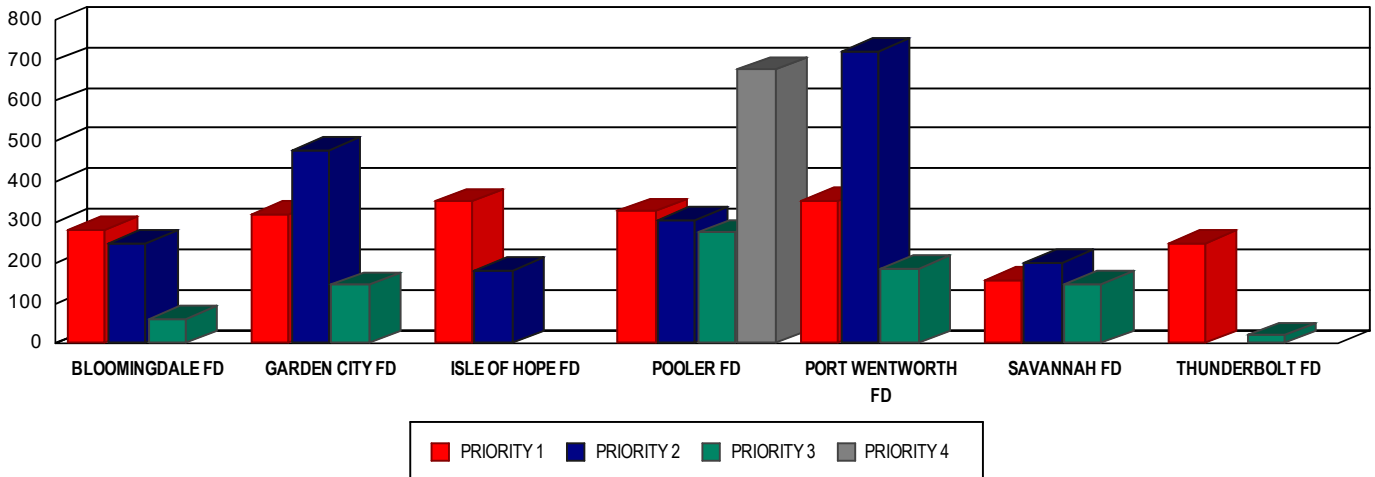
FIRE

AGENCY	September 2021	October 2021
BLOOMINGDALE	59	47
GARDEN CITY	151	167
ISLE OF HOPE	14	15
POOLER	472	411
PORT WENTWORTH	198	157
SAVANNAH FIRE	1,005	1,035
THUNDERBOLT	38	27
Total	1,937	1,859



FIRE *continued*

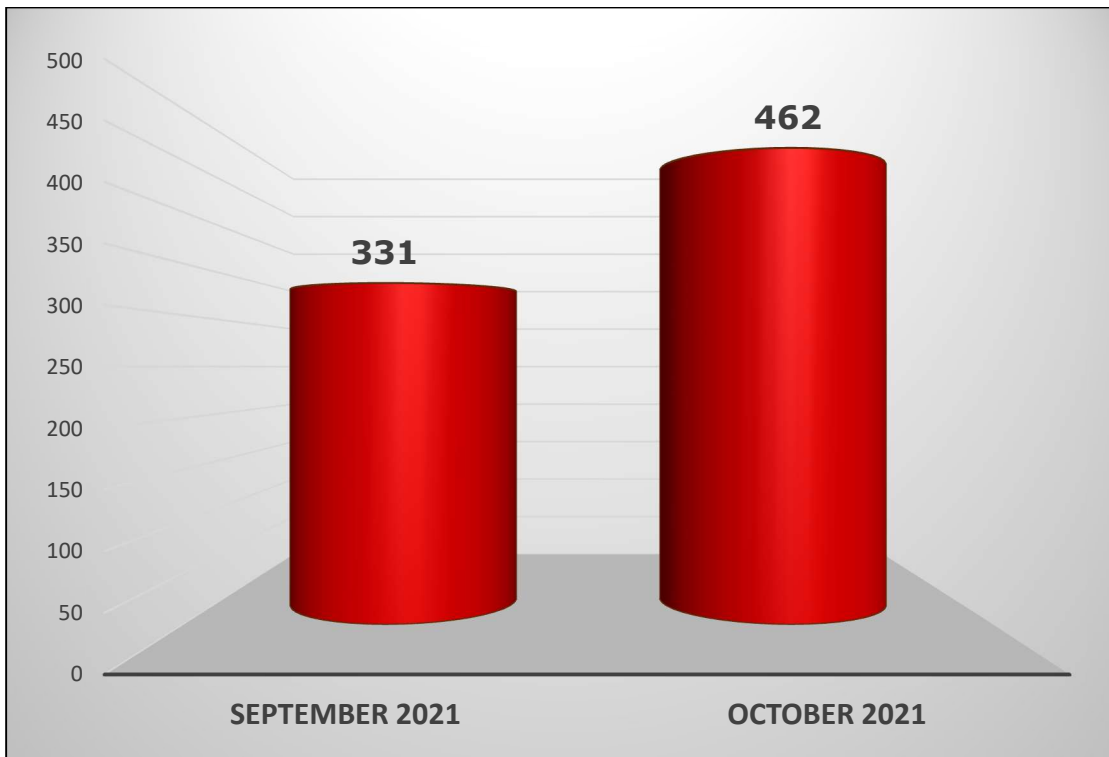
**AVERAGE SECONDS DISPATCHED TO ONSCENE
BY AGENCY AND PRIORITY**



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE FD	282	247	59	0
GARDEN CITY FD	319	478	144	0
ISLE OF HOPE FD	350	179	0	0
POOLER FD	326	304	273	677
PORT WENTWORTH FD	354	723	184	0
SAVANNAH FD	155	201	147	0
THUNDERBOLT FD	248	0	19	0

FIRE *continued*

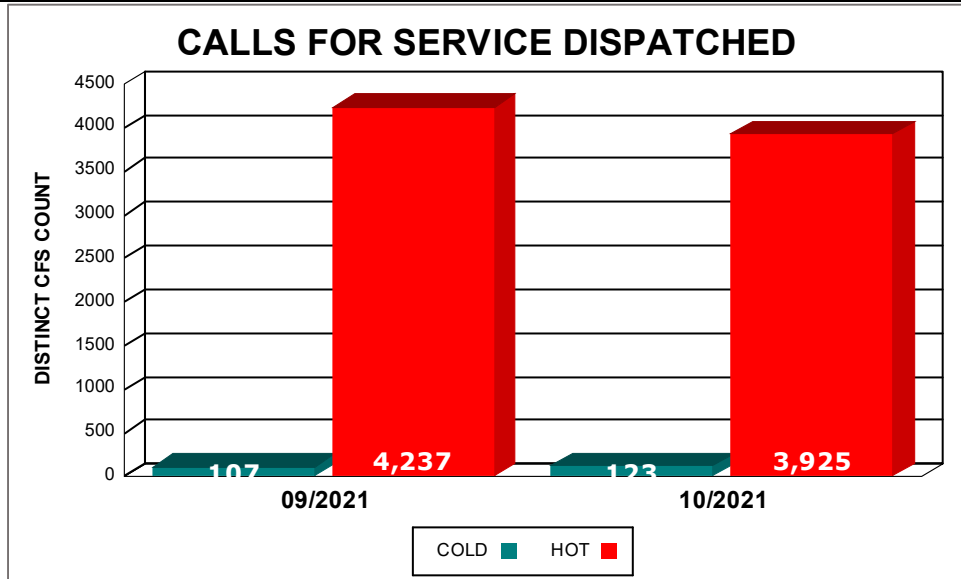
AGENCY	September 2021	October 2021
CHATHAM FIRE*	331	462



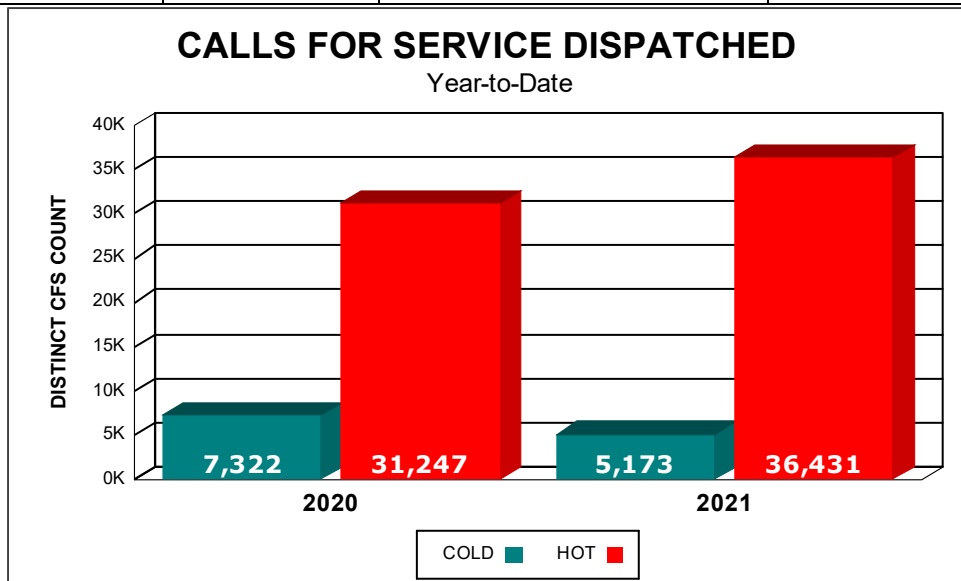
***These calls are dispatched by Chatham Emergency Services**

EMS

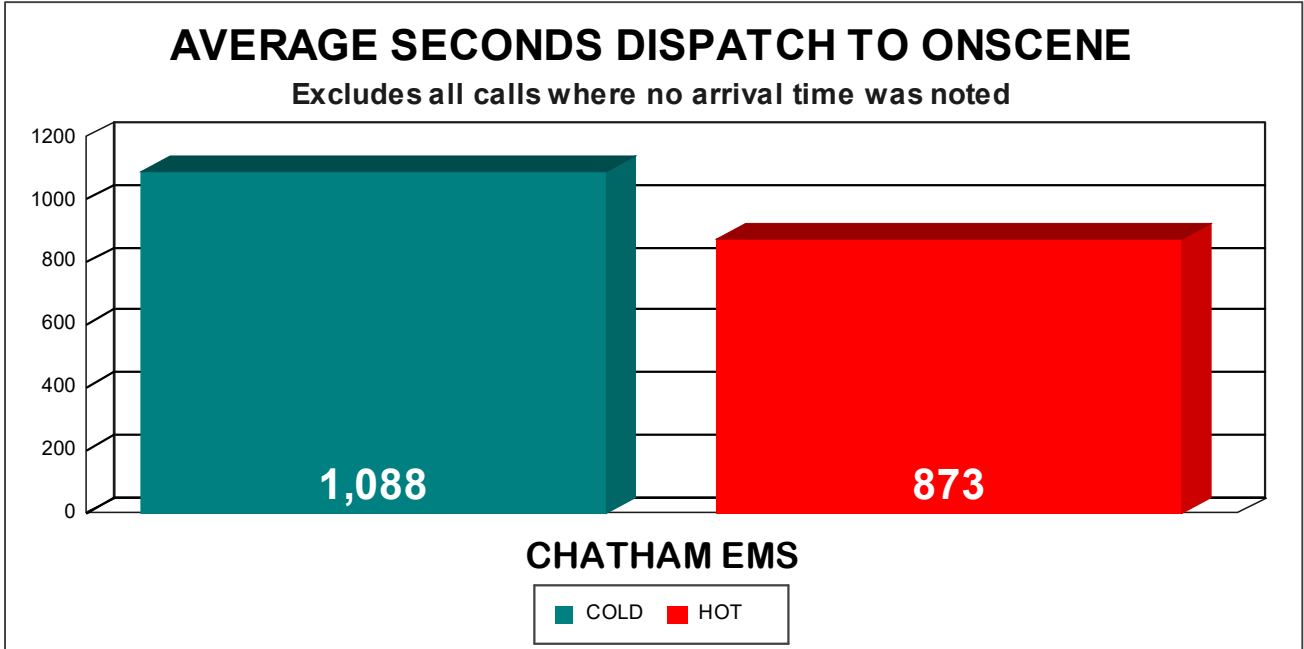
AGENCY		September 2021	October 2021
CHATHAM	COLD	107	123
	HOT	4,237	3,925
	TOTAL	4,344	4,048



AGENCY		2020	2021
CHATHAM	COLD	7,322	5,173
	HOT	31,247	36,431
	TOTAL	38,569	41,604



EMS *continued*



Quality Assurance Numbers

OCTOBER 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.