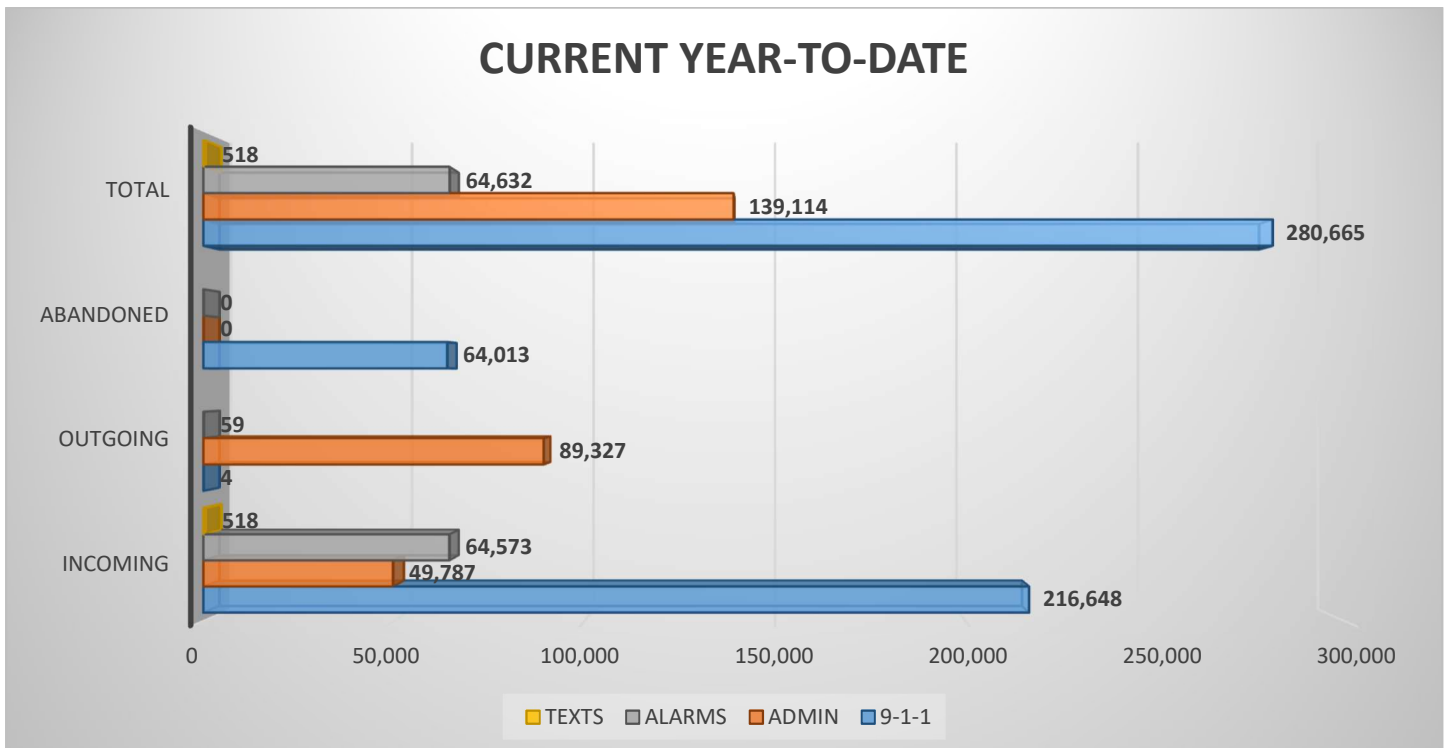
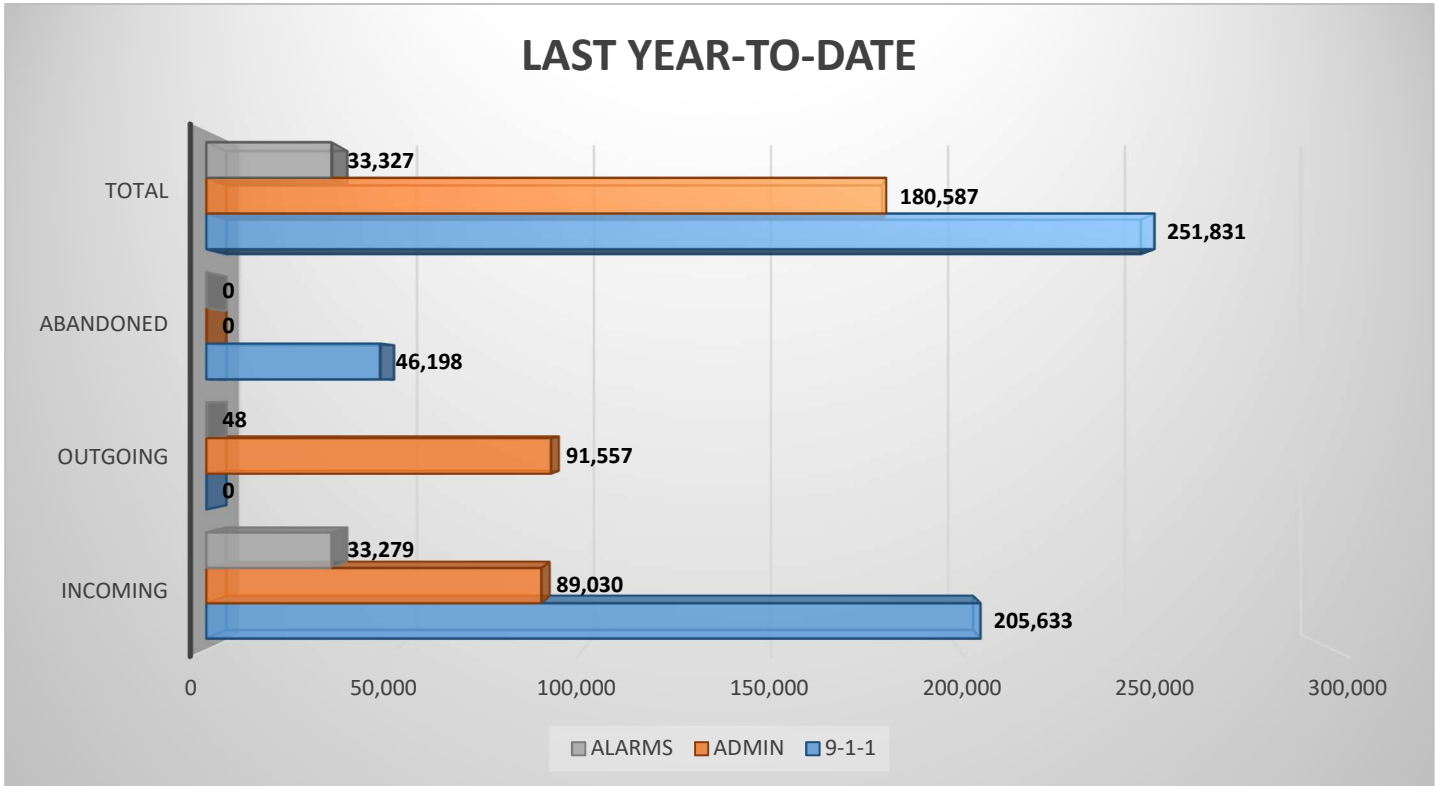


CHATHAM 9-1-1 COMMUNICATIONS SERVICES

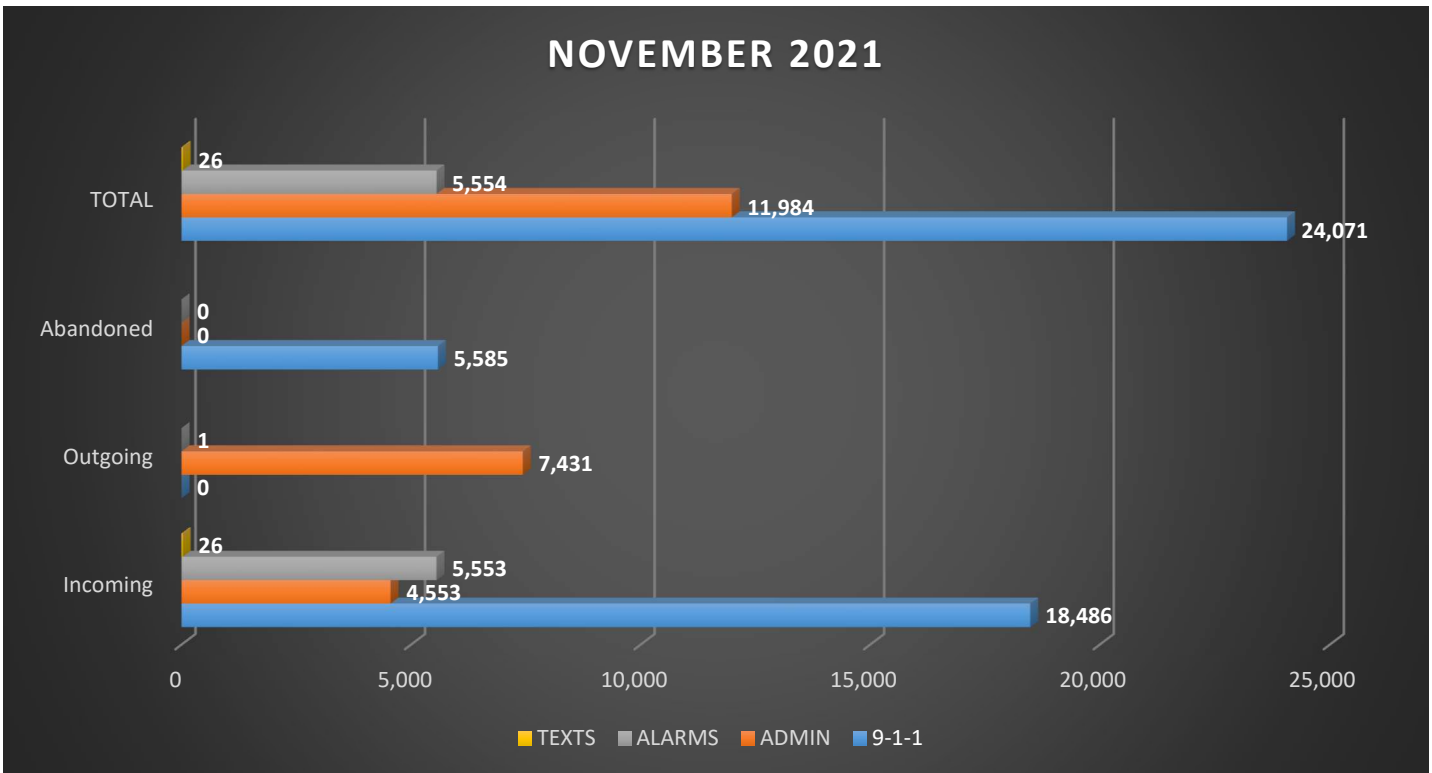
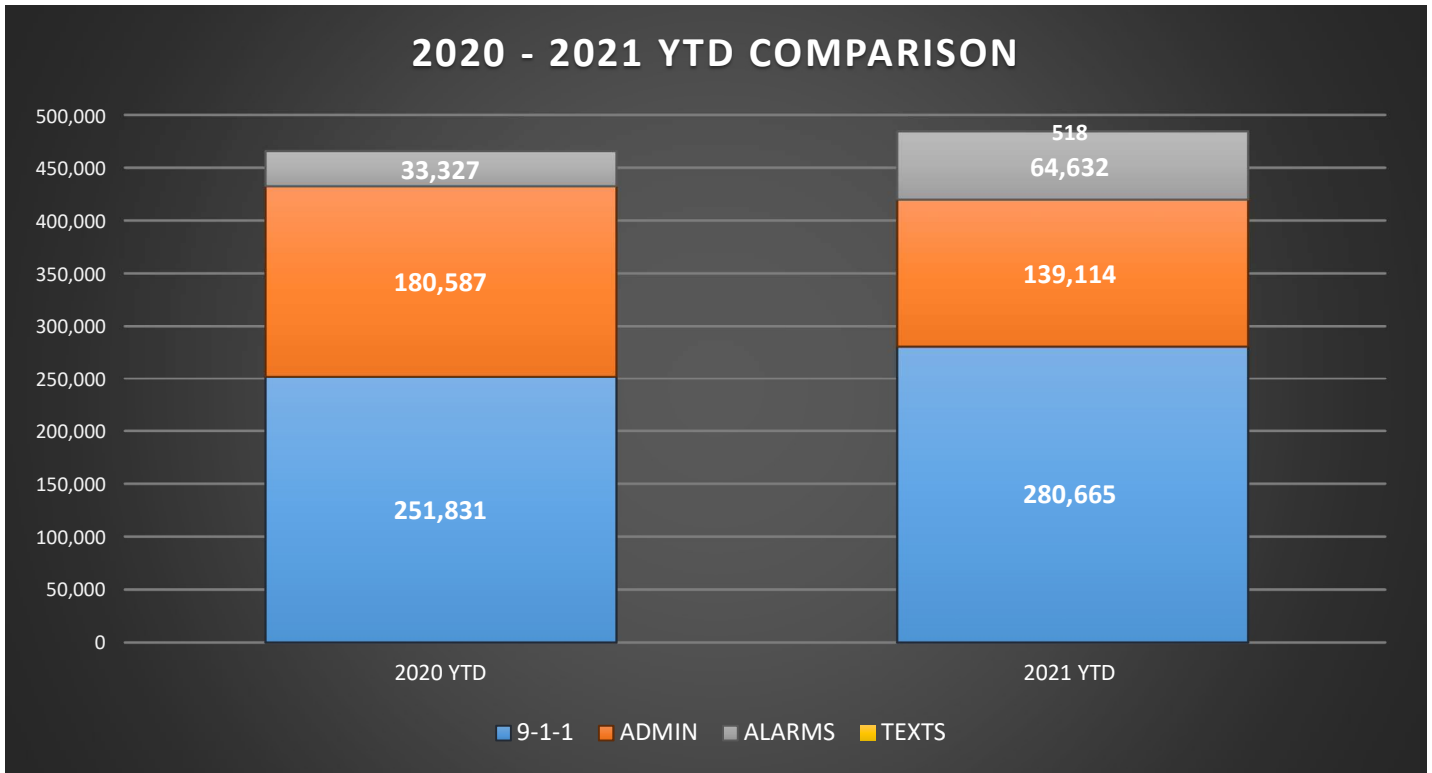


NOVEMBER 2021

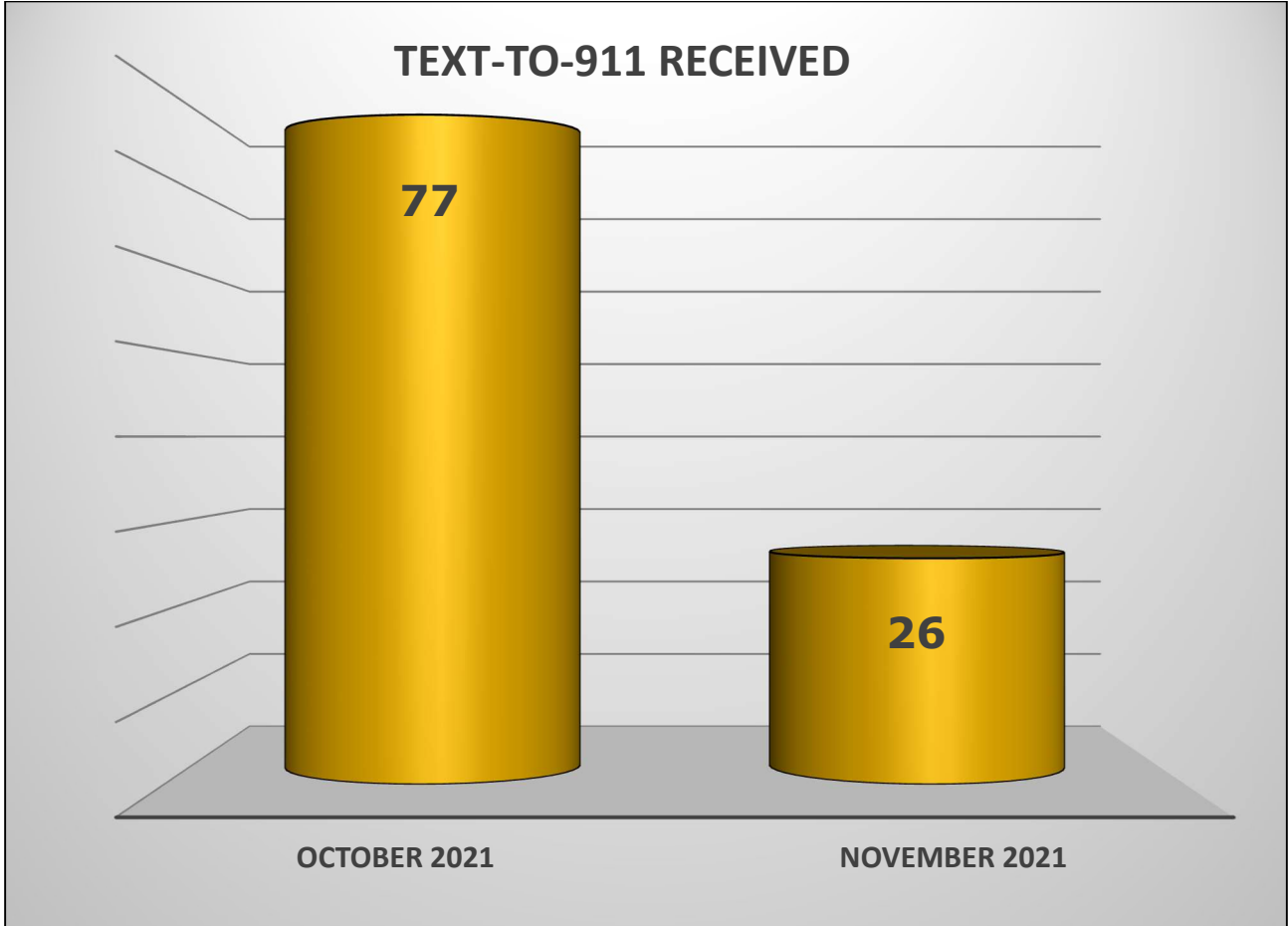
NOVEMBER 2021 TELEPHONE STATISTICS



TELEPHONE STATISTICS continued

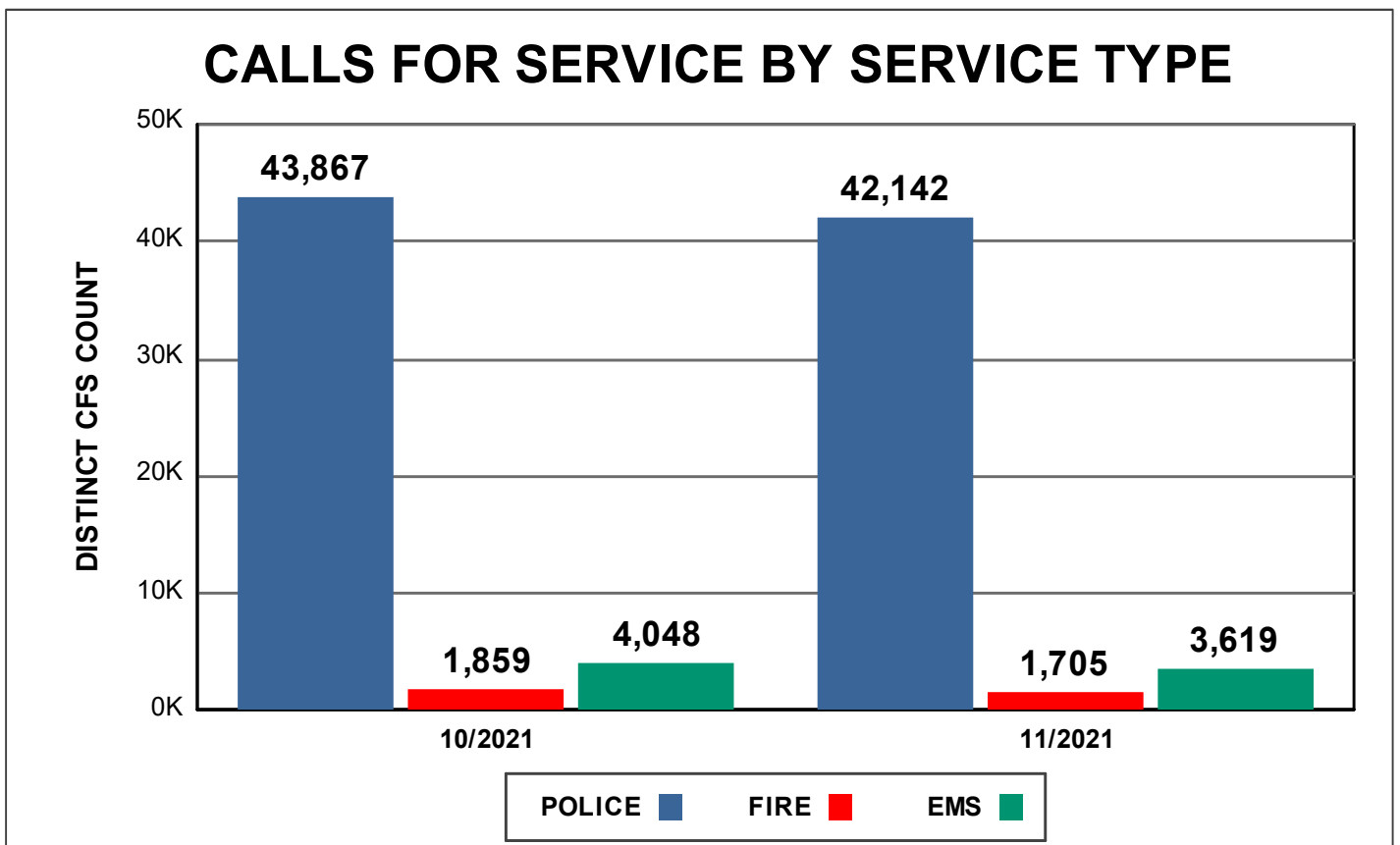


TELEPHONE STATISTICS continued



CAD CALLS FOR SERVICE

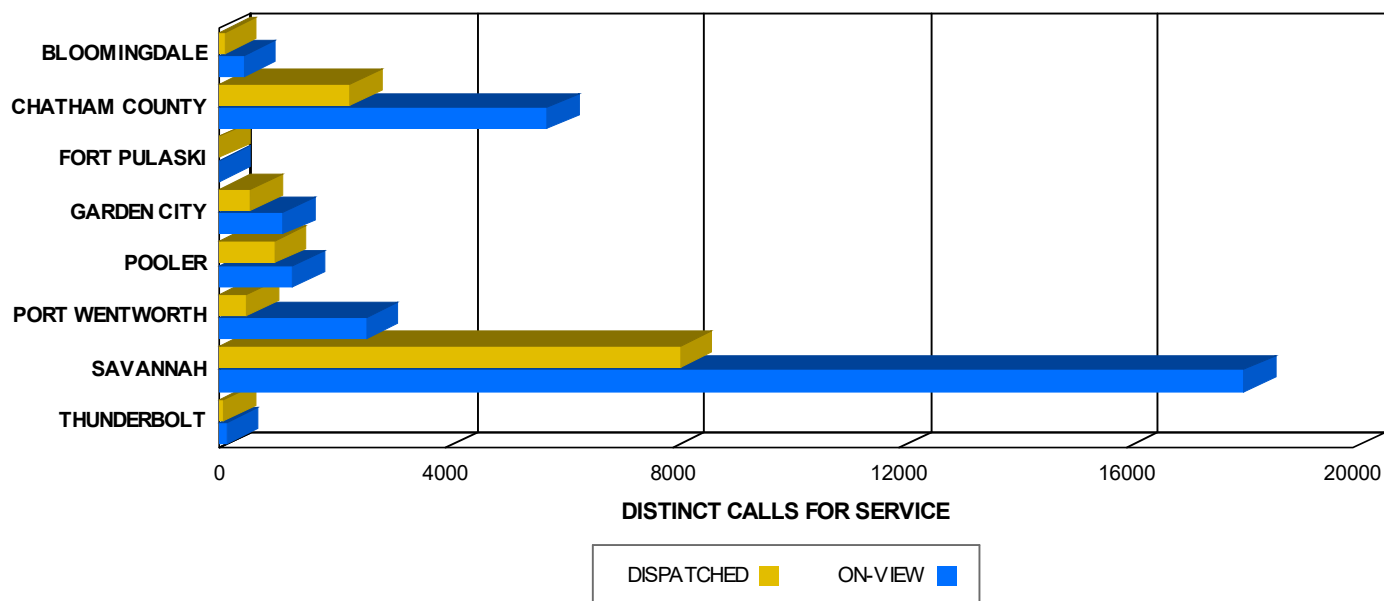
Distinct Counts / Includes On-View



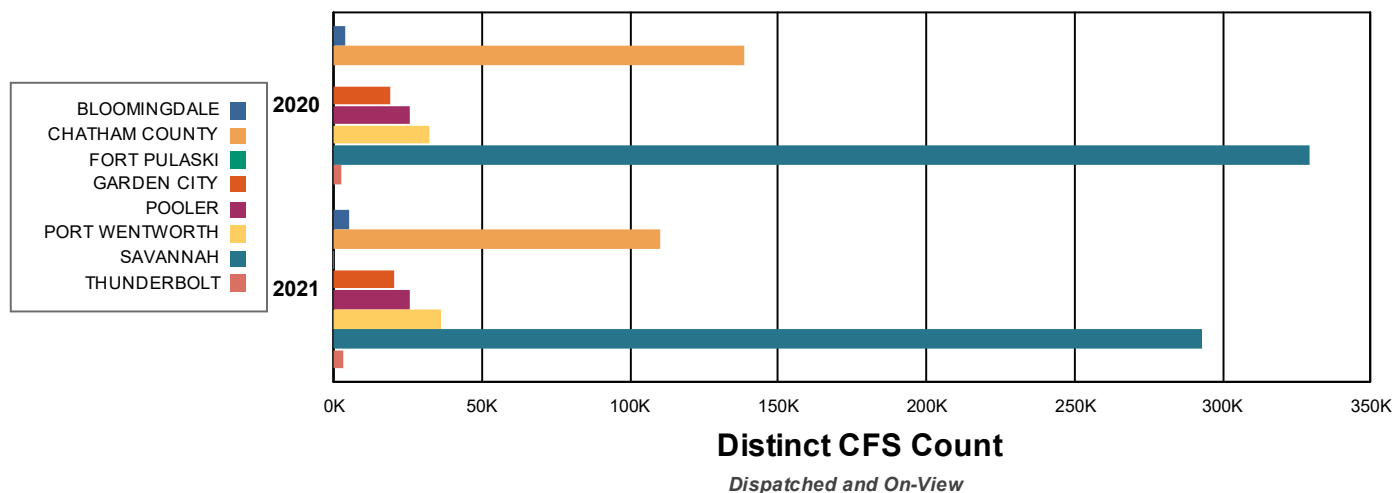
POLICE

AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	103	438	541
CHATHAM COUNTY	2,319	5,787	8,106
FORT PULASKI	0	1	1
GARDEN CITY	564	1,127	1,691
POOLER	977	1,306	2,283
PORT WENTWORTH	489	2,599	3,088
SAVANNAH	8,142	18,087	26,229
THUNDERBOLT	73	130	203
TOTAL	12,667	29,475	42,142

POLICE CALLS FOR SERVICE DISPATCHED / ON VIEW

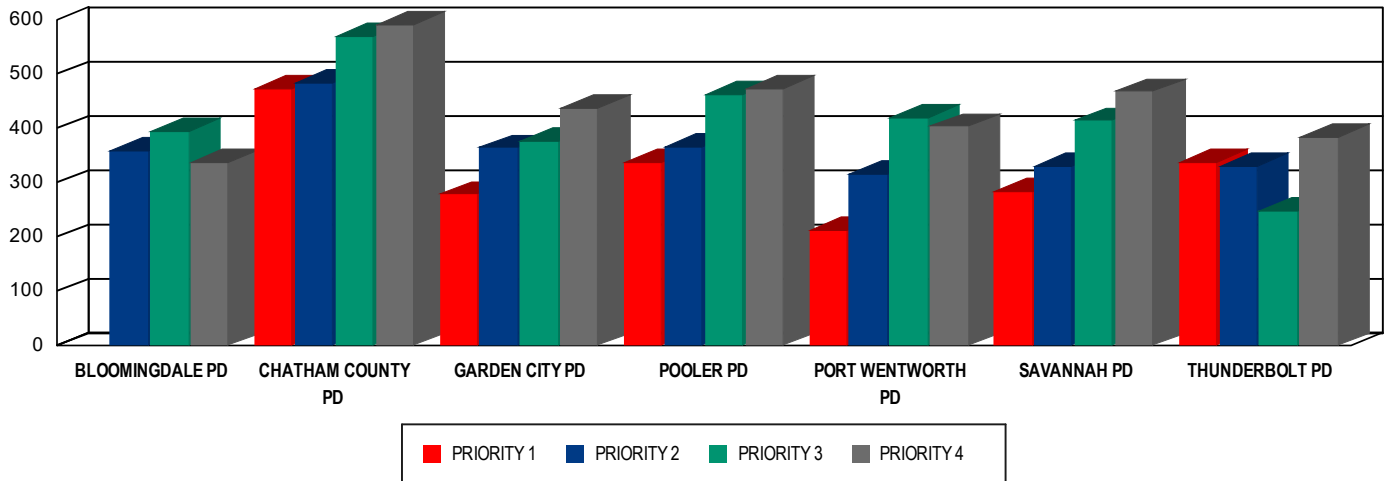


Year-to-Date for the Month of November



POLICE *continued*

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

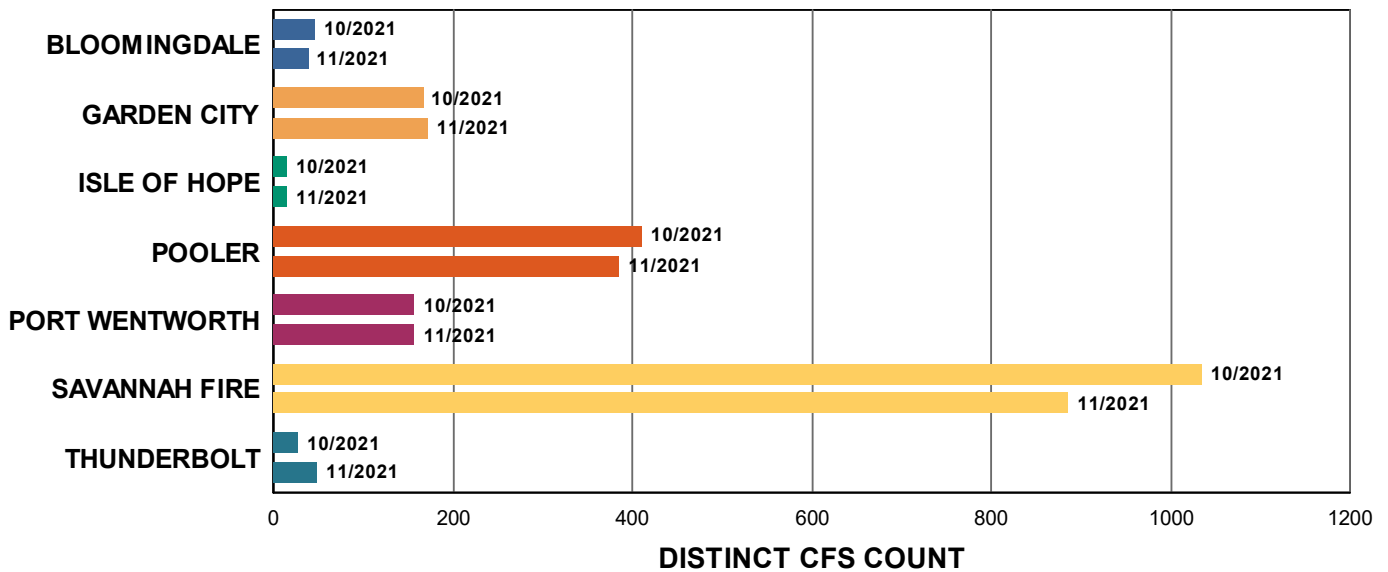


	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE PD	0	358	394	336
CHATHAM COUNTY PD	473	484	570	591
GARDEN CITY PD	279	364	378	438
POOLER PD	337	366	462	472
PORT WENTWORTH PD	213	315	421	403
SAVANNAH PD	283	329	414	467
THUNDERBOLT PD	336	330	249	383

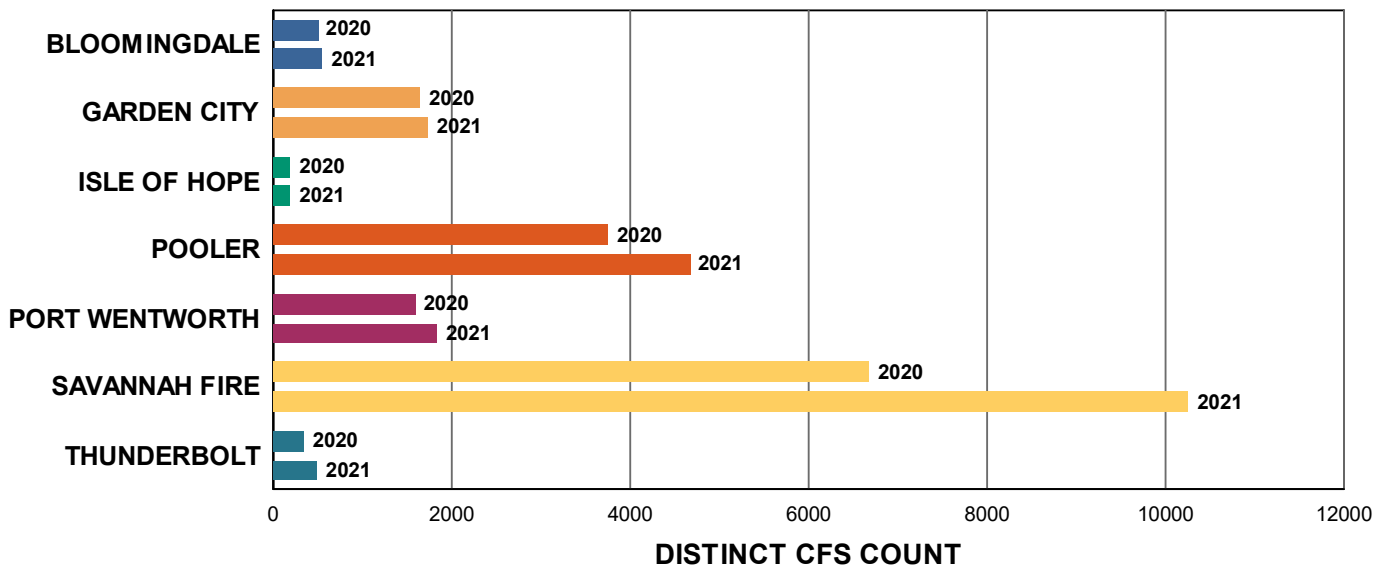
FIRE

AGENCY	October 2021	
BLOOMINGDALE	47	39
GARDEN CITY	167	172
ISLE OF HOPE	15	15
POOLER	411	386
PORT WENTWORTH	157	158
SAVANNAH FIRE	1,035	886
THUNDERBOLT	27	49
Total	1,859	1,705

FIRE DEPARTMENT CALLS FOR SERVICE

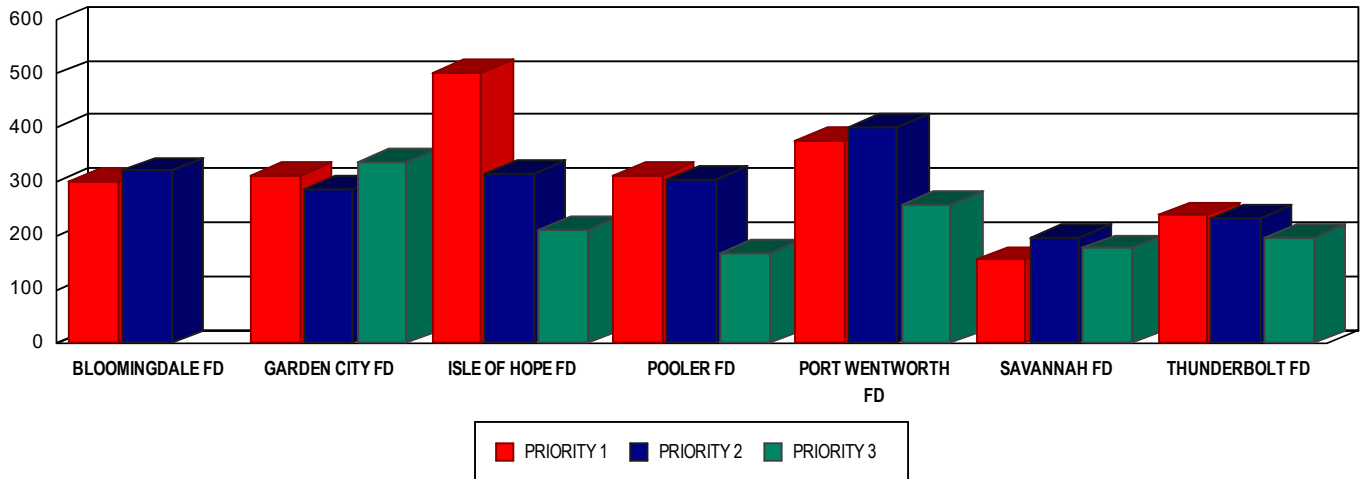


FIRE DEPARTMENT CALLS FOR SERVICE



FIRE *continued*

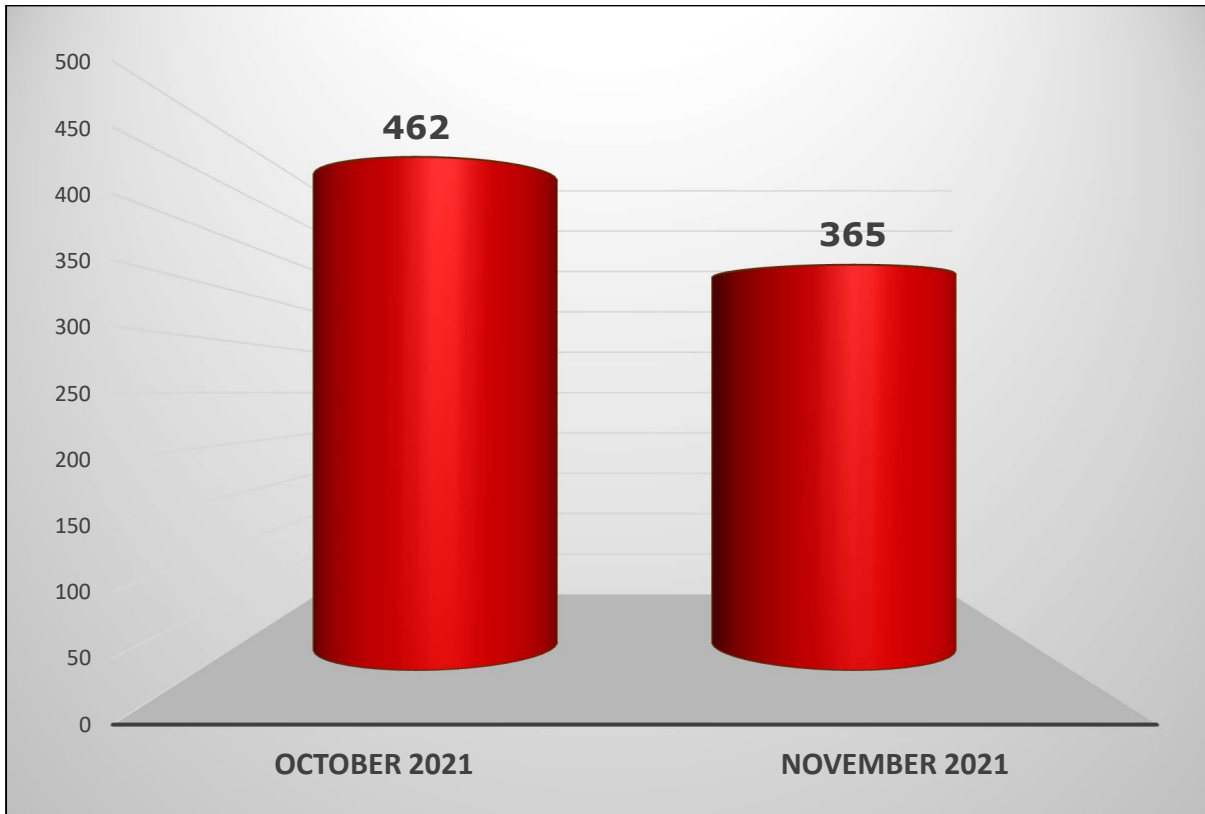
**AVERAGE SECONDS DISPATCHED TO ONSCENE
BY AGENCY AND PRIORITY**



	PRIORITY 1	PRIORITY 2	PRIORITY 3
BLOOMINGDALE FD	302	320	0
GARDEN CITY FD	311	285	336
ISLE OF HOPE FD	502	316	210
POOLER FD	312	305	167
PORT WENTWORTH FD	377	402	257
SAVANNAH FD	155	195	176
THUNDERBOLT FD	237	231	197

FIRE *continued*

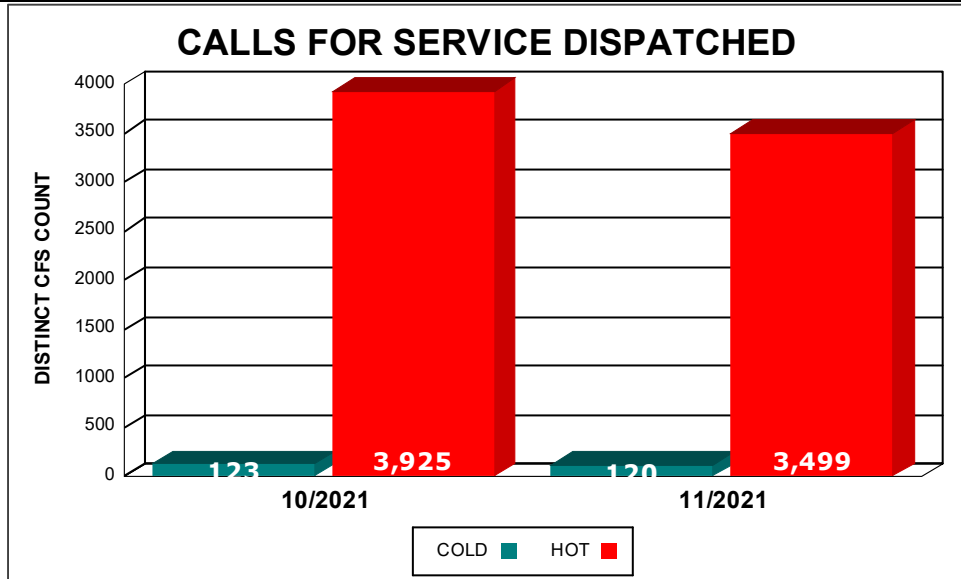
AGENCY	October 2021	November 2021
CHATHAM FIRE*	462	365



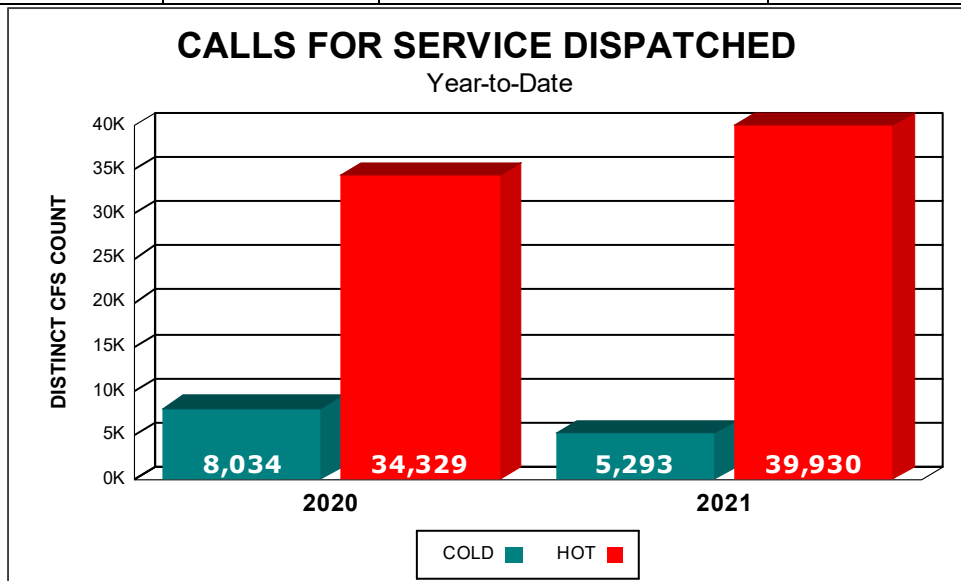
***These calls are dispatched by Chatham Emergency Services**

EMS

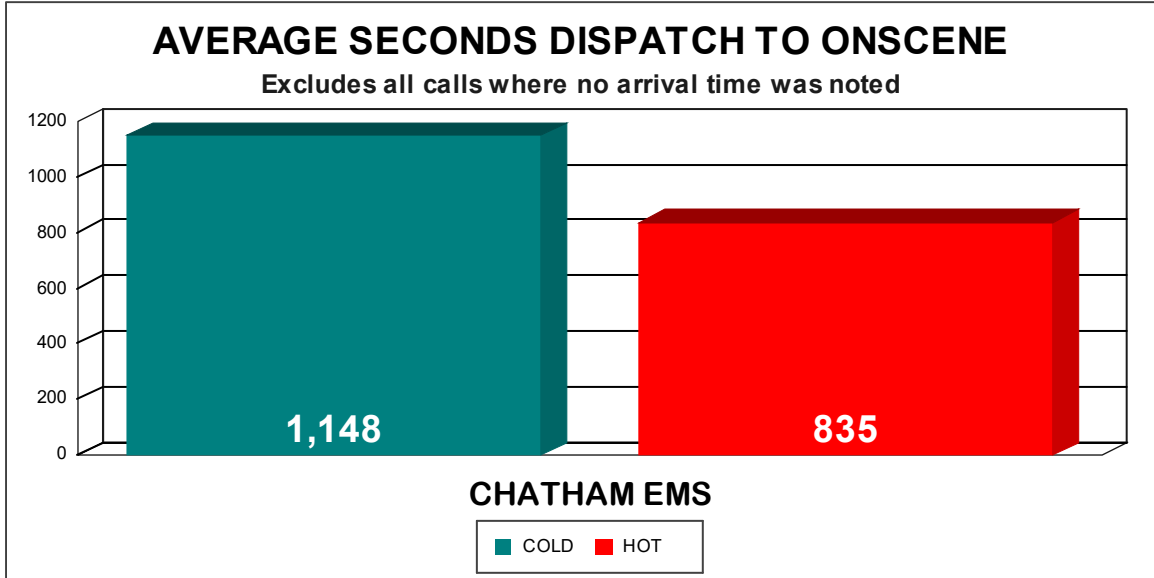
AGENCY		October 2021	November 2021
CHATHAM	COLD	123	120
	HOT	3,925	3,499
	TOTAL	4,048	3,619



AGENCY		2020	2021
CHATHAM	COLD	8,034	5,293
	HOT	34,329	39,930
	TOTAL	42,363	45,223



EMS *continued*



Quality Assurance Numbers

NOVEMBER 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.