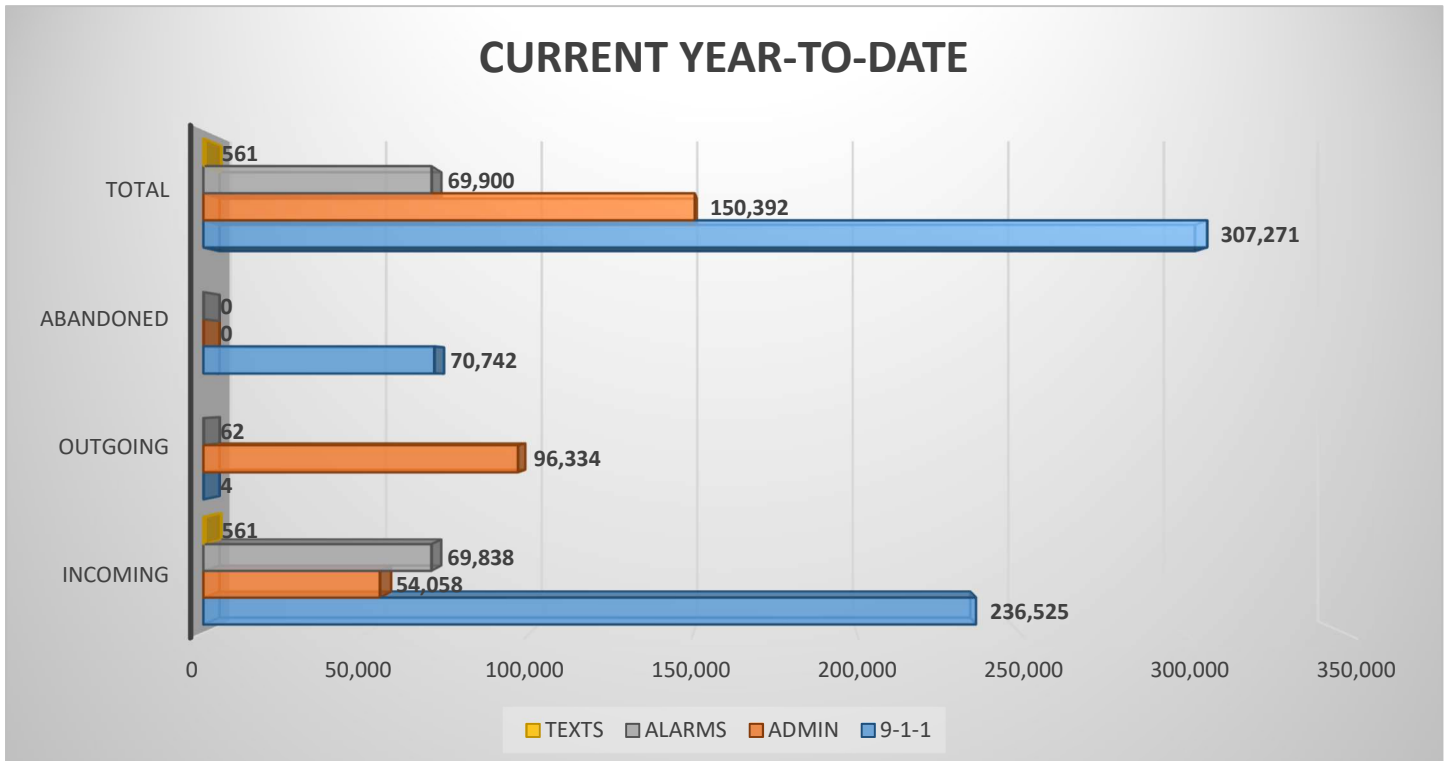
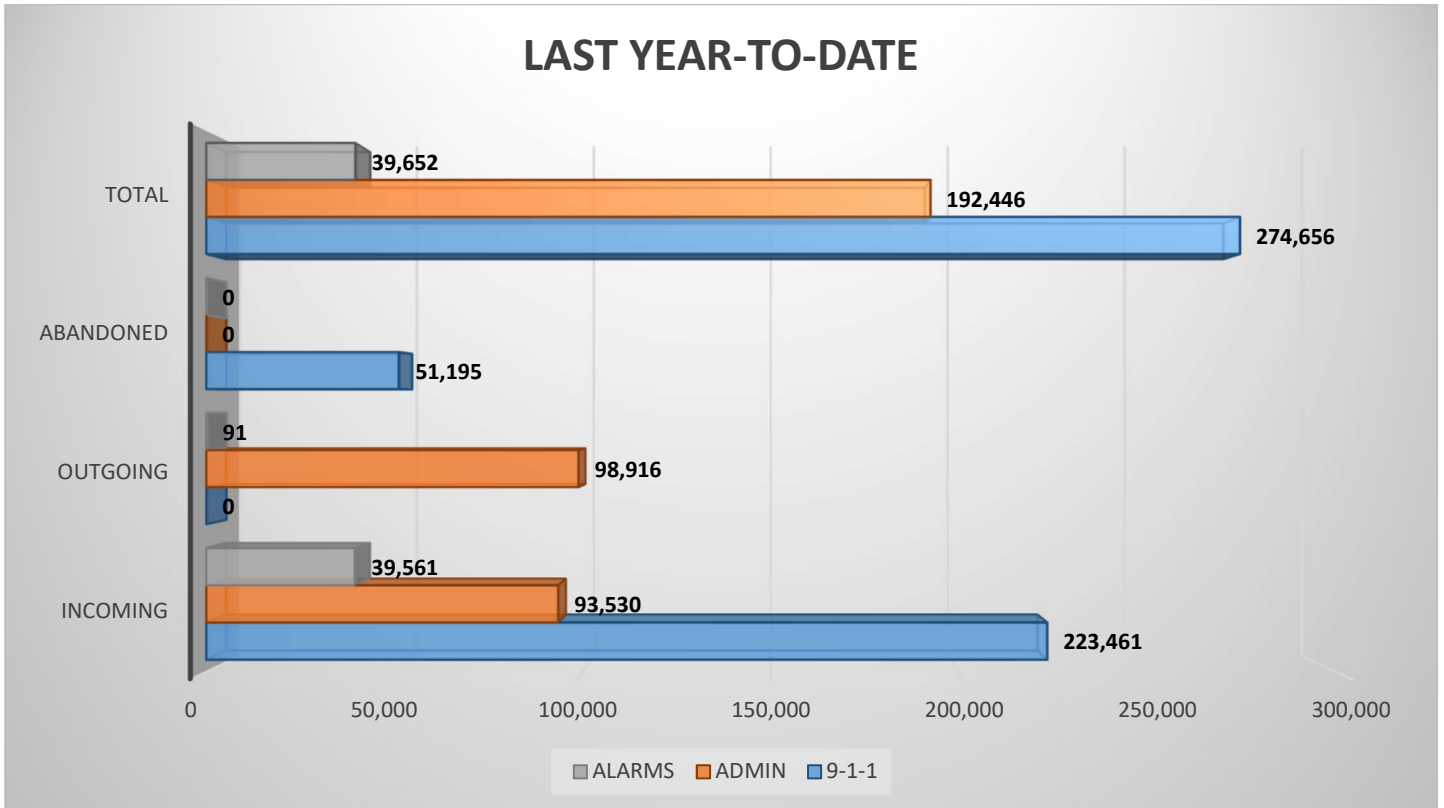


CHATHAM 9-1-1 COMMUNICATIONS SERVICES

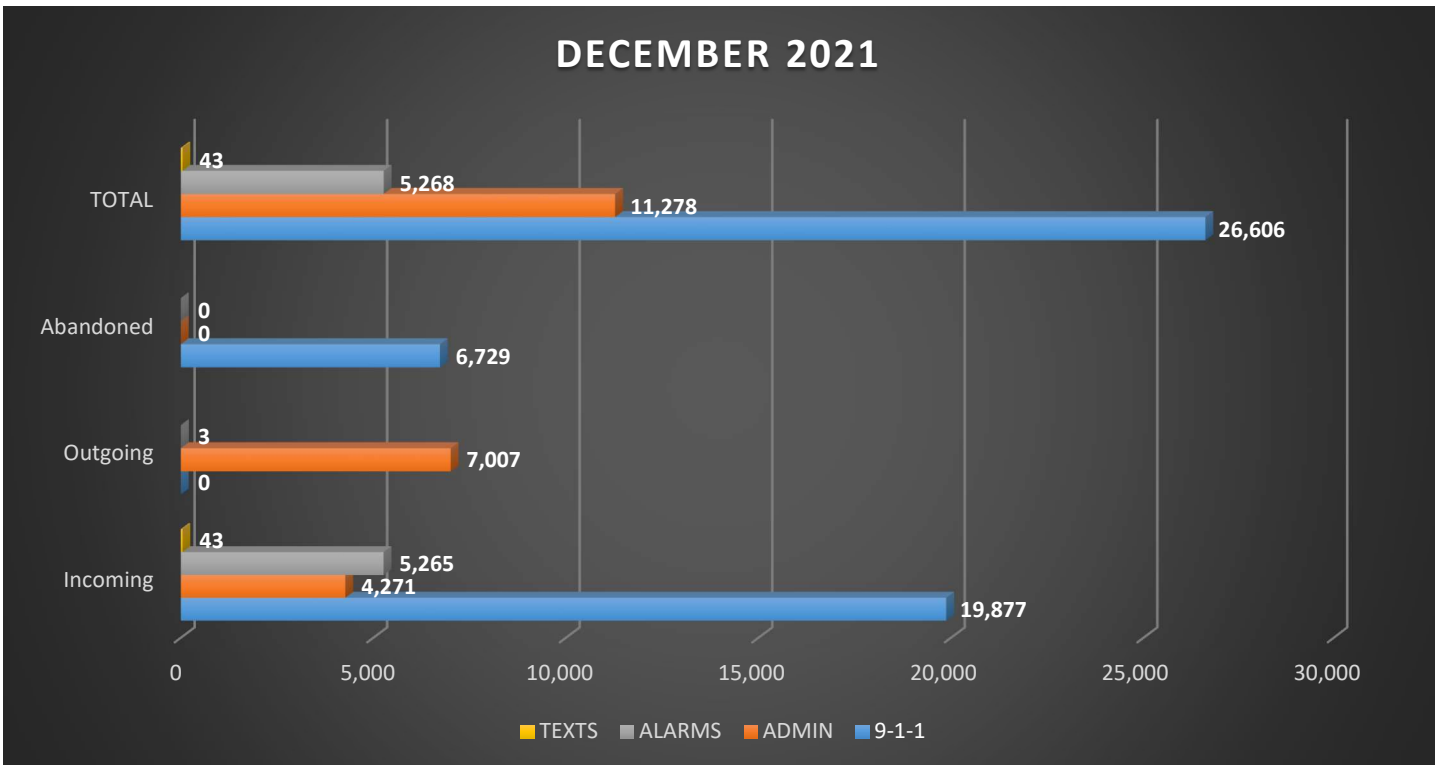
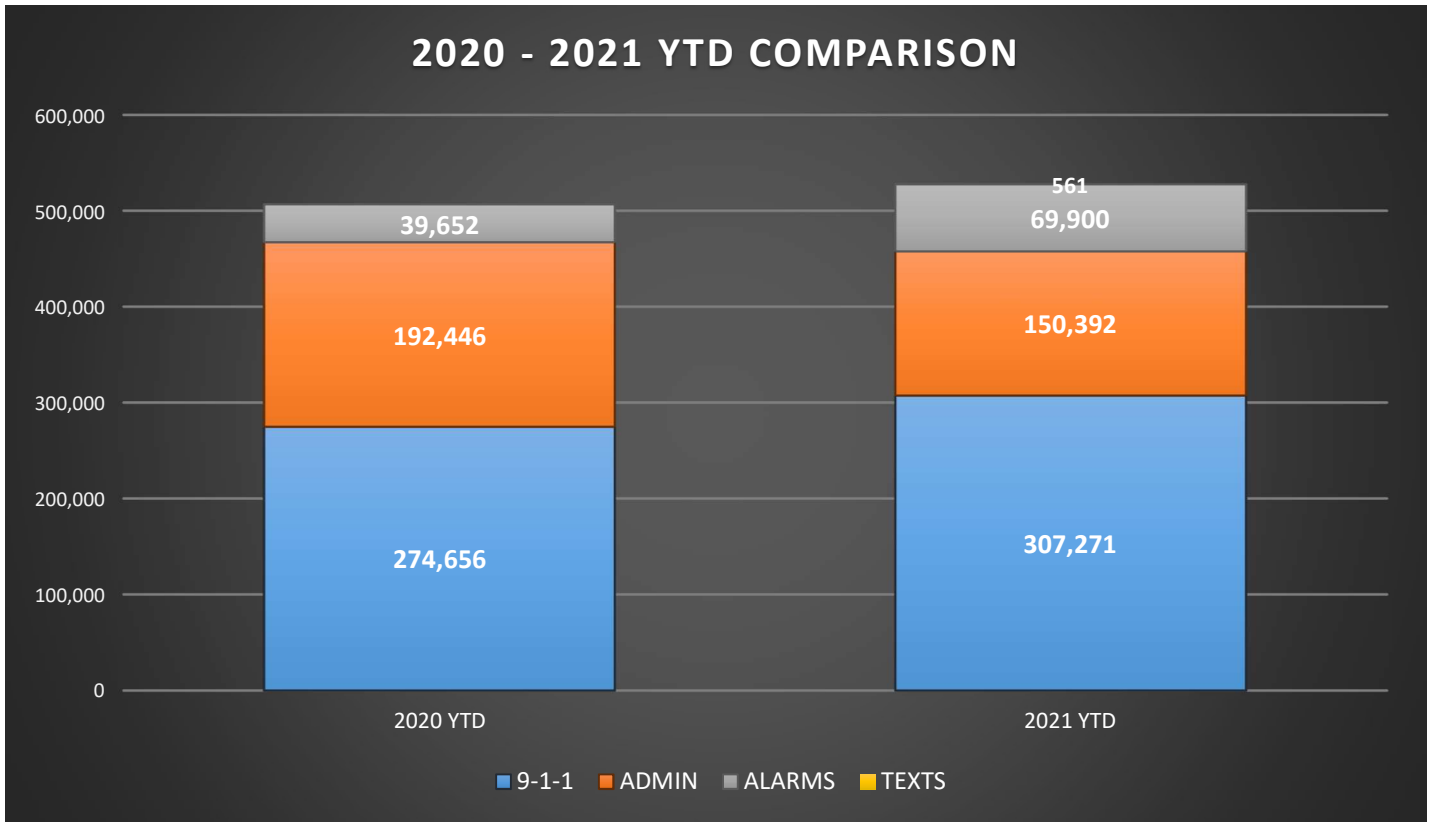


DECEMBER 2021

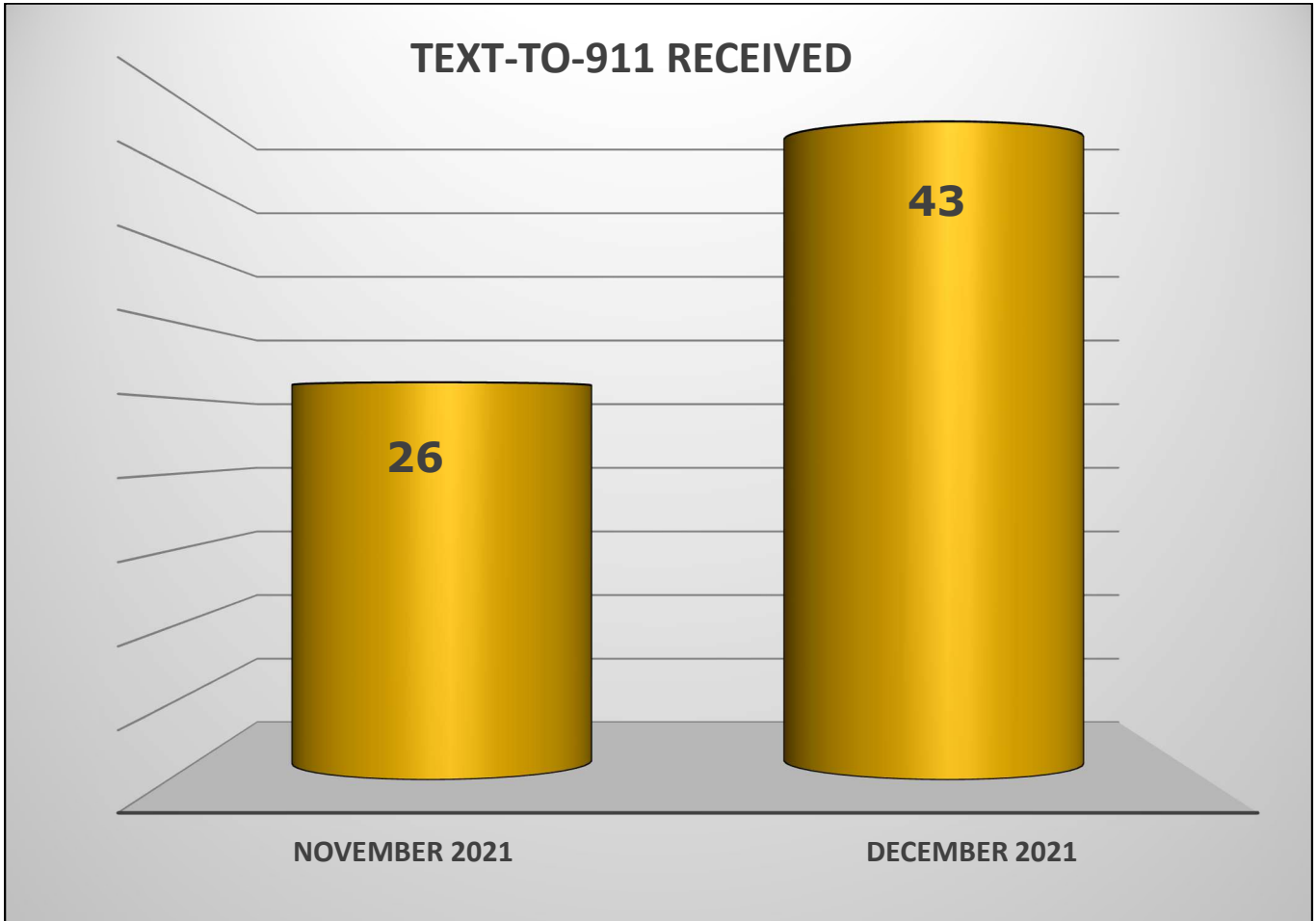
DECEMBER 2021 TELEPHONE STATISTICS



TELEPHONE STATISTICS continued

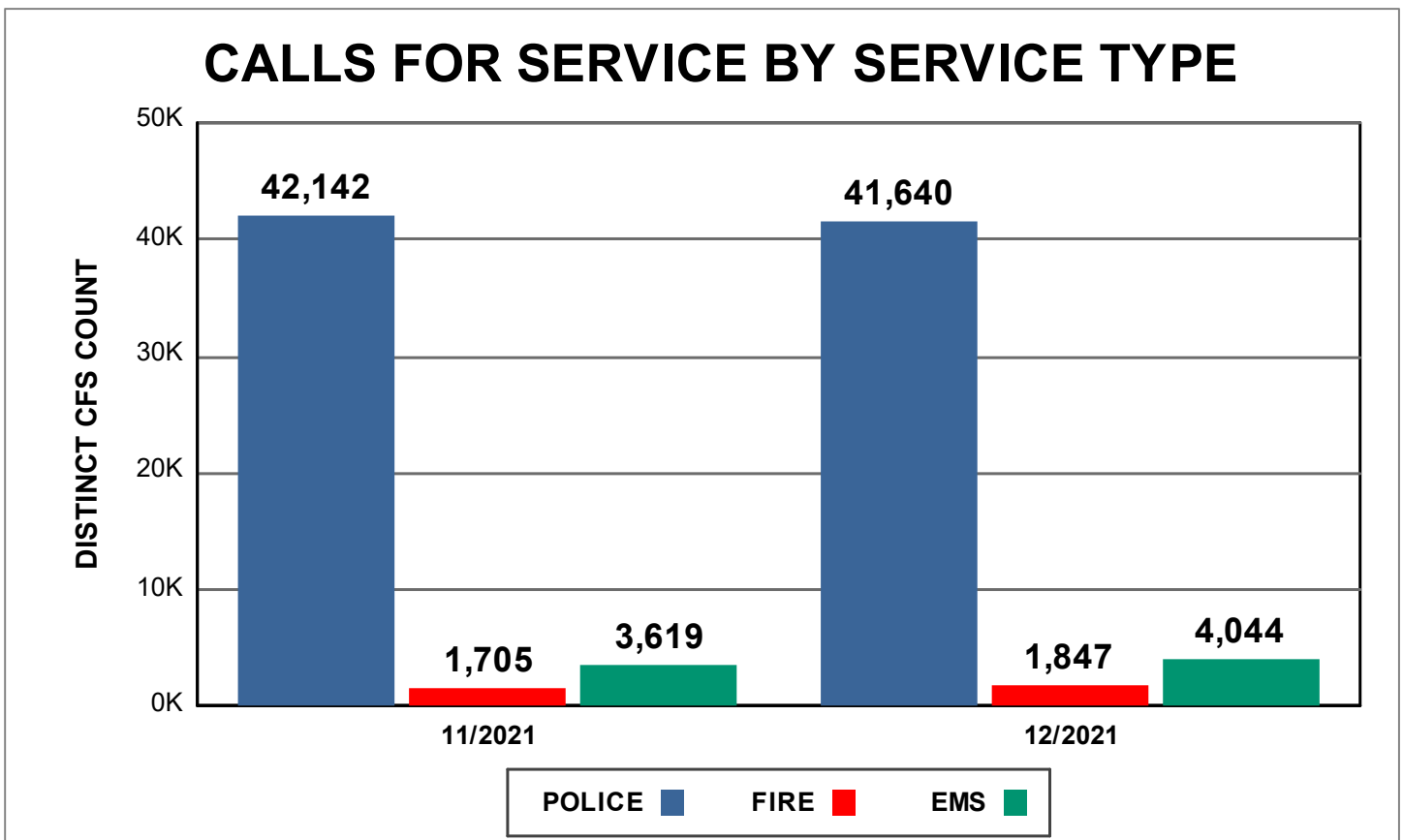


TELEPHONE STATISTICS continued



CAD CALLS FOR SERVICE

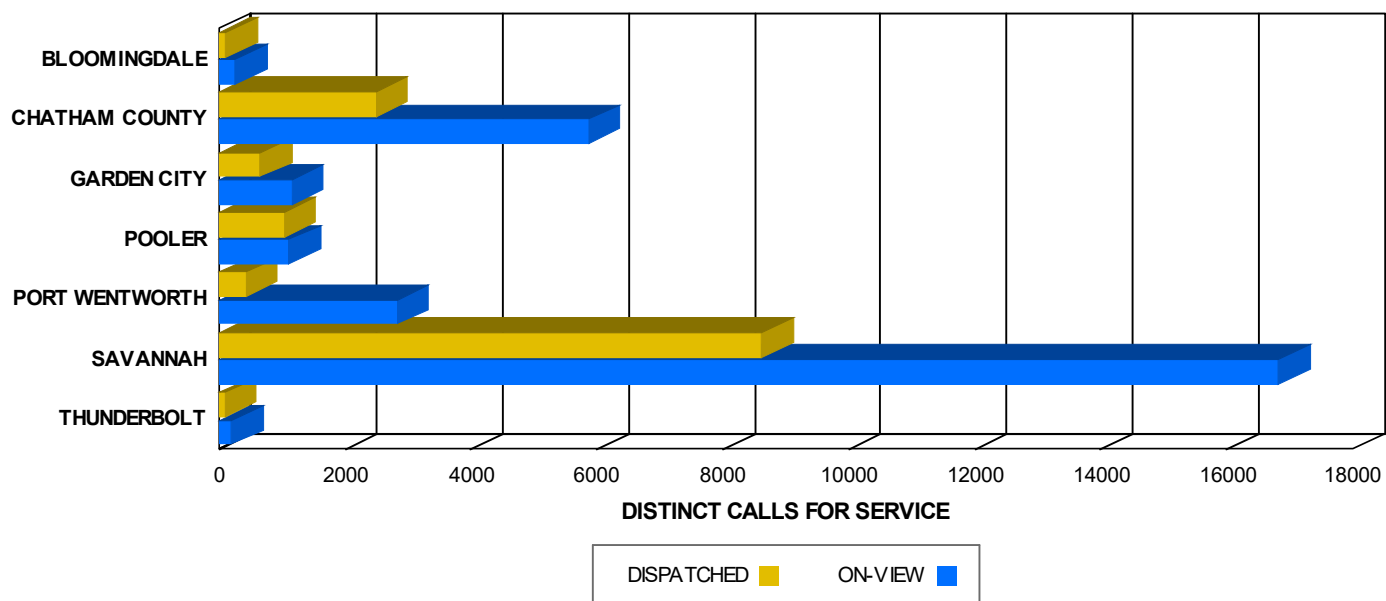
Distinct Counts / Includes On-View



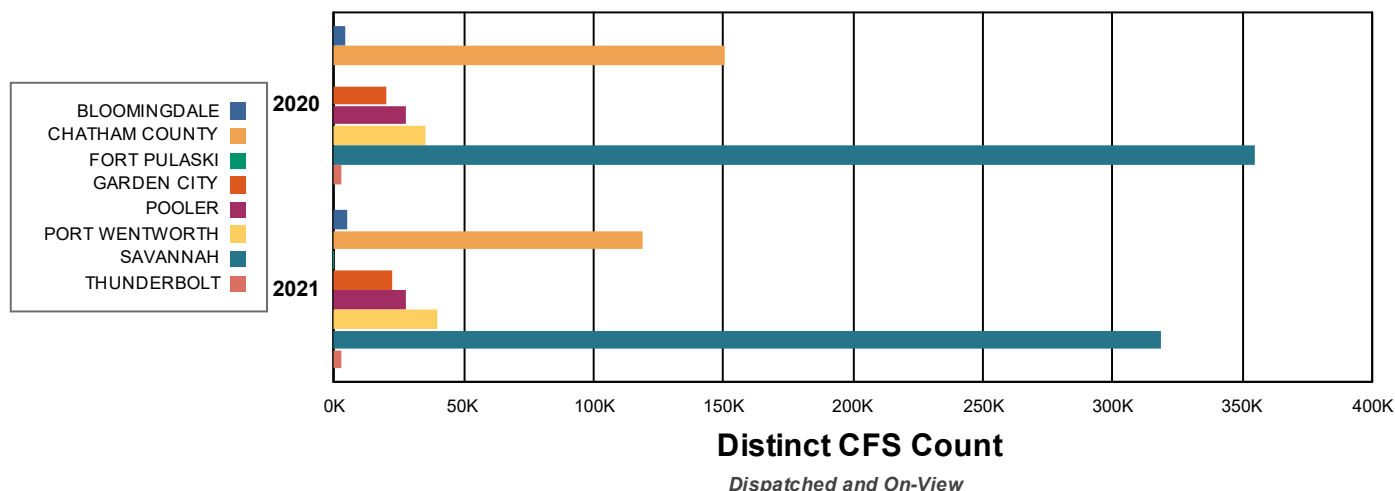
POLICE

AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	105	266	371
CHATHAM COUNTY	2,488	5,865	8,353
FORT PULASKI	0	0	0
GARDEN CITY	653	1,159	1,812
POOLER	1,033	1,101	2,134
PORT WENTWORTH	421	2,830	3,251
SAVANNAH	8,616	16,824	25,440
THUNDERBOLT	88	191	279
TOTAL	13,404	28,236	41,640

POLICE CALLS FOR SERVICE DISPATCHED / ON VIEW



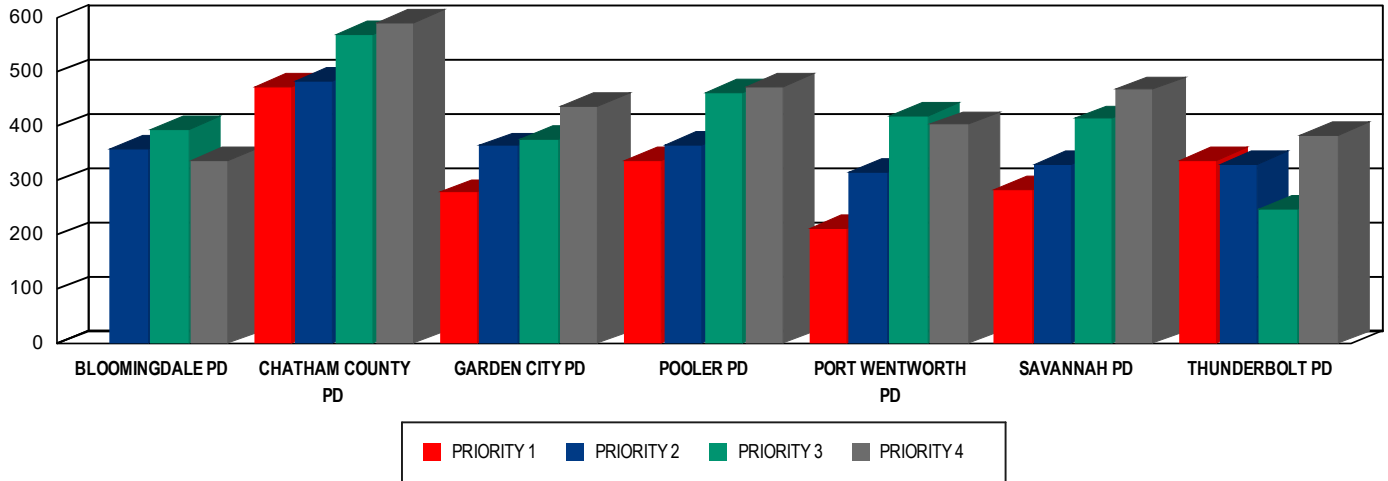
Year-to-Date for the Month of December



POLICE *continued*

AVERAGE SECONDS DISPATCHED TO ONSCENE

BY AGENCY AND PRIORITY - excludes Animal Services

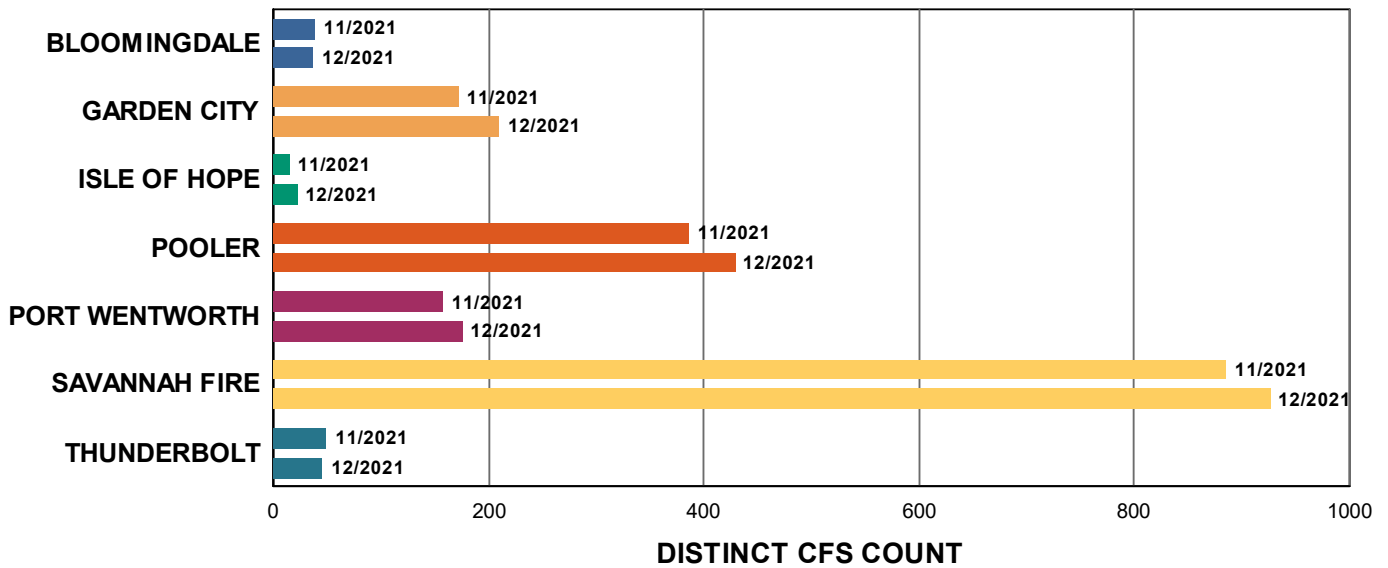


	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE PD	352	373	359	409
CHATHAM COUNTY PD	399	478	551	611
GARDEN CITY PD	307	356	421	472
POOLER PD	479	361	496	526
PORT WENTWORTH PD	200	311	454	457
SAVANNAH PD	262	342	421	455
THUNDERBOLT PD	0	361	305	418

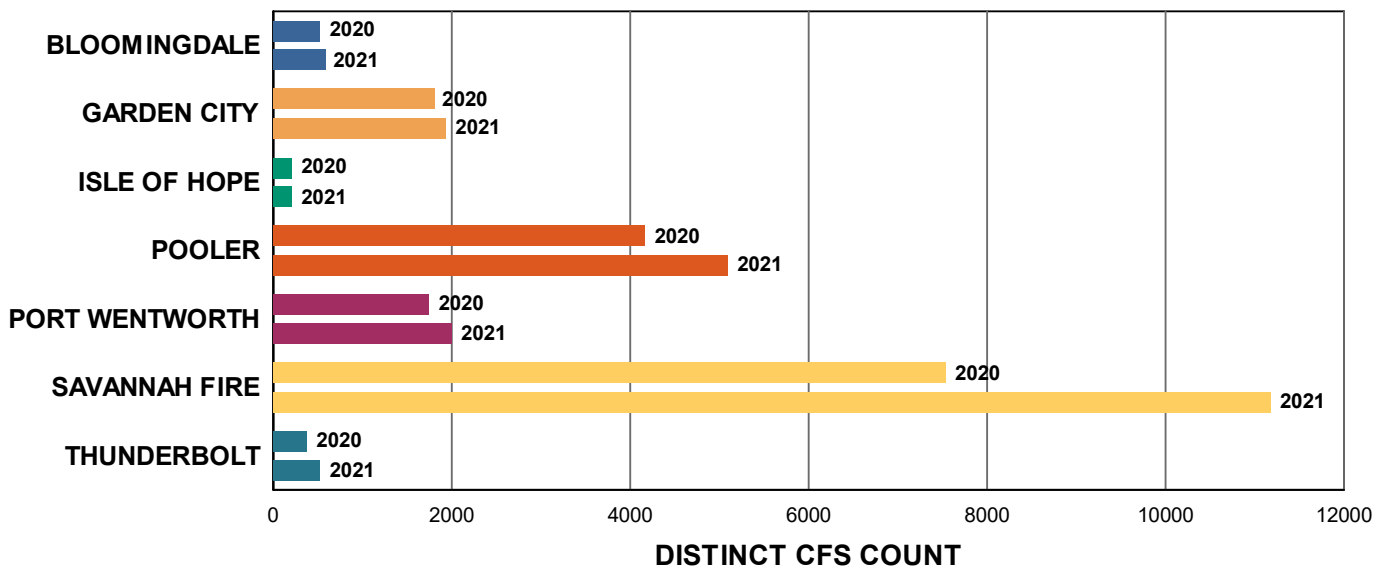
FIRE

AGENCY	November 2021	December 2021
BLOOMINGDALE	39	37
GARDEN CITY	172	210
ISLE OF HOPE	15	22
POOLER	386	429
PORT WENTWORTH	158	176
SAVANNAH FIRE	886	927
THUNDERBOLT	49	46
Total	1,705	1,847

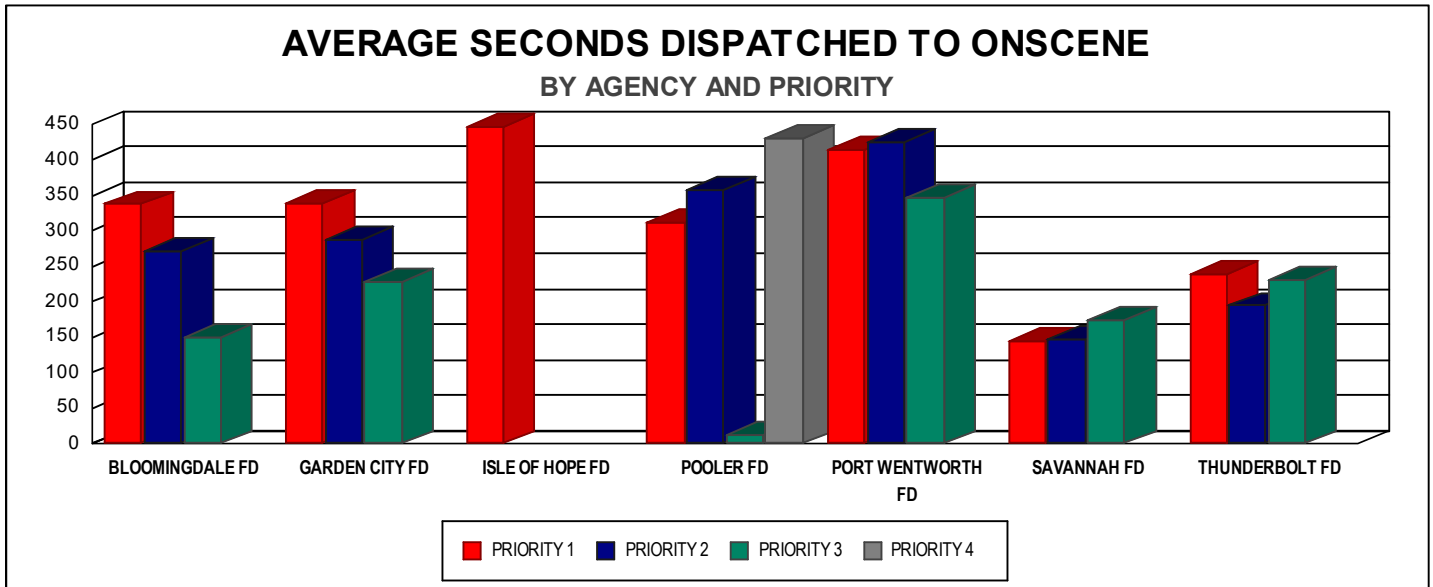
FIRE DEPARTMENT CALLS FOR SERVICE



FIRE DEPARTMENT CALLS FOR SERVICE



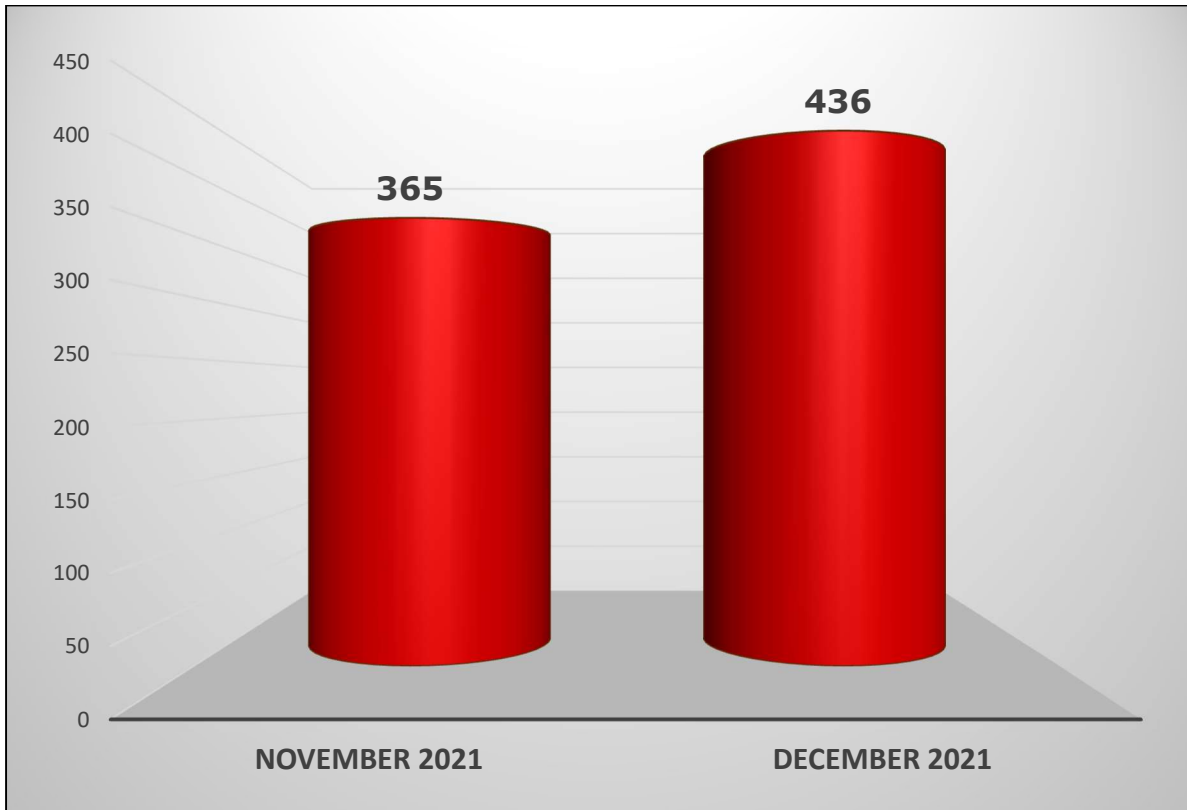
FIRE *continued*



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE FD	338	271	150	0
GARDEN CITY FD	339	288	228	0
ISLE OF HOPE FD	447	0	0	0
POOLER FD	311	357	12	431
PORT WENTWORTH FD	414	425	347	0
SAVANNAH FD	144	147	174	0
THUNDERBOLT FD	239	194	231	0

FIRE *continued*

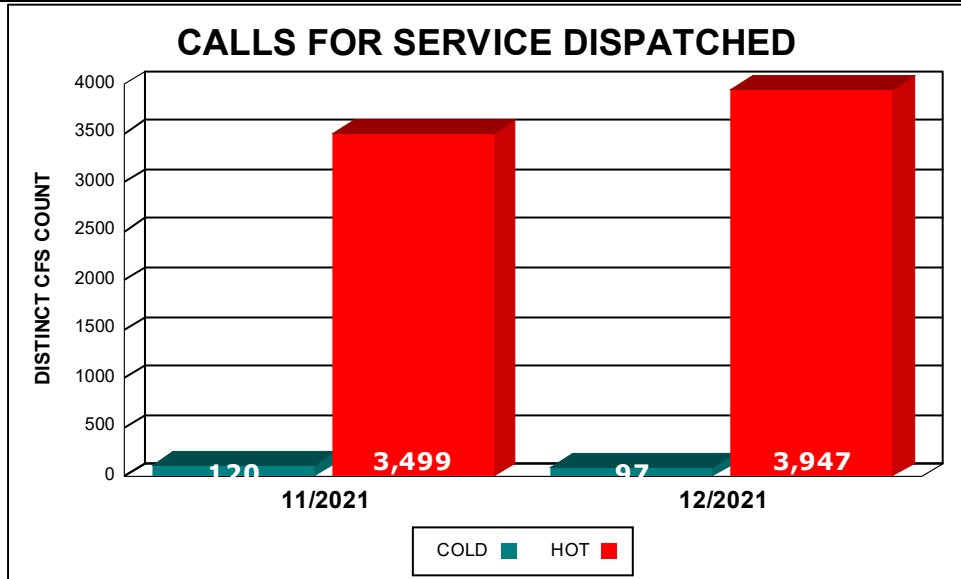
AGENCY	November 2021	December 2021
CHATHAM FIRE*	365	436



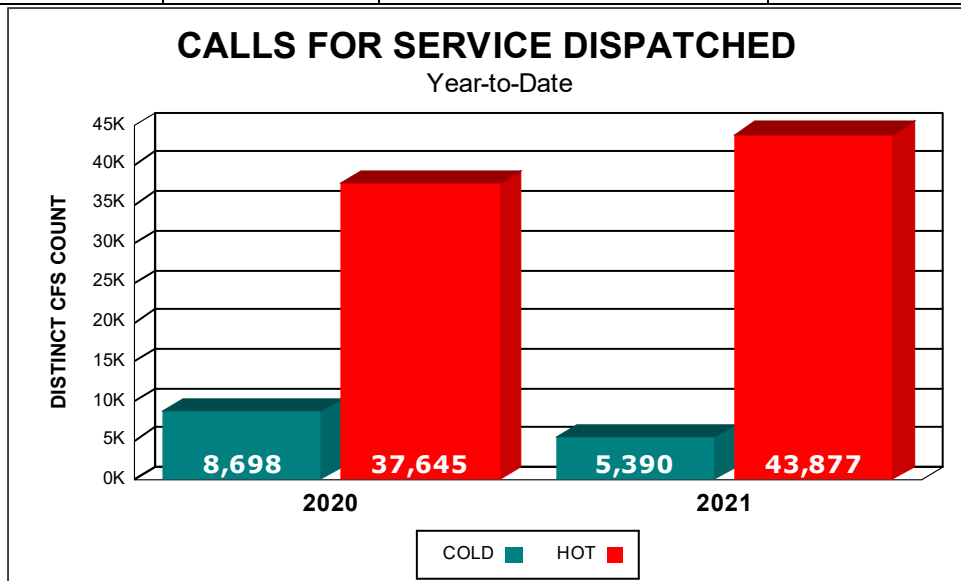
***These calls are dispatched by Chatham Emergency Services**

EMS

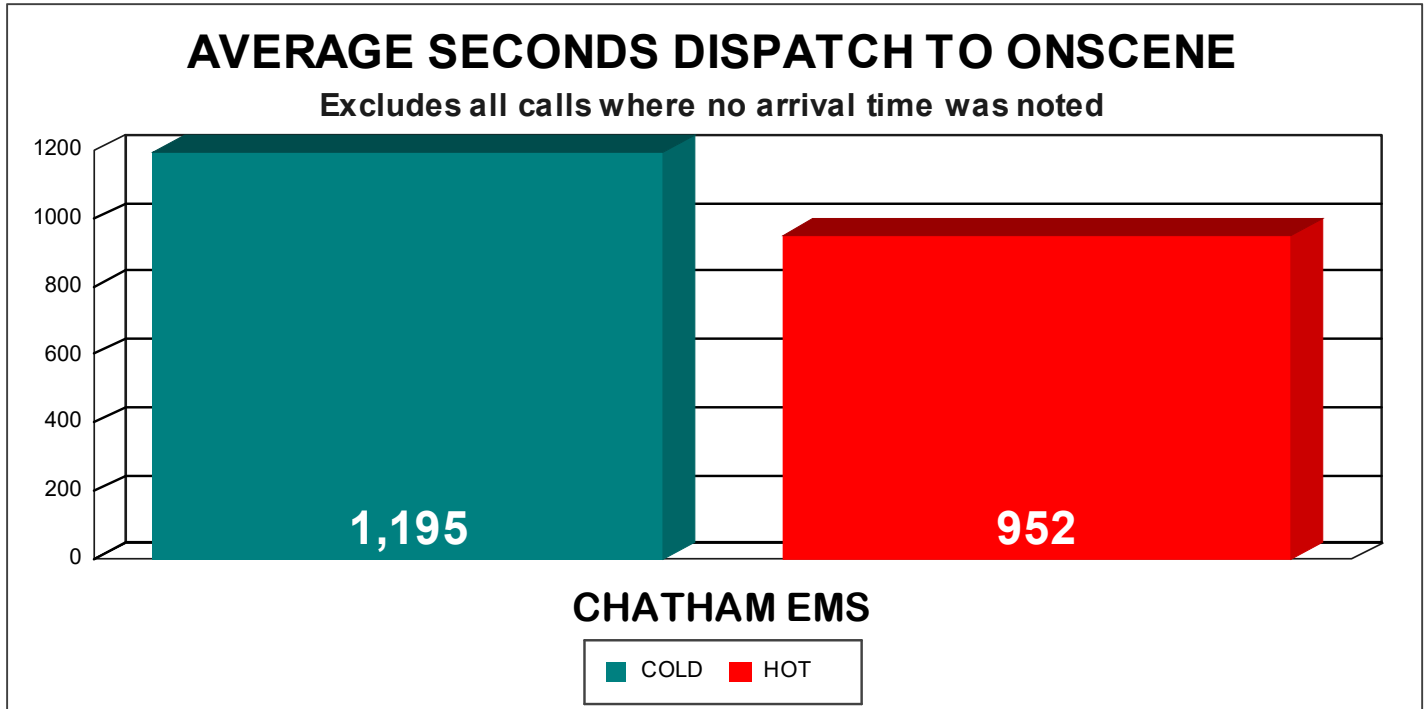
AGENCY		November 2021	December 2021
CHATHAM	COLD	120	97
	HOT	3,499	3,947
	TOTAL	3,619	4,044



AGENCY		2020	2021
CHATHAM	COLD	8,698	5,390
	HOT	37,645	43,877
	TOTAL	46,343	49,267



EMS *continued*



Quality Assurance Numbers

DECEMBER 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.