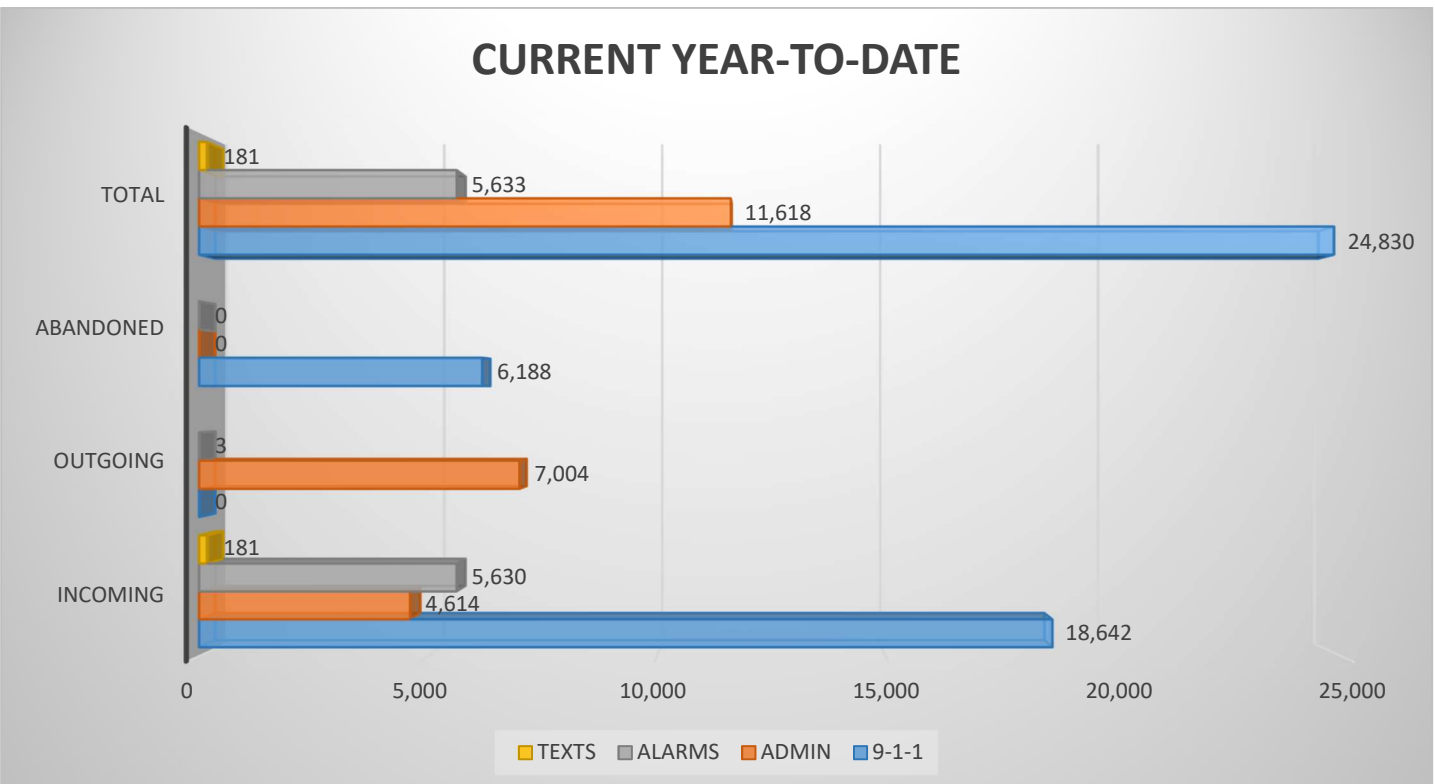
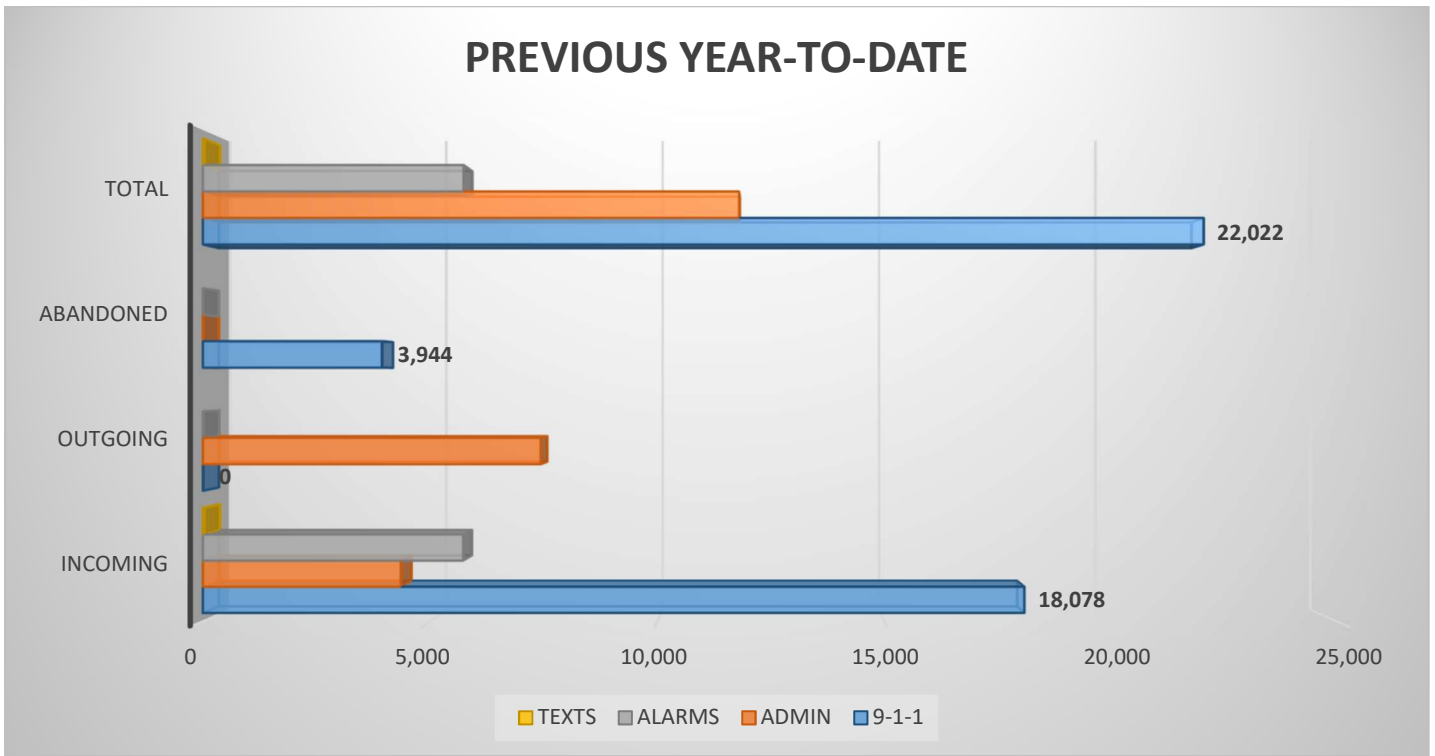


CHATHAM 9-1-1 COMMUNICATIONS SERVICES

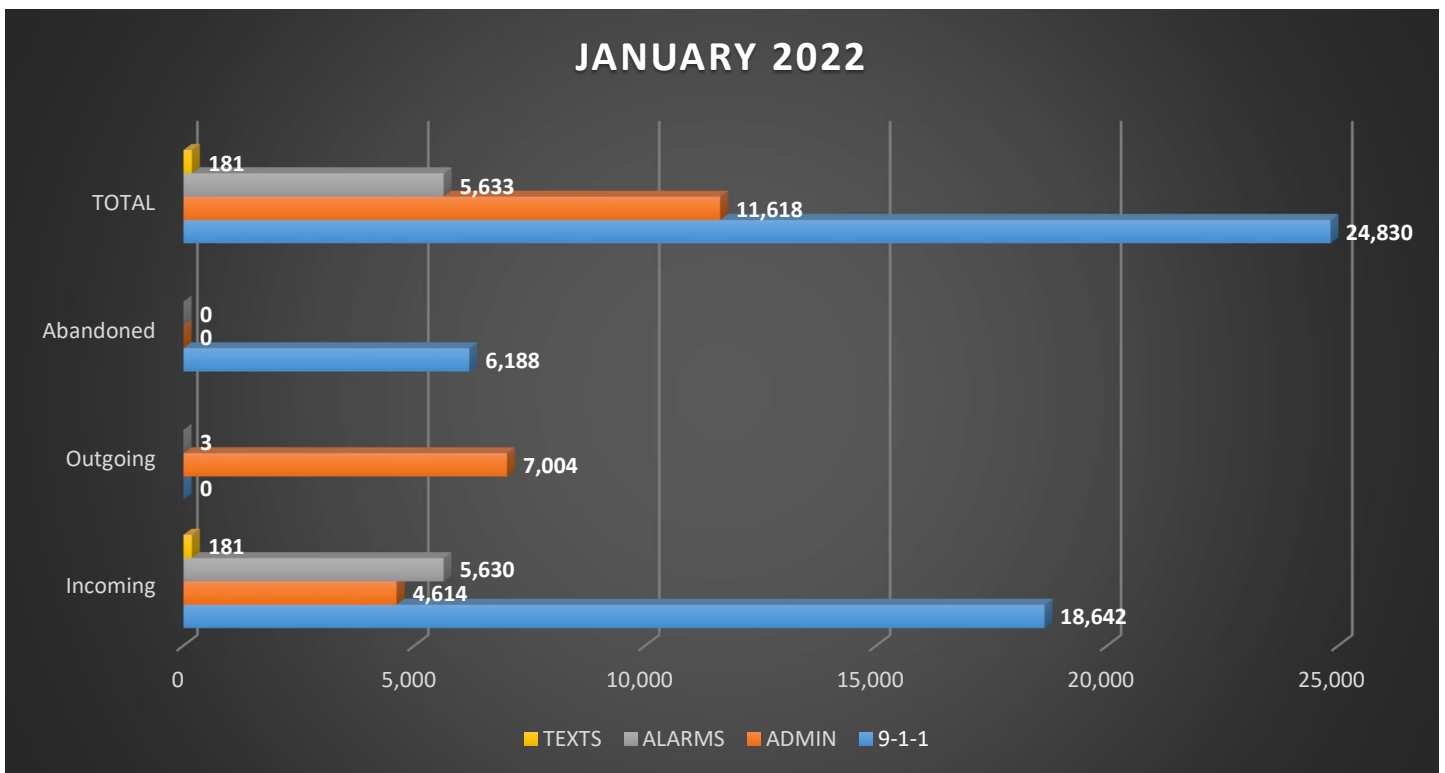
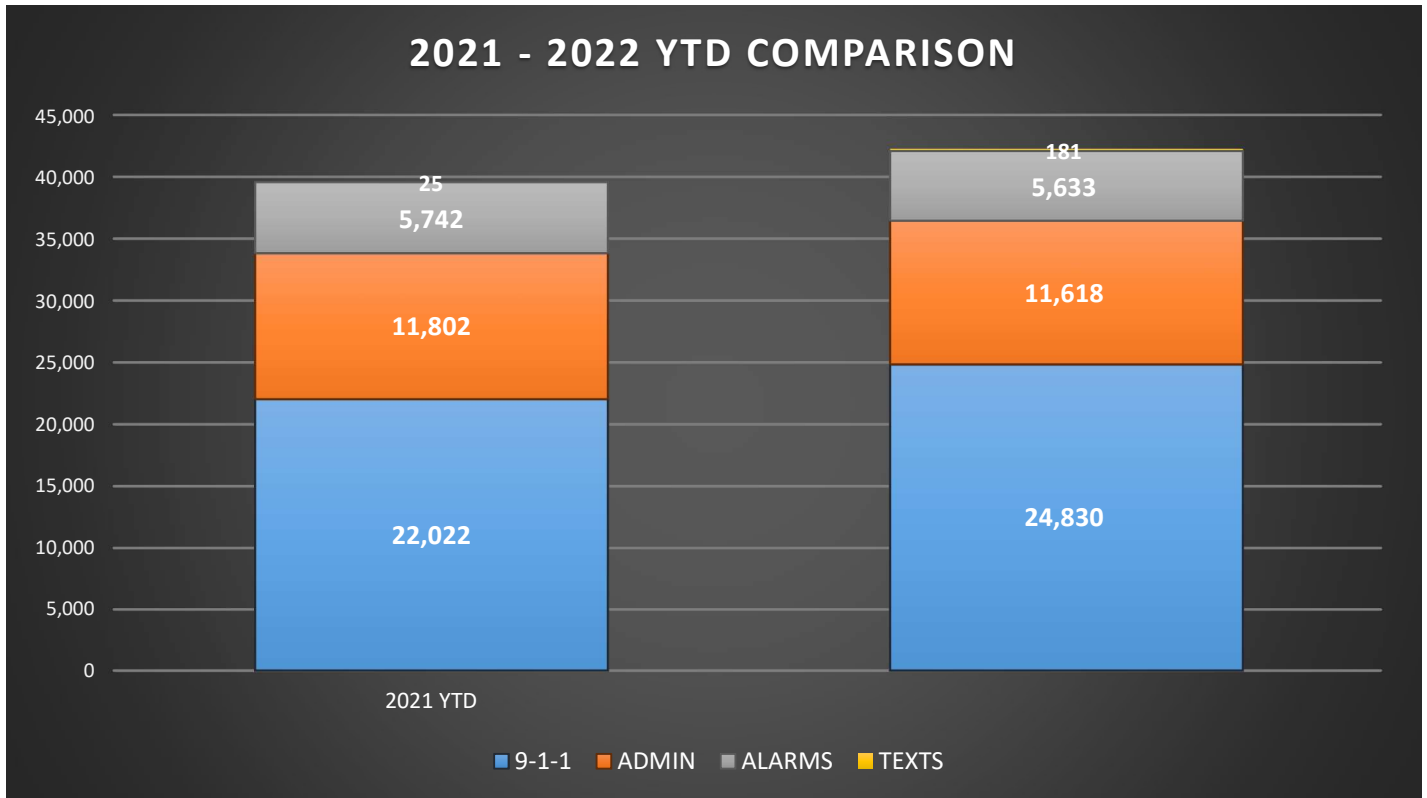


JANUARY 2022

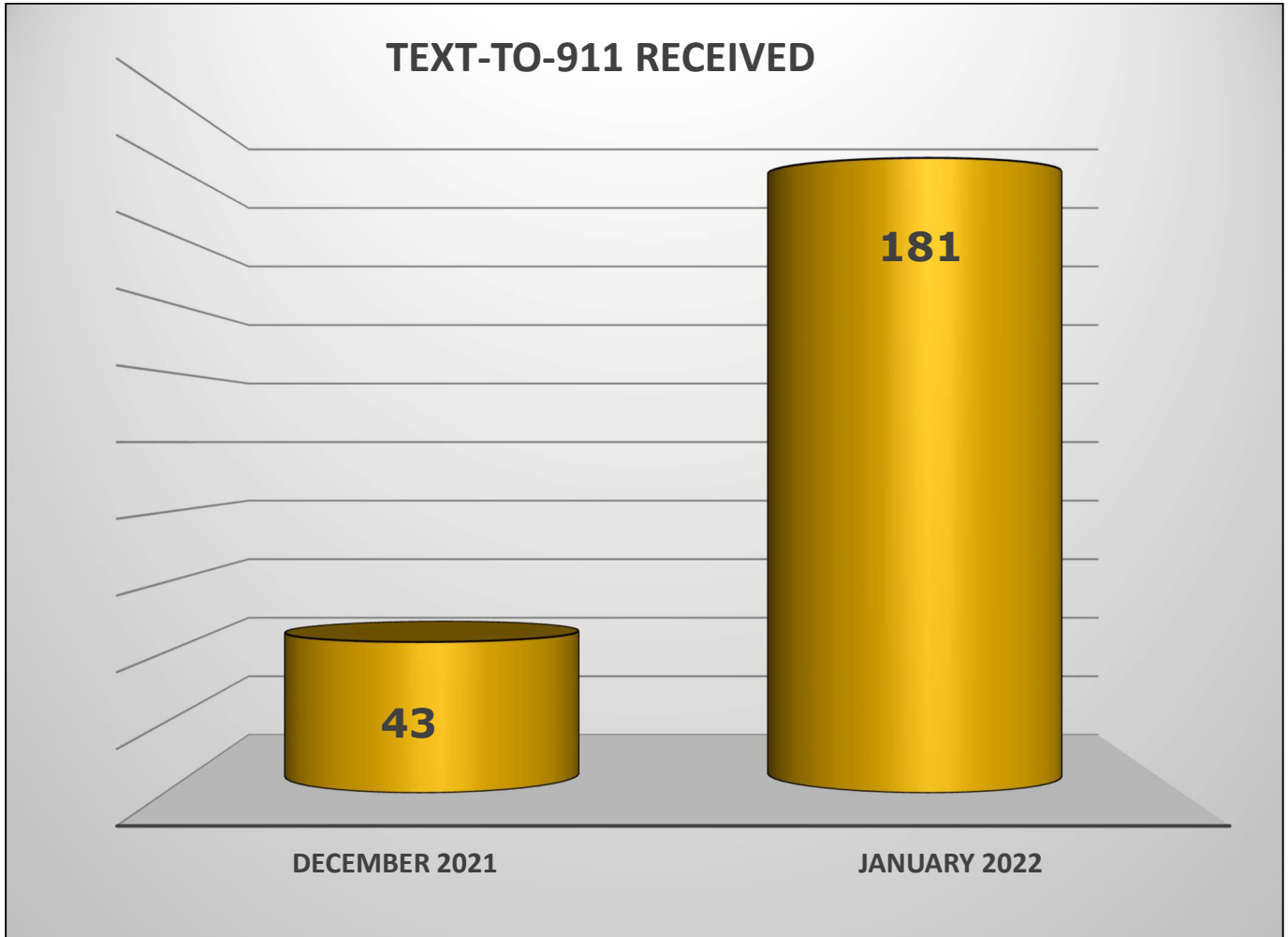
JANUARY 2022 TELEPHONE STATISTICS



TELEPHONE STATISTICS continued

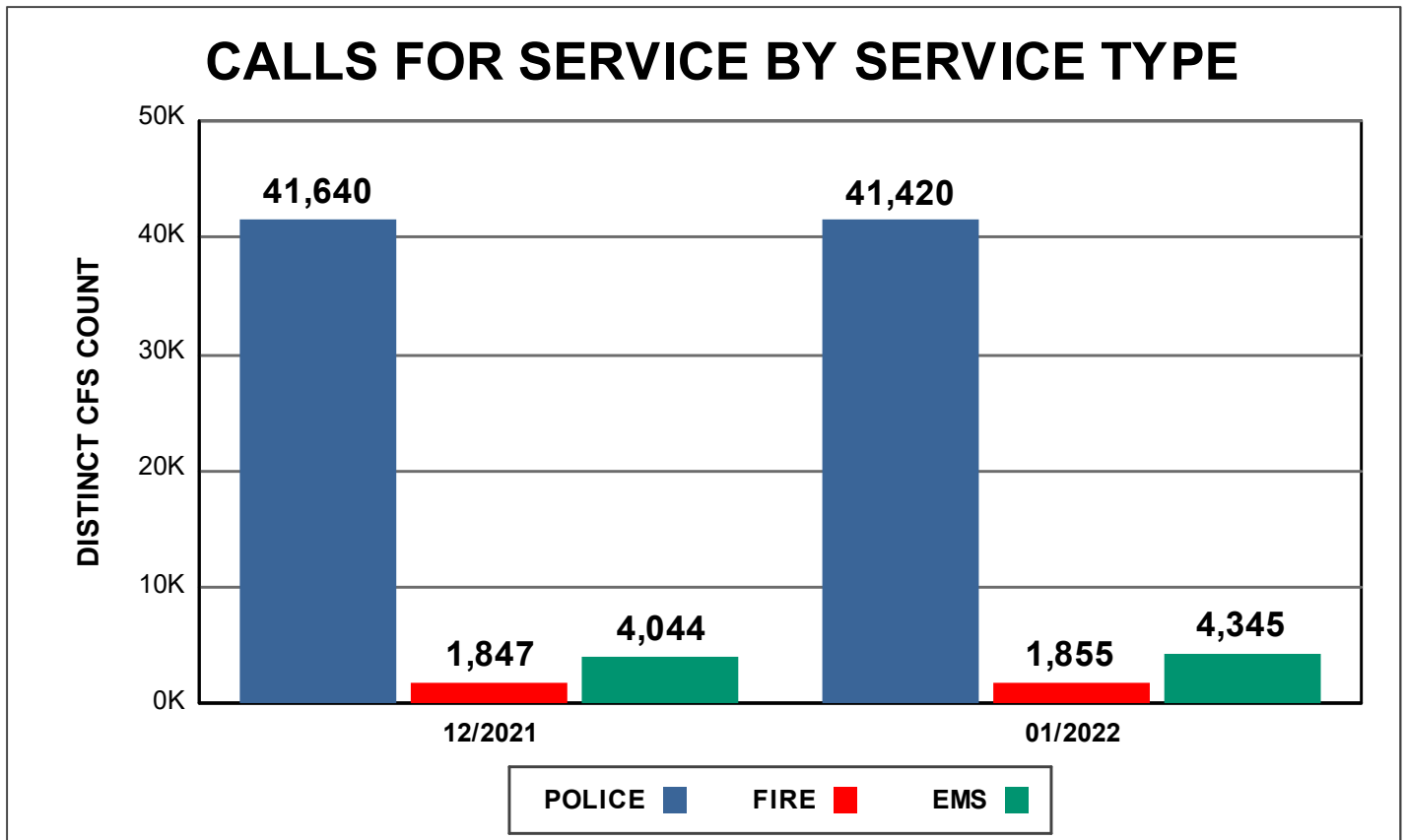


TELEPHONE STATISTICS continued



CAD CALLS FOR SERVICE

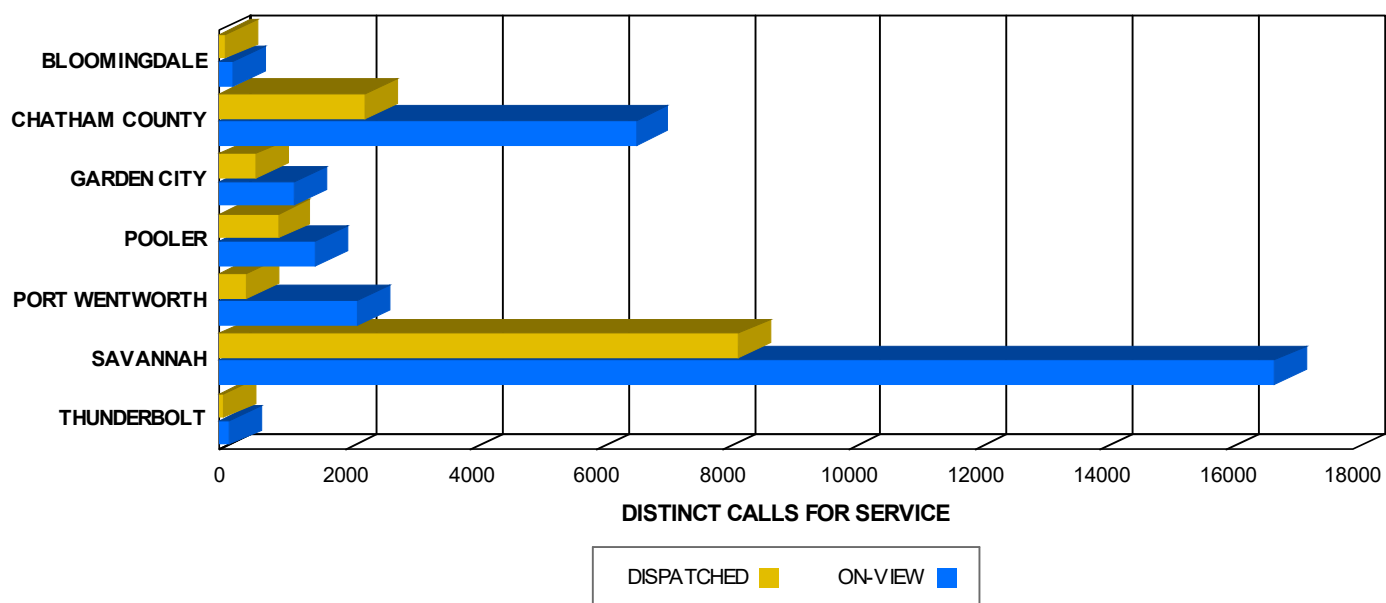
Distinct Counts / Includes On-View



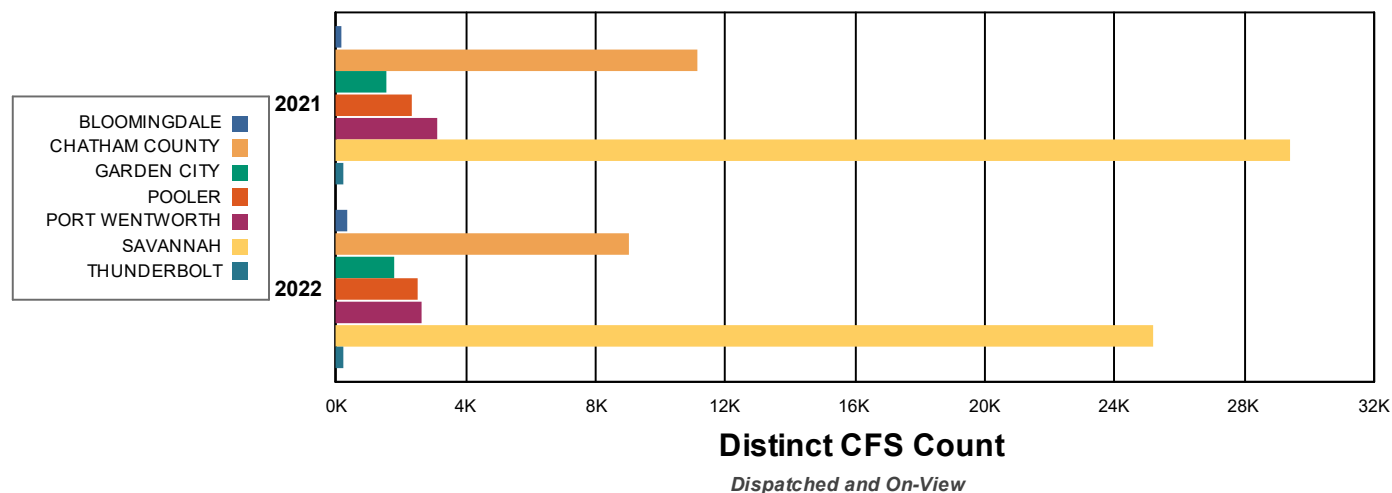
POLICE

AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	100	220	320
CHATHAM COUNTY	2,230	6,619	8,939
FORT PULASKI	0	0	0
GARDEN CITY	596	1,193	1,785
POOLER	942	1,542	2,484
PORT WENTWORTH	446	2,192	2,638
SAVANNAH	8,258	16,750	25,008
THUNDERBOLT	75	171	246
TOTAL	12,733	28,687	41,420

POLICE CALLS FOR SERVICE DISPATCHED / ON VIEW

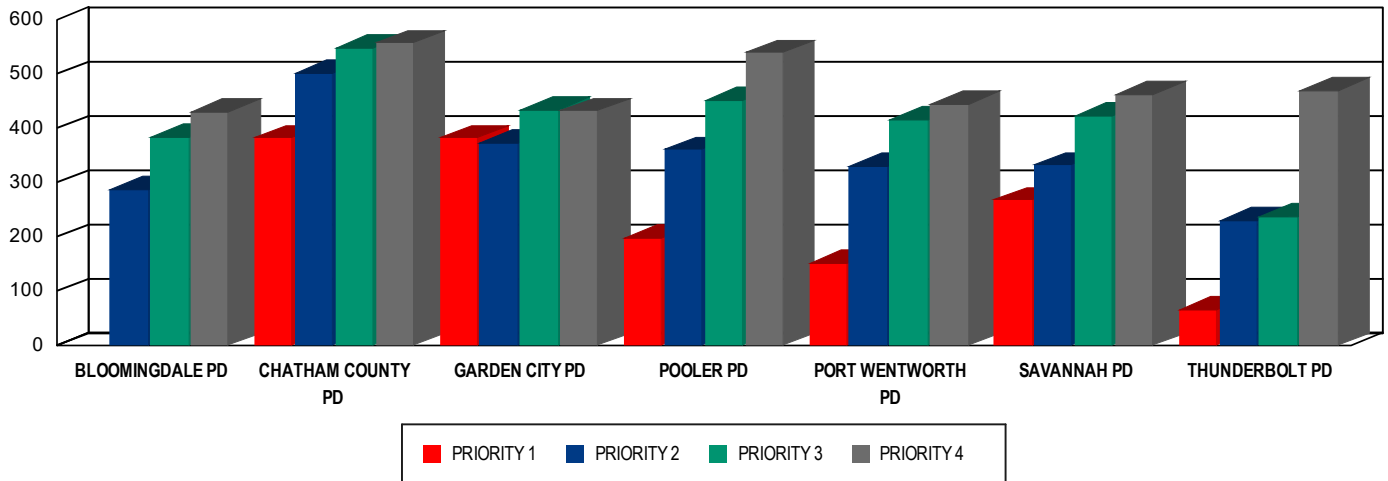


Year-to-Date for the Month of December



POLICE *continued*

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

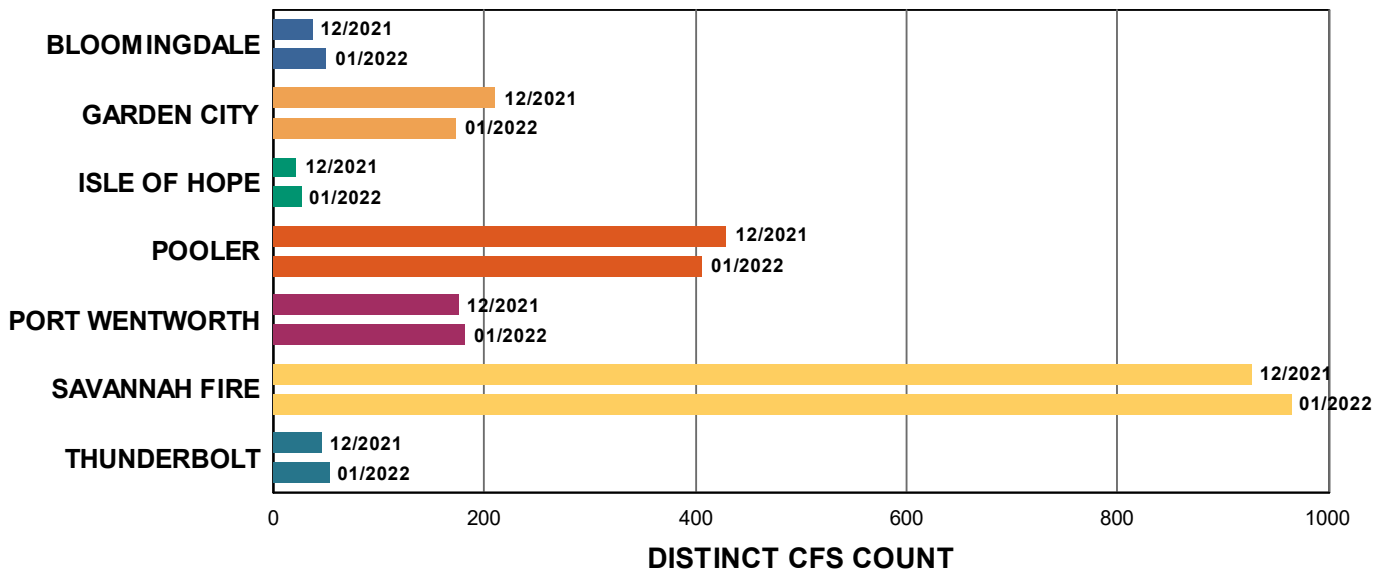


	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE PD	0	287	384	431
CHATHAM COUNTY PD	382	502	547	557
GARDEN CITY PD	382	373	433	432
POOLER PD	199	361	452	539
PORT WENTWORTH PD	152	330	416	445
SAVANNAH PD	268	332	423	461
THUNDERBOLT PD	65	230	236	470

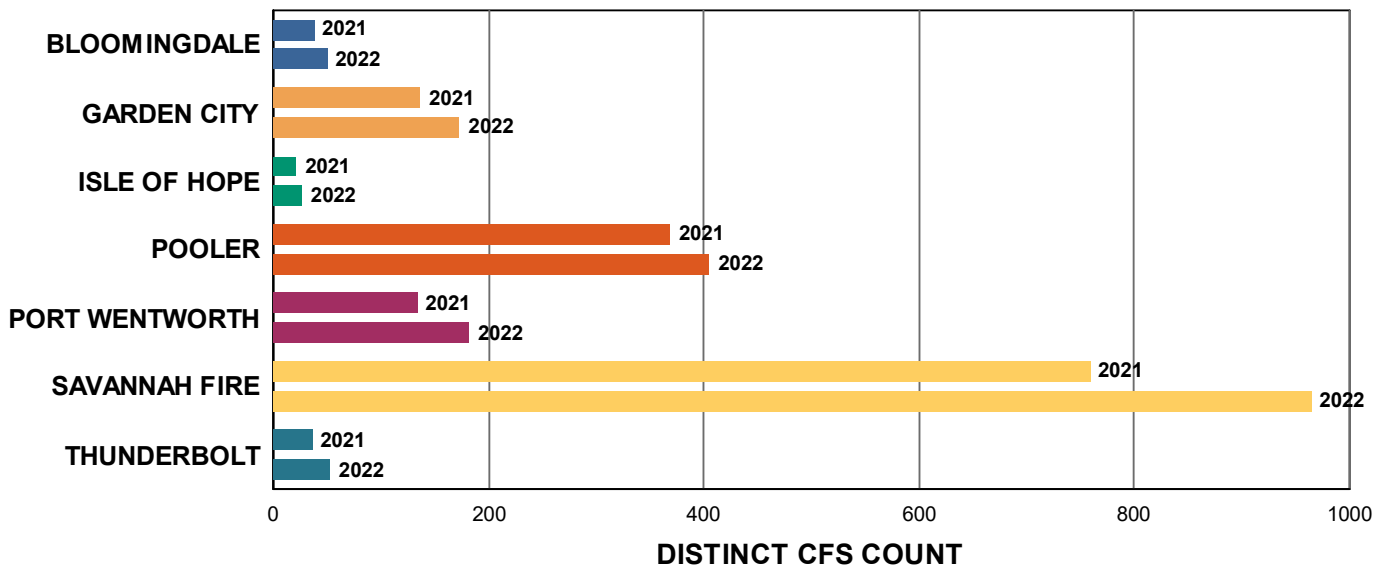
FIRE

AGENCY	December 2021	January 2022
BLOOMINGDALE	37	50
GARDEN CITY	210	173
ISLE OF HOPE	22	26
POOLER	429	406
PORT WENTWORTH	176	182
SAVANNAH FIRE	927	965
THUNDERBOLT	46	53
Total	1,847	1,855

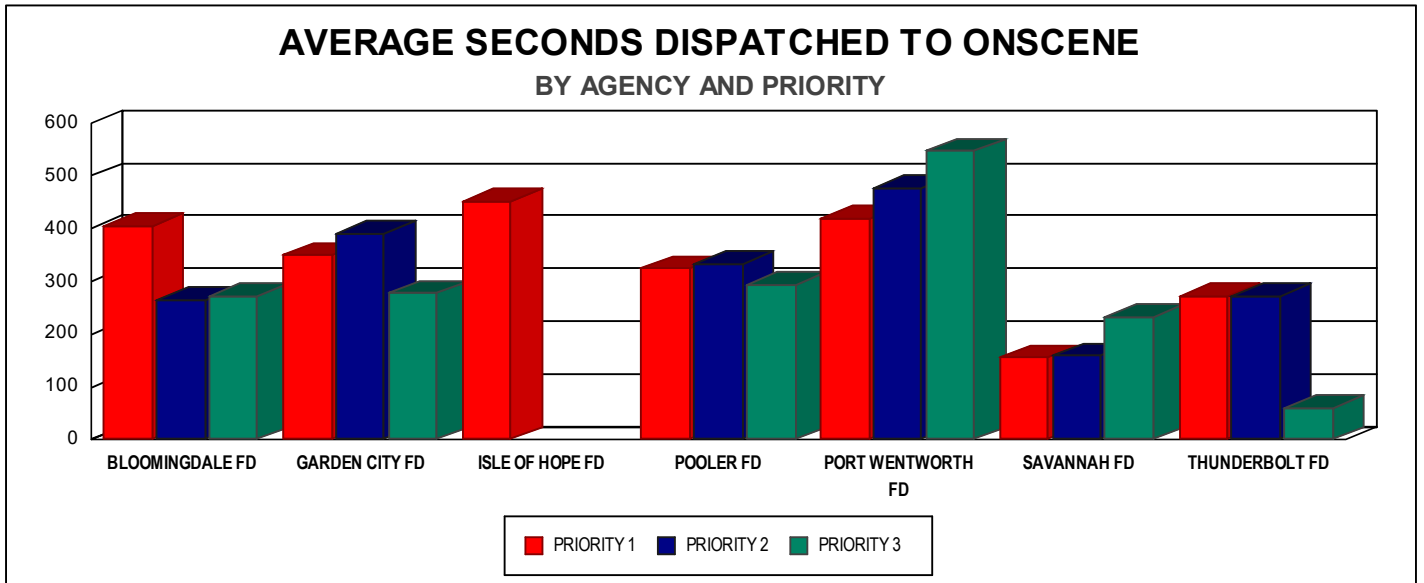
FIRE DEPARTMENT CALLS FOR SERVICE



FIRE DEPARTMENT CALLS FOR SERVICE



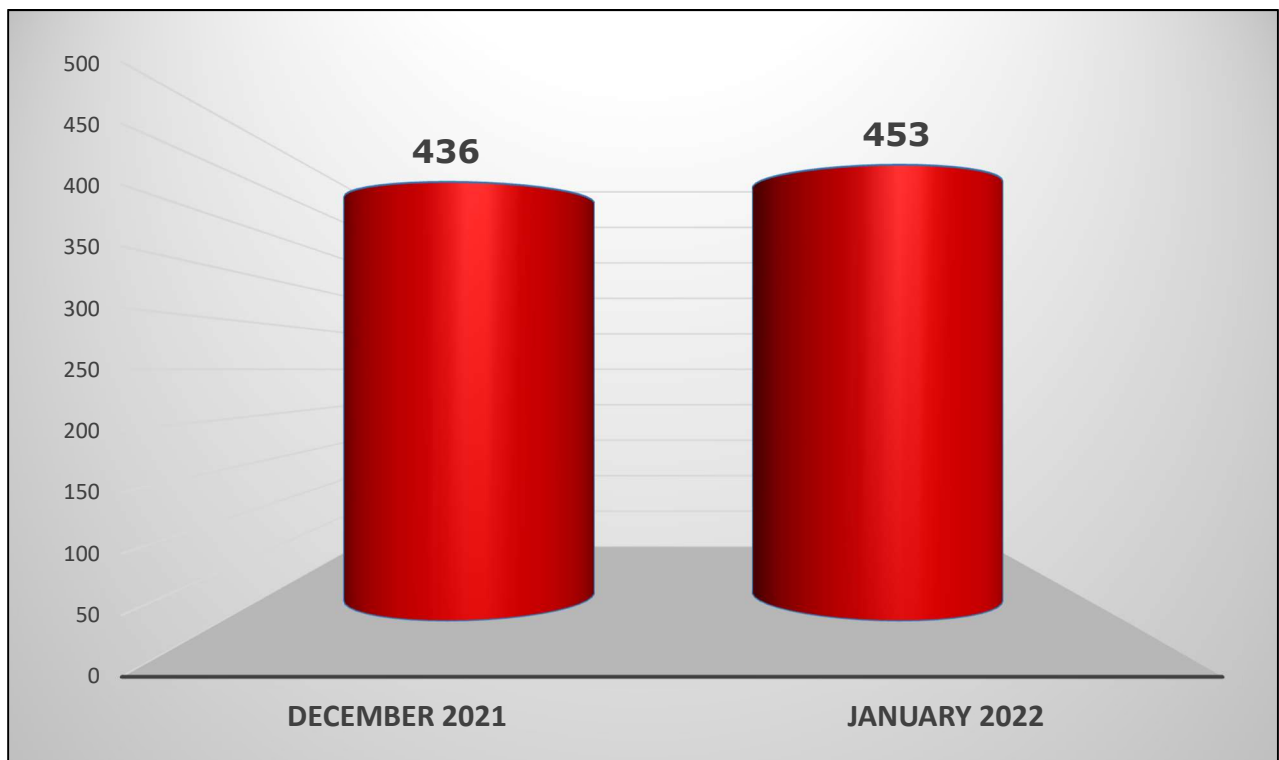
FIRE *continued*



	PRIORITY 1	PRIORITY 2	PRIORITY 3
BLOOMINGDALE FD	405	266	272
GARDEN CITY FD	349	389	277
ISLE OF HOPE FD	452	0	0
POOLER FD	324	333	293
PORT WENTWORTH FD	419	476	547
SAVANNAH FD	154	158	233
THUNDERBOLT FD	271	273	61

FIRE *continued*

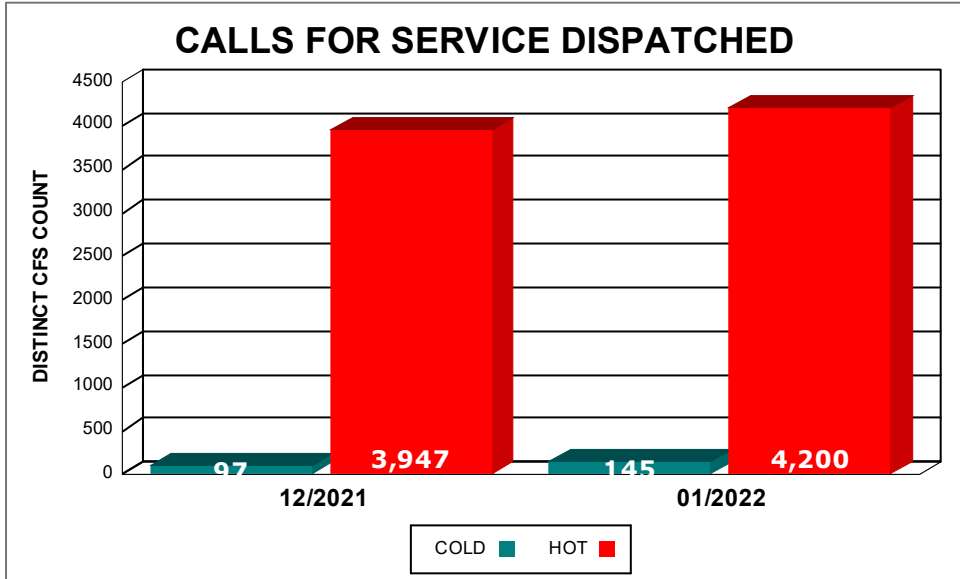
AGENCY	December 2021	January 2022
CHATHAM FIRE*	436	453



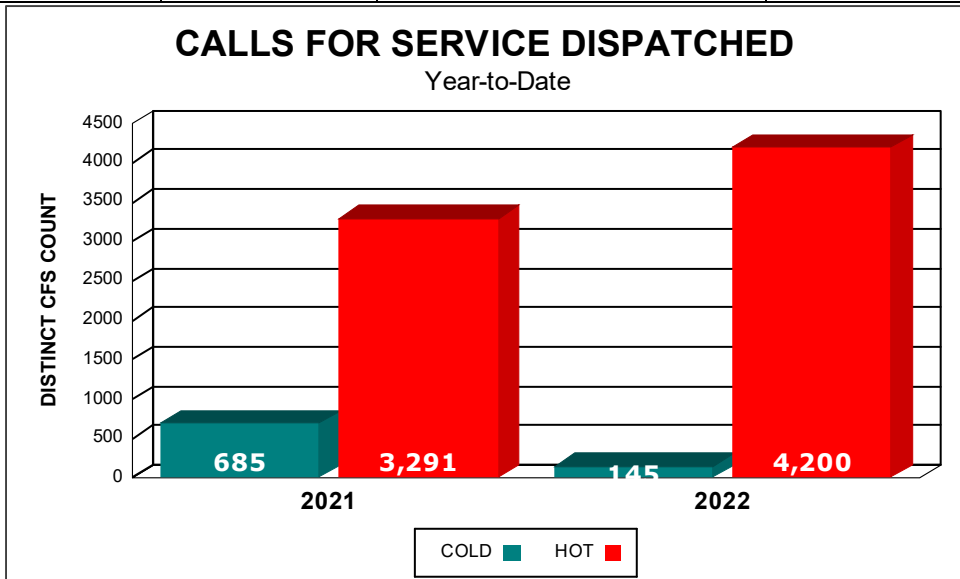
***These calls are dispatched by Chatham Emergency Services**

EMS

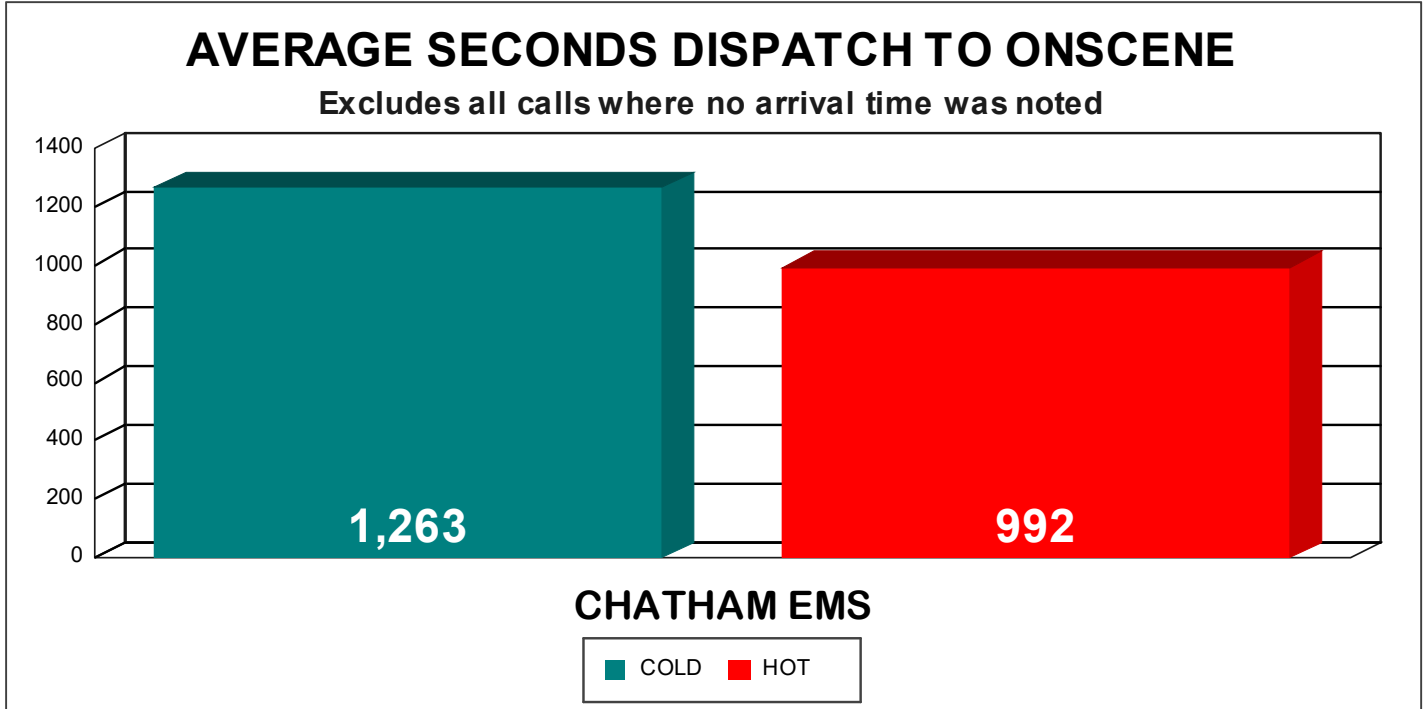
AGENCY		December 2021	January 2022
CHATHAM	COLD	97	145
	HOT	3,947	4,200
	TOTAL	4,044	4,325



AGENCY		2021	2022
CHATHAM	COLD	685	145
	HOT	3,291	4,200
	TOTAL	3,976	4,345



EMS *continued*



Quality Assurance Numbers

JANUARY 2022

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.