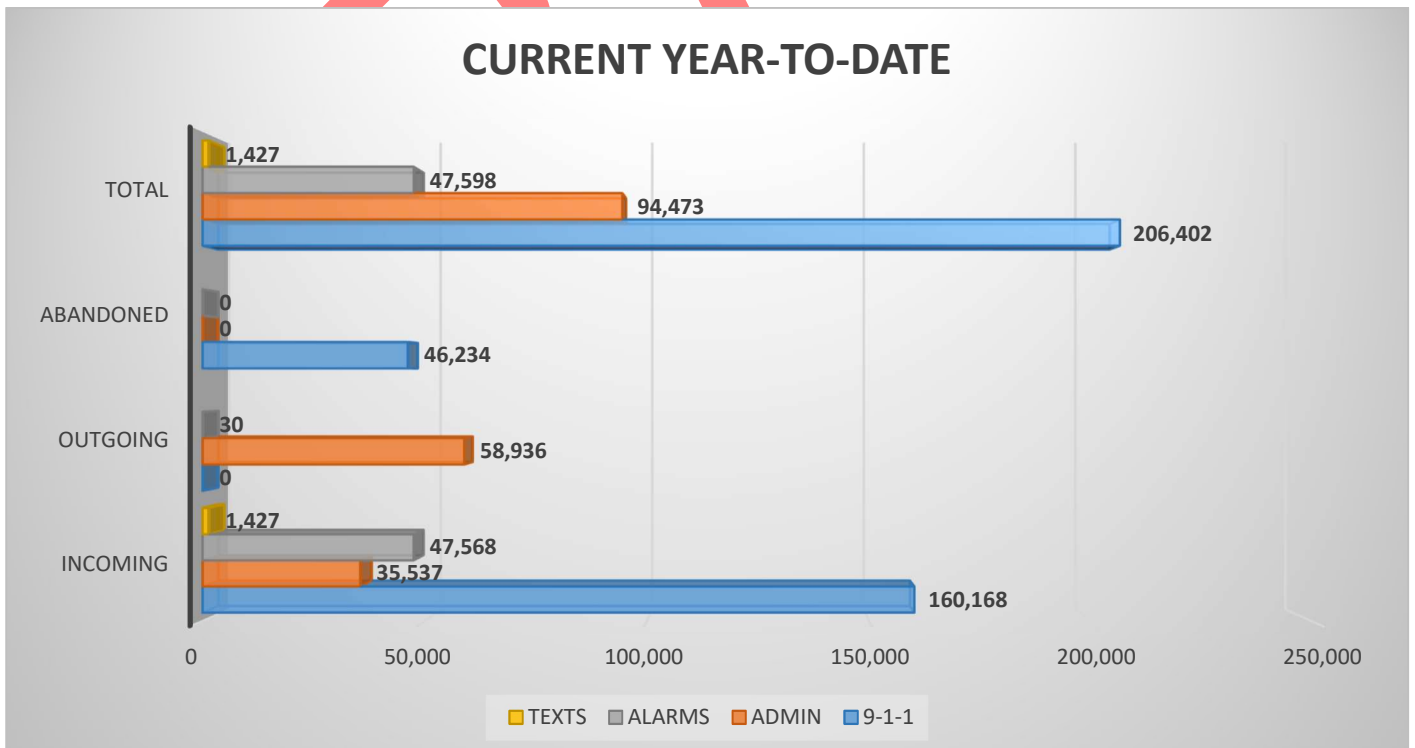
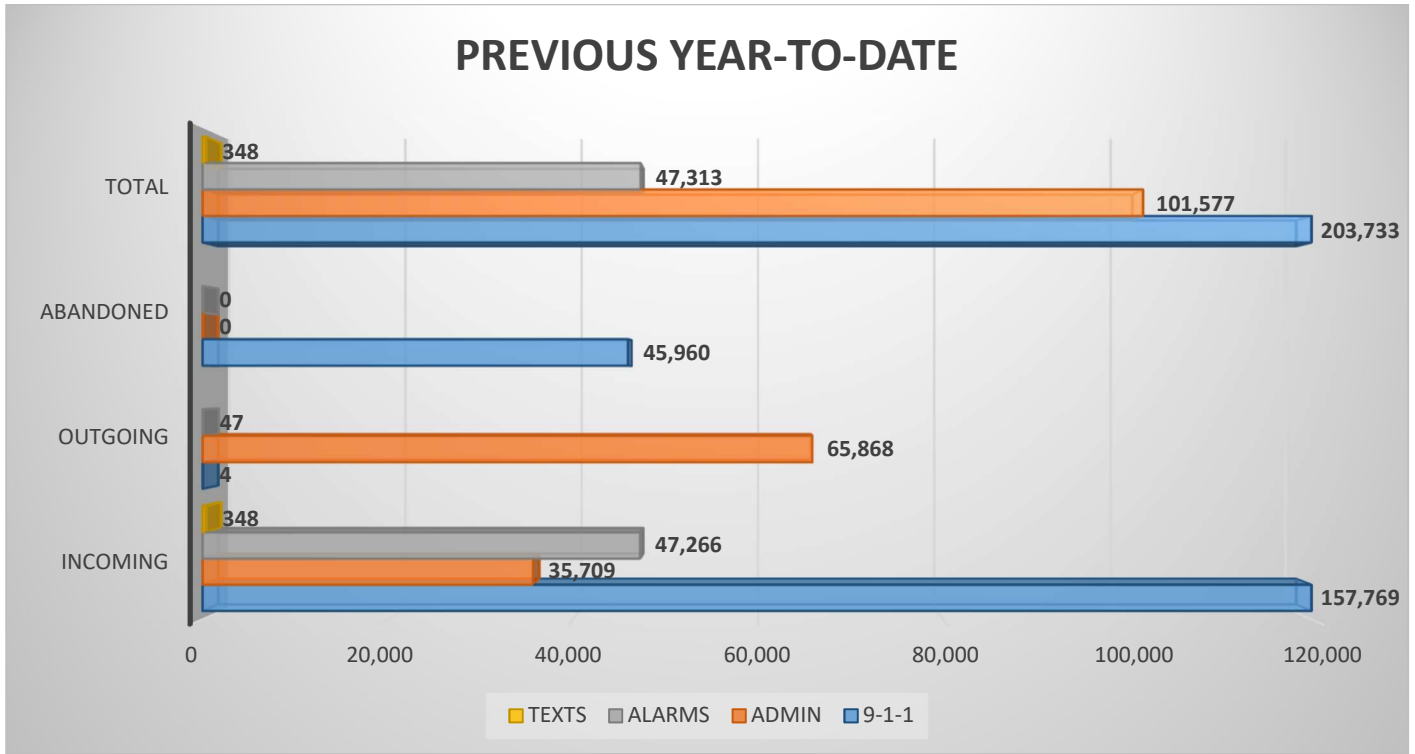


# CHATHAM 9-1-1 COMMUNICATIONS SERVICES

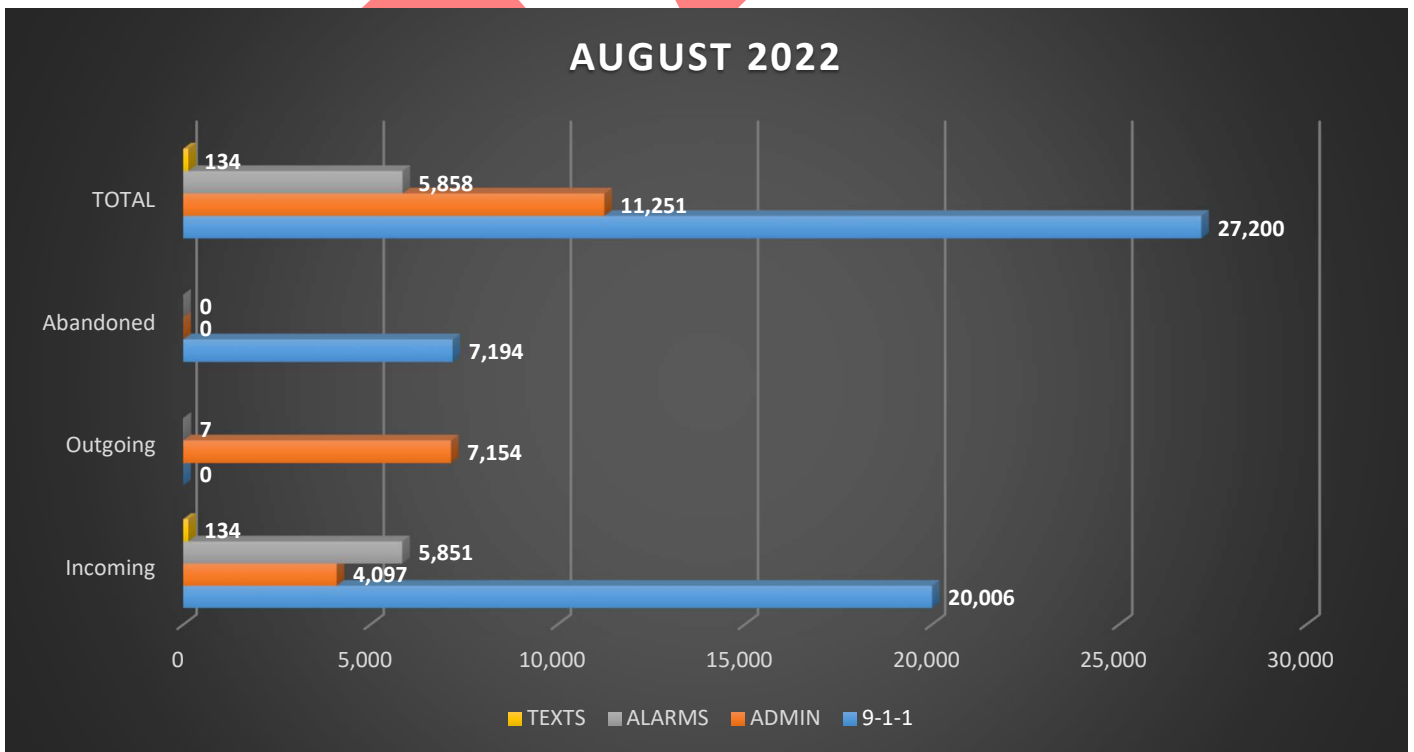
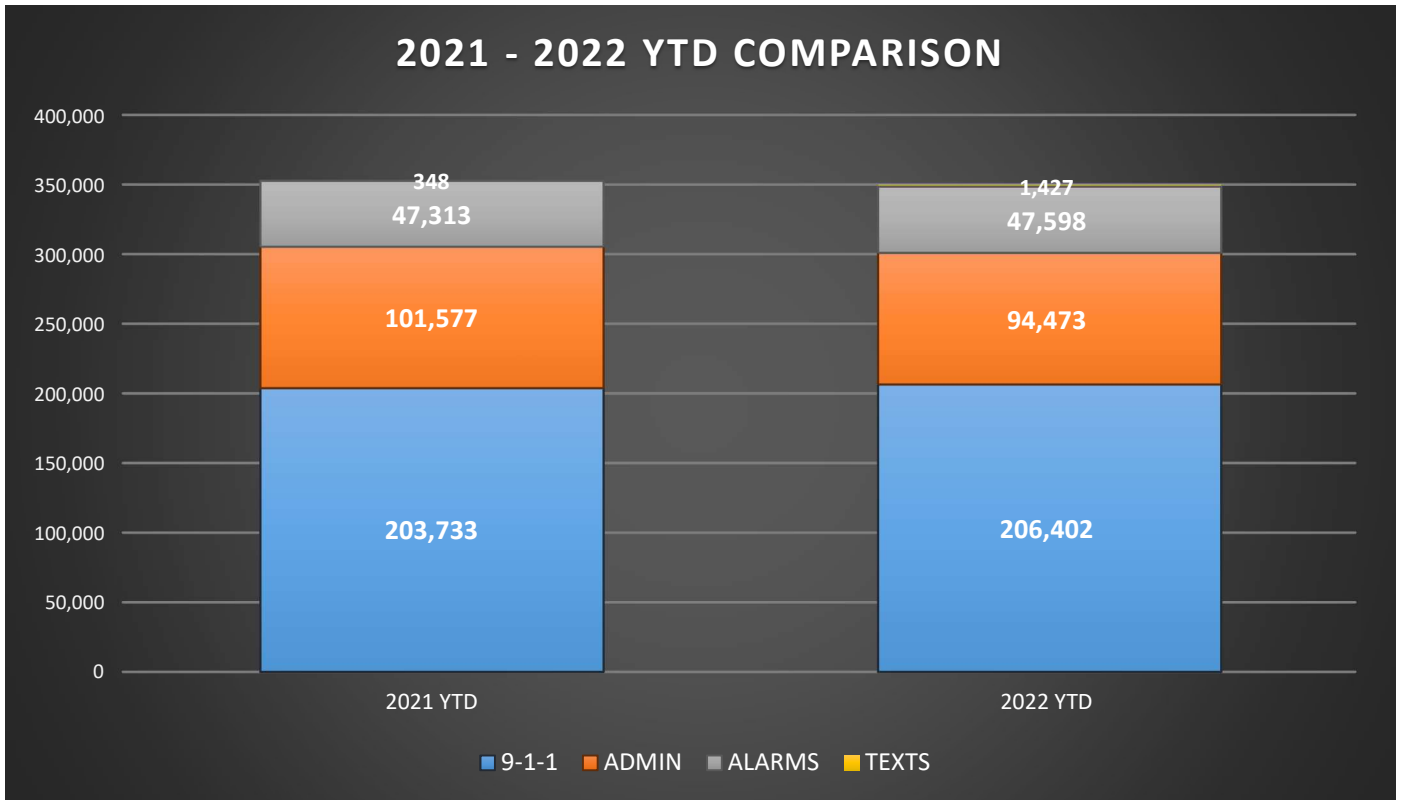


AUGUST 2022

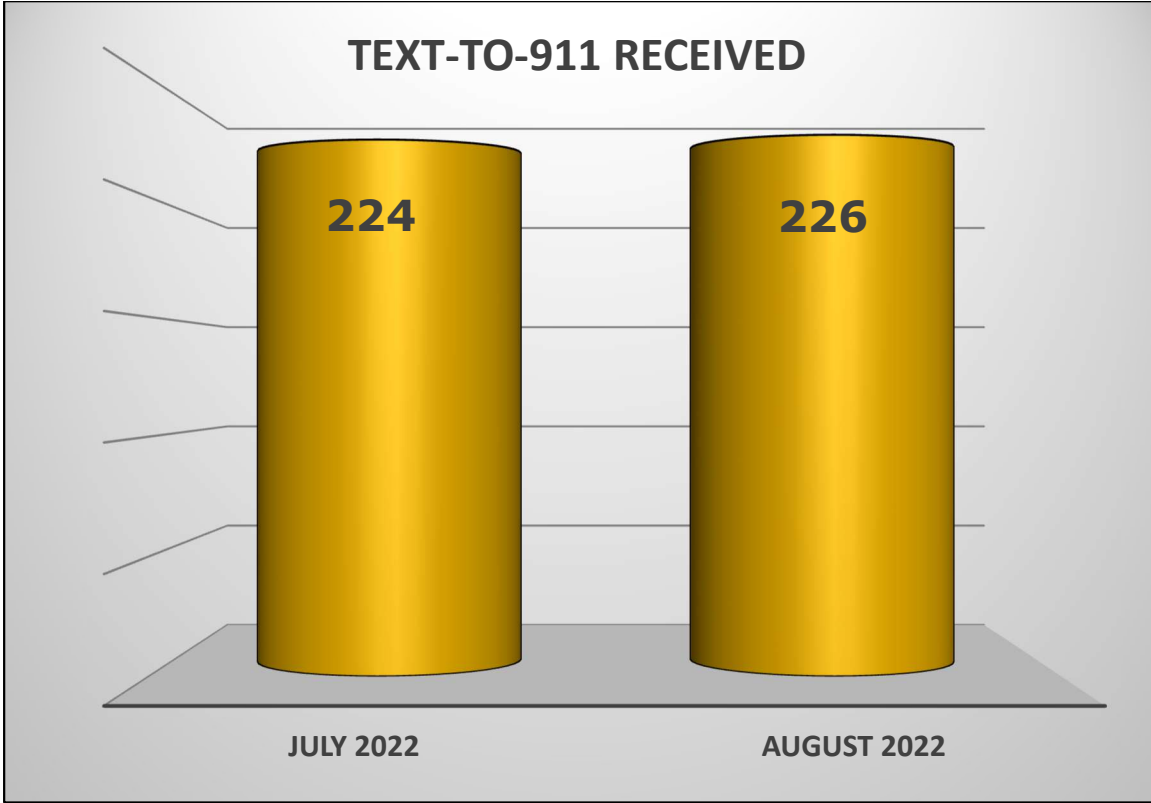
# AUGUST 2022 TELEPHONE STATISTICS



# TELEPHONE STATISTICS continued



**TELEPHONE STATISTICS continued**



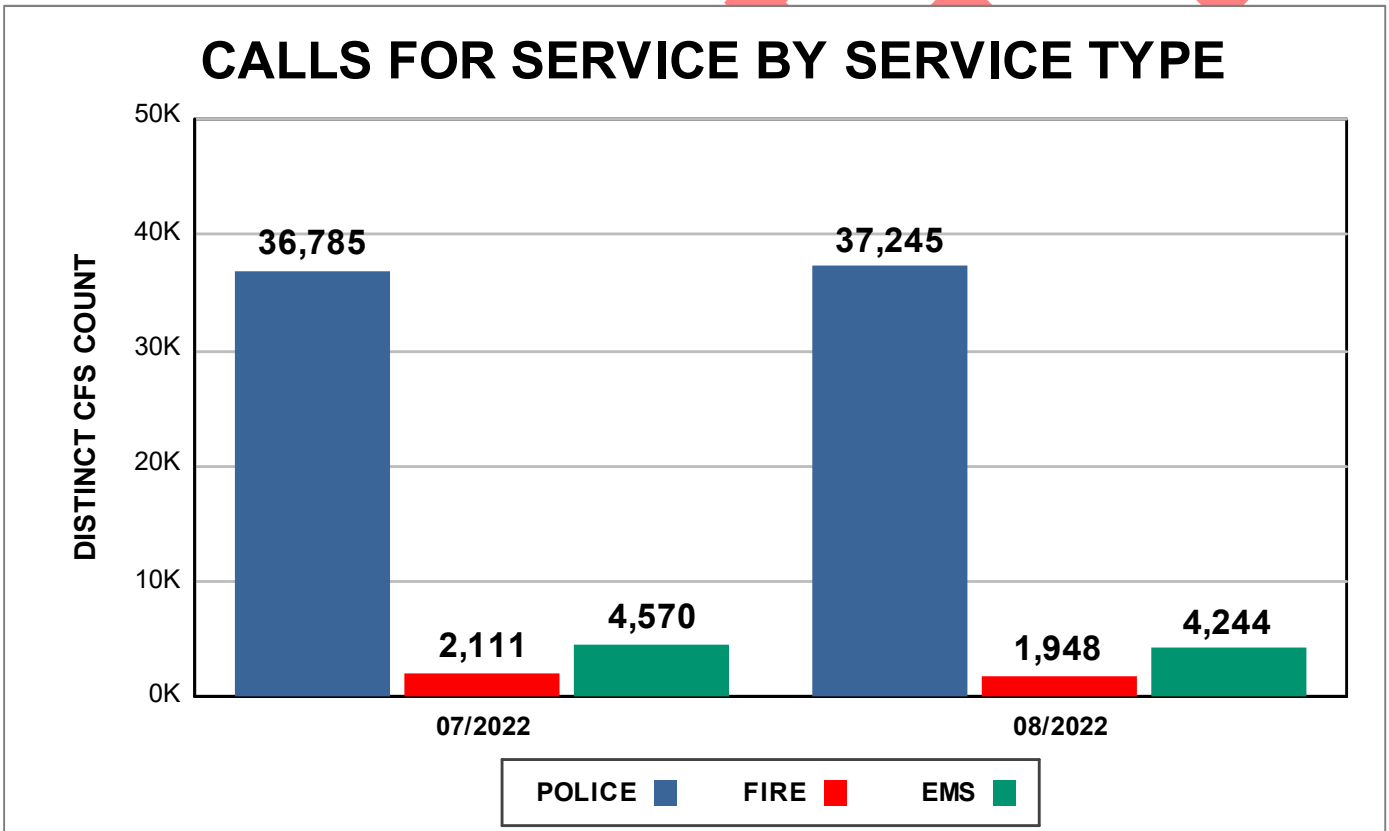
DRAFT

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# CAD CALLS FOR SERVICE

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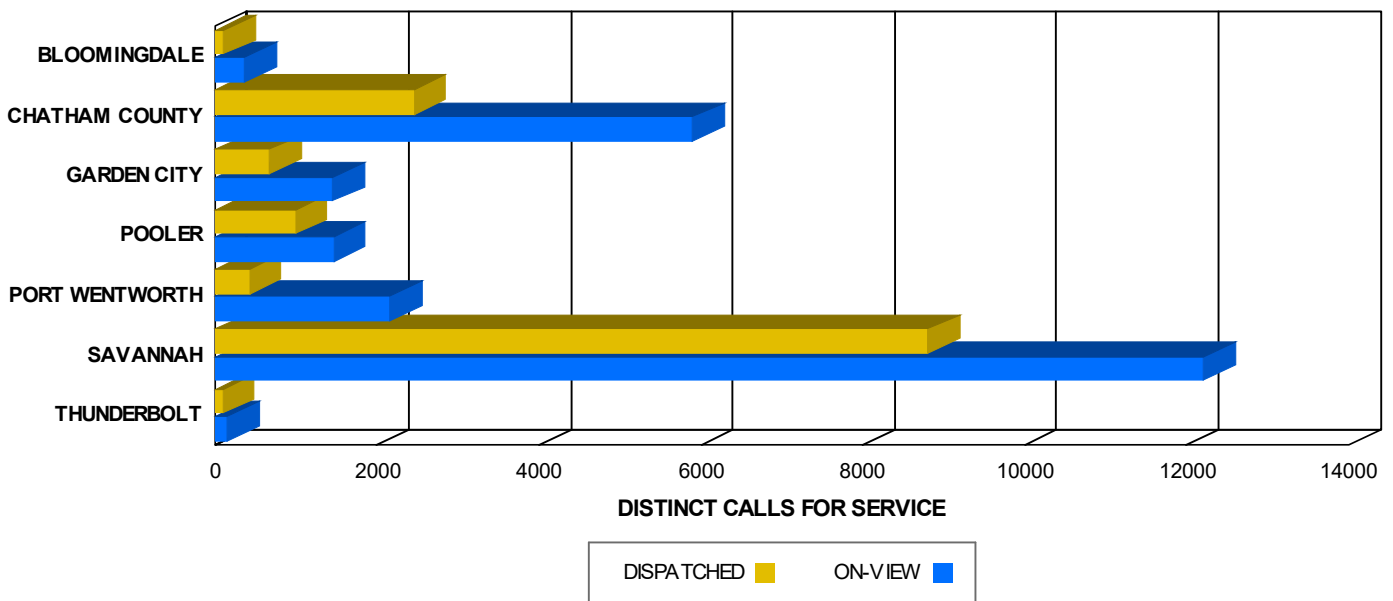
*Distinct Counts / Includes On-View*



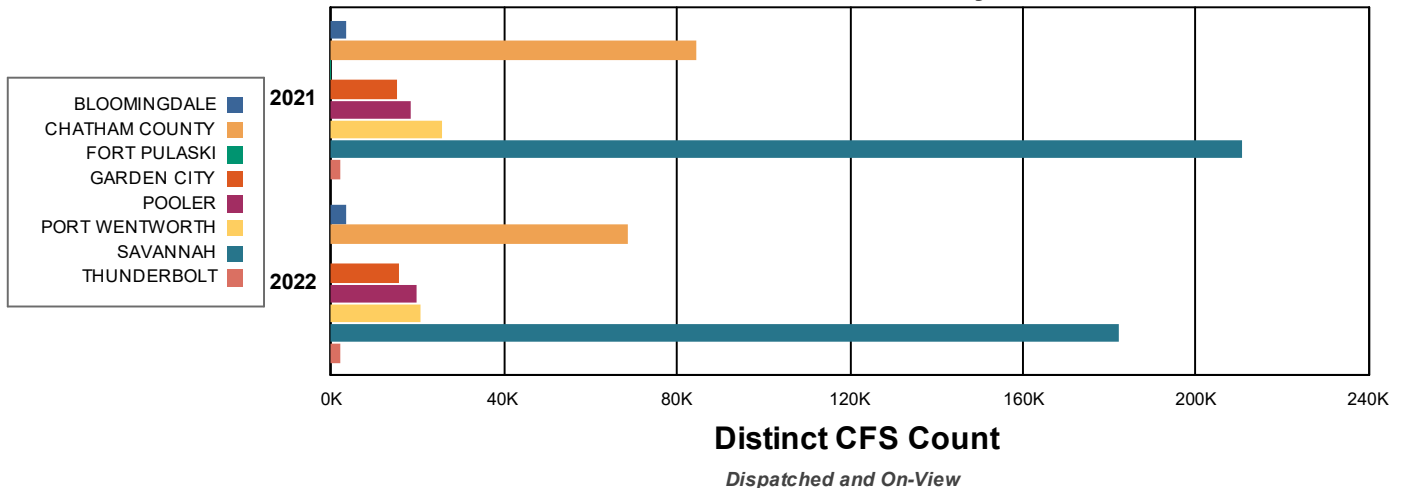
# POLICE

AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	105	364	469
CHATHAM COUNTY	2,459	5,889	8,348
FORT PULASKI	0	0	0
GARDEN CITY	679	1,457	2,136
POOLER	993	1,460	2,453
PORT WENTWORTH	425	2,160	2,585
SAVANNAH	8,804	12,204	21,008
THUNDERBOLT	97	149	246
<b>TOTAL</b>	<b>13,562</b>	<b>23,683</b>	<b>37,245</b>

## POLICE CALLS FOR SERVICE DISPATCHED / ON VIEW

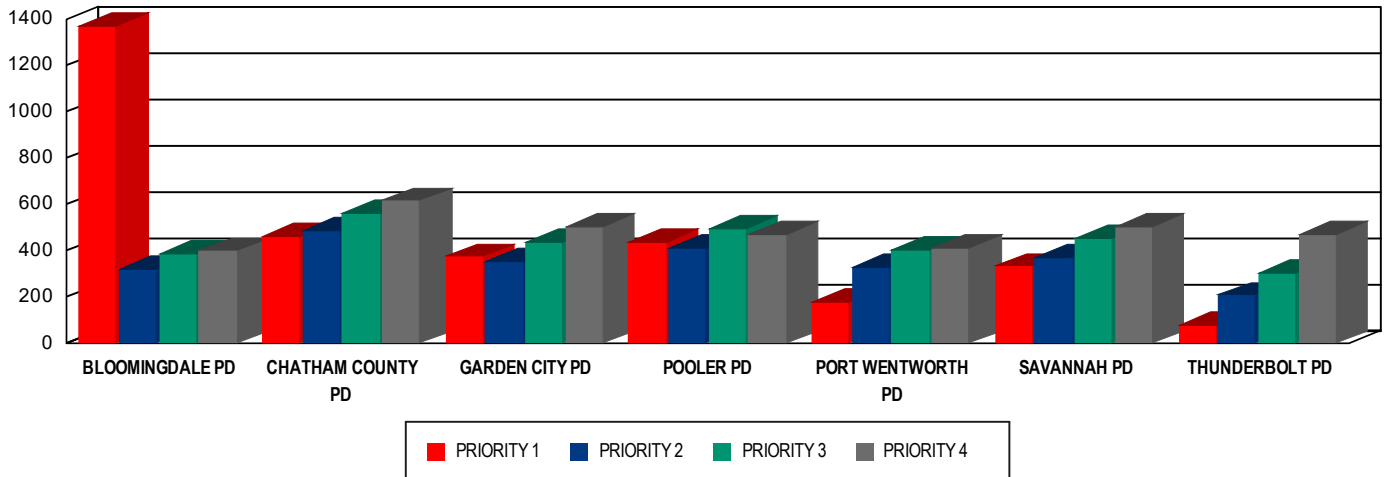


## Year-to-Date for the Month of May



## POLICE *continued*

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

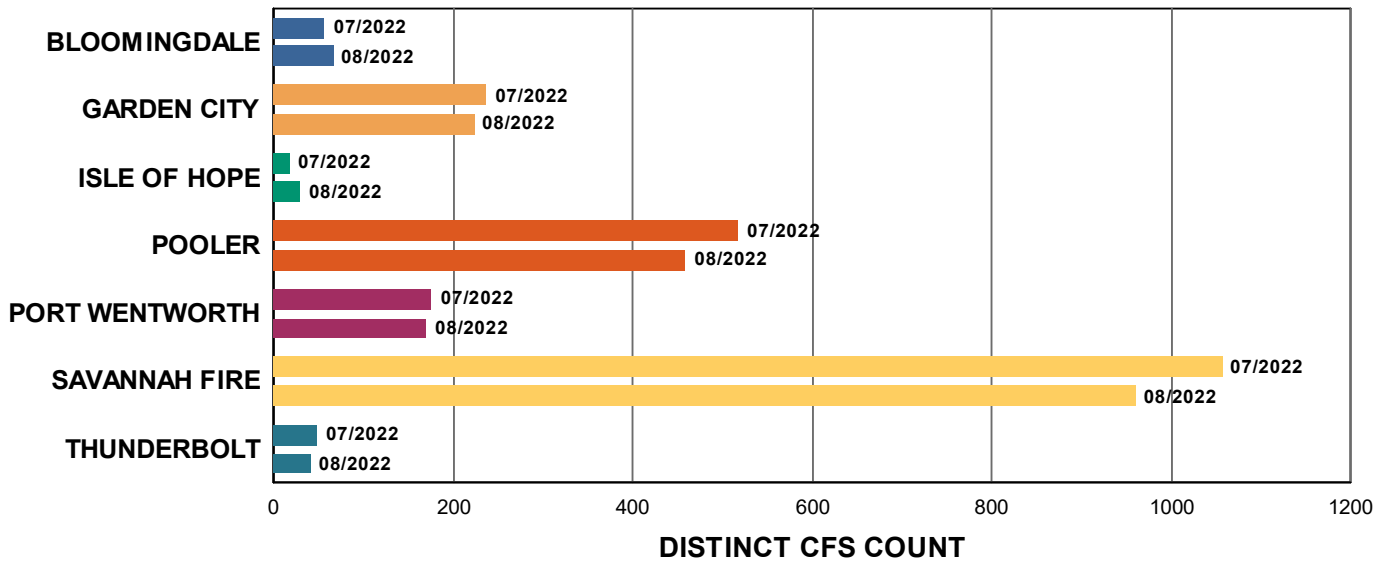


	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
<b>BLOOMINGDALE PD</b>	1,372	323	387	399
<b>CHATHAM COUNTY PD</b>	460	489	563	615
<b>GARDEN CITY PD</b>	374	355	434	503
<b>POOLER PD</b>	437	413	493	473
<b>PORT WENTWORTH PD</b>	176	327	401	412
<b>SAVANNAH PD</b>	332	370	452	502
<b>THUNDERBOLT PD</b>	77	208	301	471

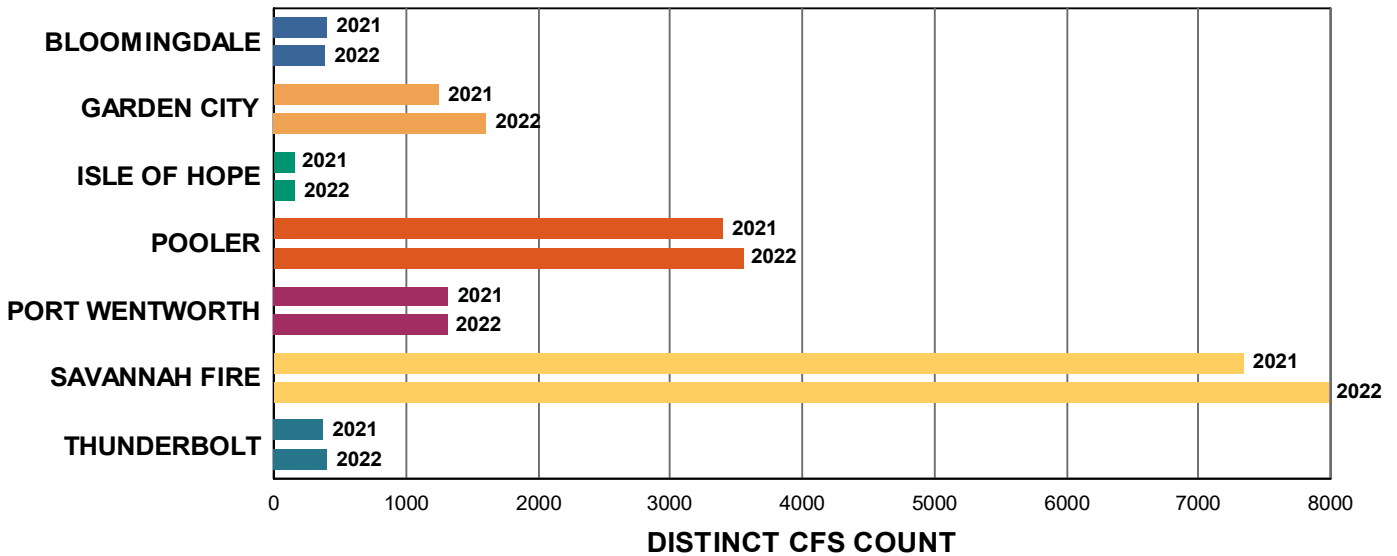
# FIRE

AGENCY	July 2022	August 2022
BLOOMINGDALE	57	66
GARDEN CITY	237	223
ISLE OF HOPE	18	29
POOLER	517	459
PORT WENTWORTH	176	170
SAVANNAH FIRE	1,057	960
THUNDERBOLT	49	41
<b>Total</b>	<b>2,111</b>	<b>1,948</b>

## FIRE DEPARTMENT CALLS FOR SERVICE



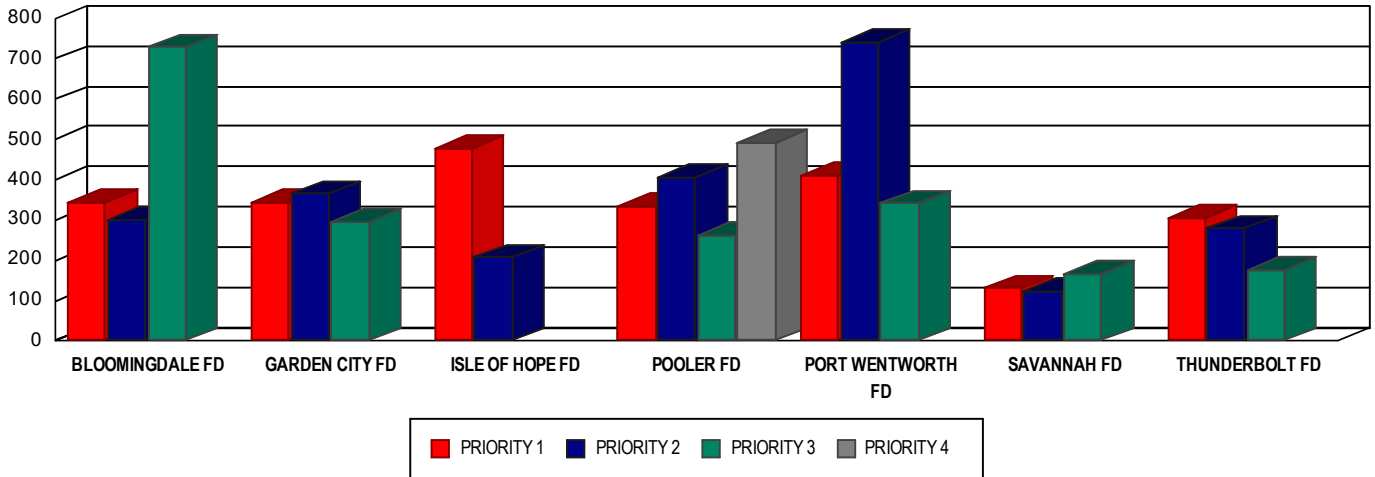
## FIRE DEPARTMENT CALLS FOR SERVICE





## FIRE *continued*

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



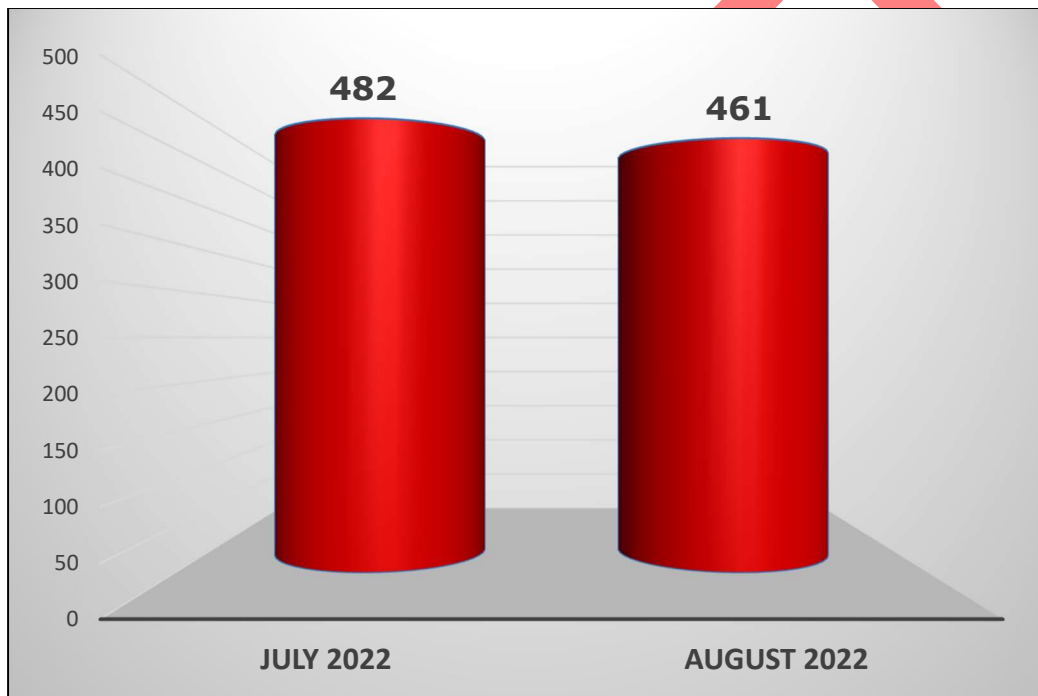
	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE FD	344	299	729	0
GARDEN CITY FD	343	365	297	0
ISLE OF HOPE FD	478	207	0	0
POOLER FD	332	405	261	491
PORT WENTWORTH FD	411	741	341	0
SAVANNAH FD	129	123	167	0
THUNDERBOLT FD	306	279	175	0

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## **FIRE *continued***

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<b>AGENCY</b>	<b>July 2022</b>	<b>Augusta 2022</b>
CHATHAM FIRE*	482	461



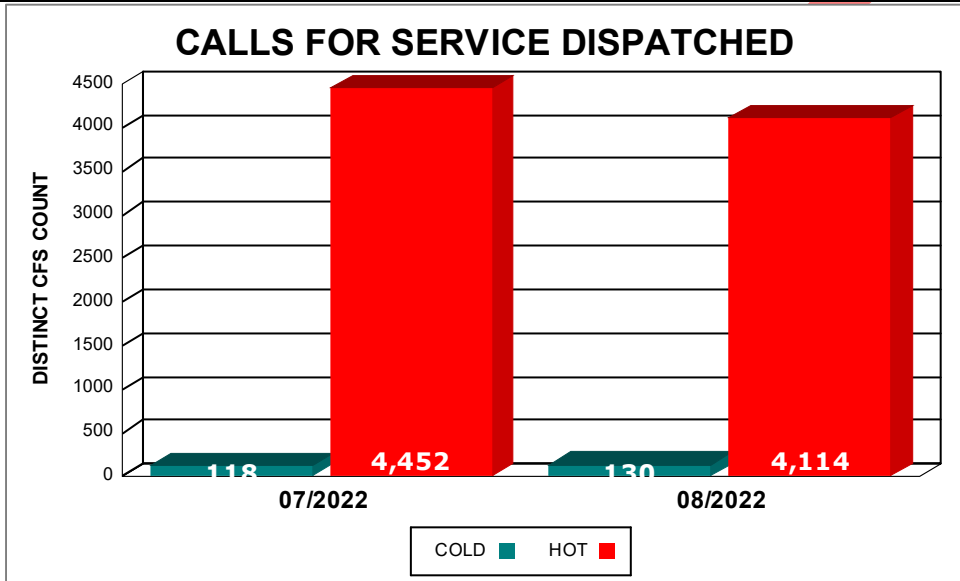
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**\*These calls are dispatched by Chatham Emergency Services**

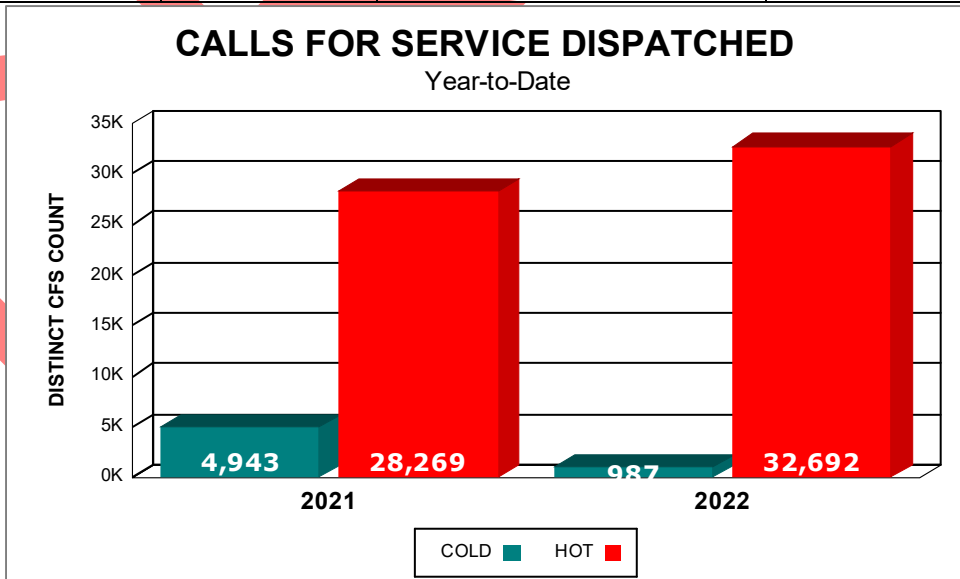
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# EMS

AGENCY		July 2022	August 2022
CHATHAM	COLD	118	130
	HOT	4,452	4,114
	<b>TOTAL</b>	<b>4,570</b>	<b>4,244</b>



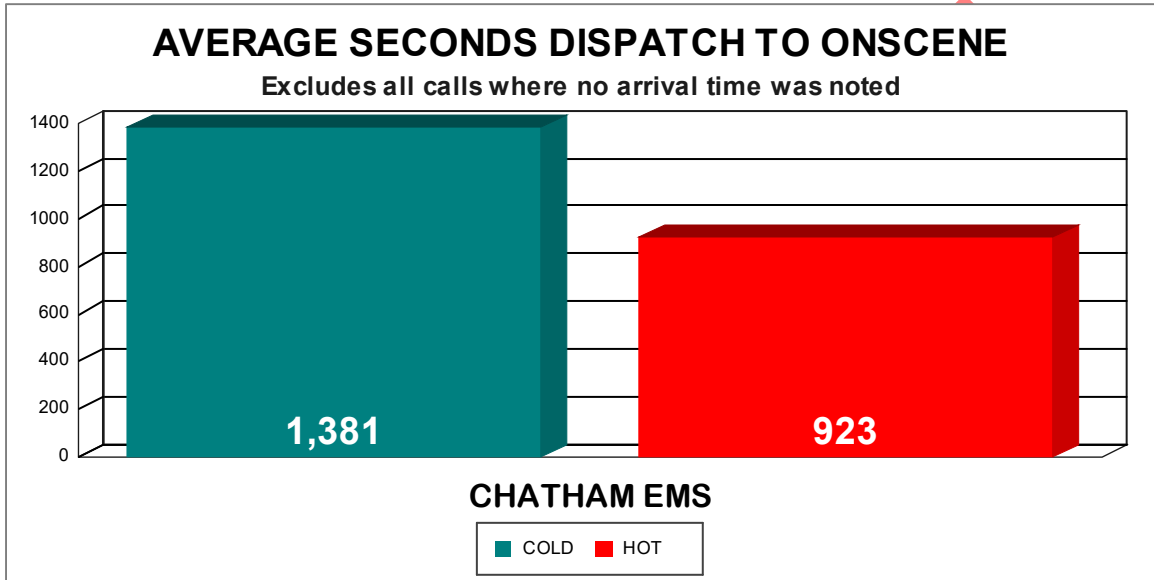
AGENCY		2021	2022
CHATHAM	COLD	4,943	987
	HOT	28,269	32,692
	<b>TOTAL</b>	<b>33,212</b>	<b>33,679</b>



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## EMS *continued*

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# Quality Assurance Numbers

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AUGUST 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.