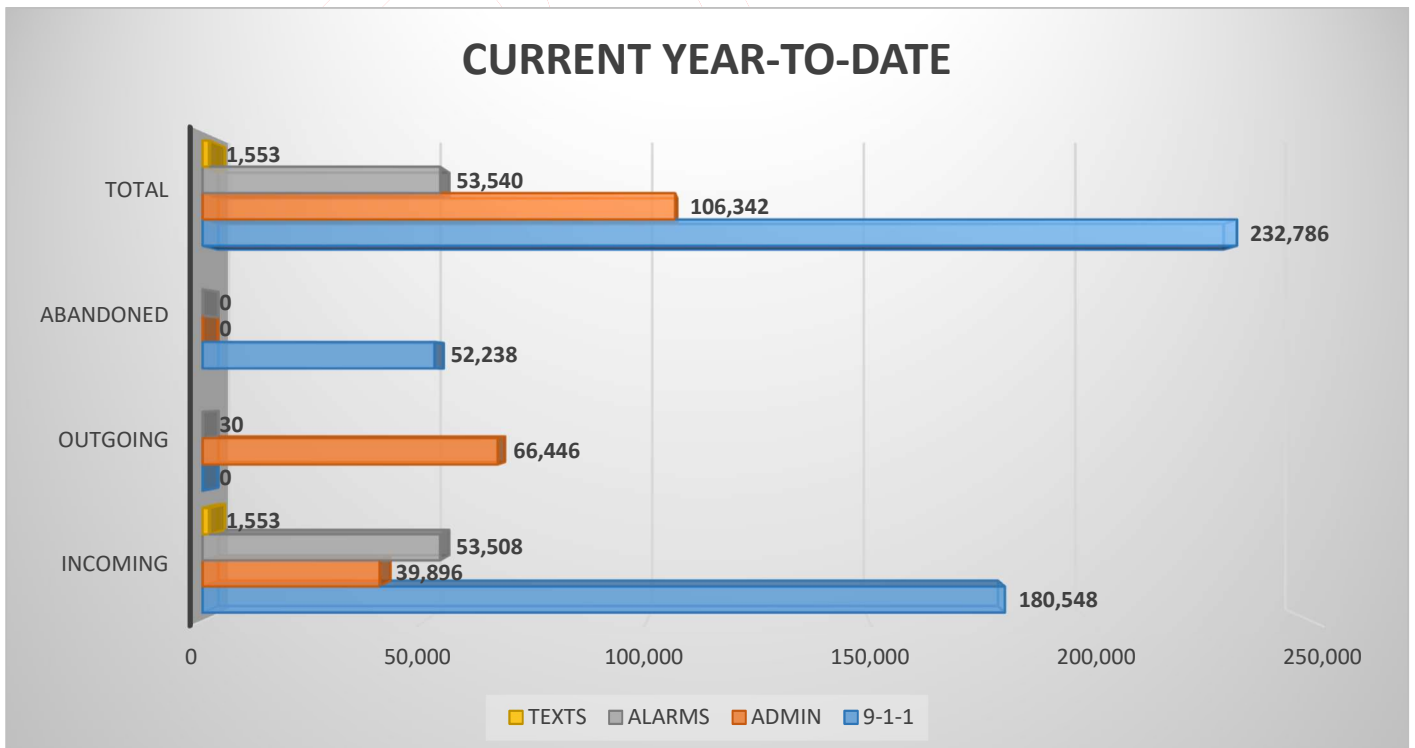
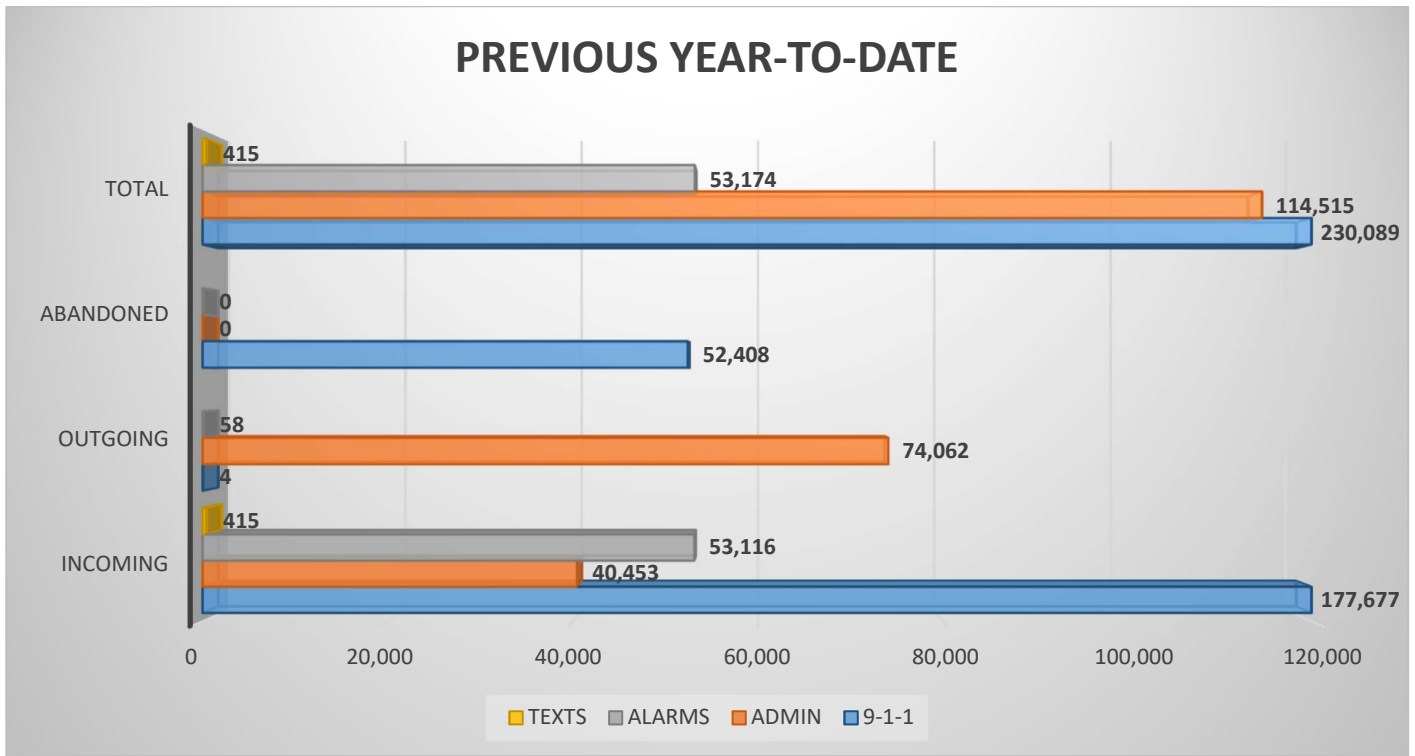


CHATHAM 9-1-1 COMMUNICATIONS SERVICES

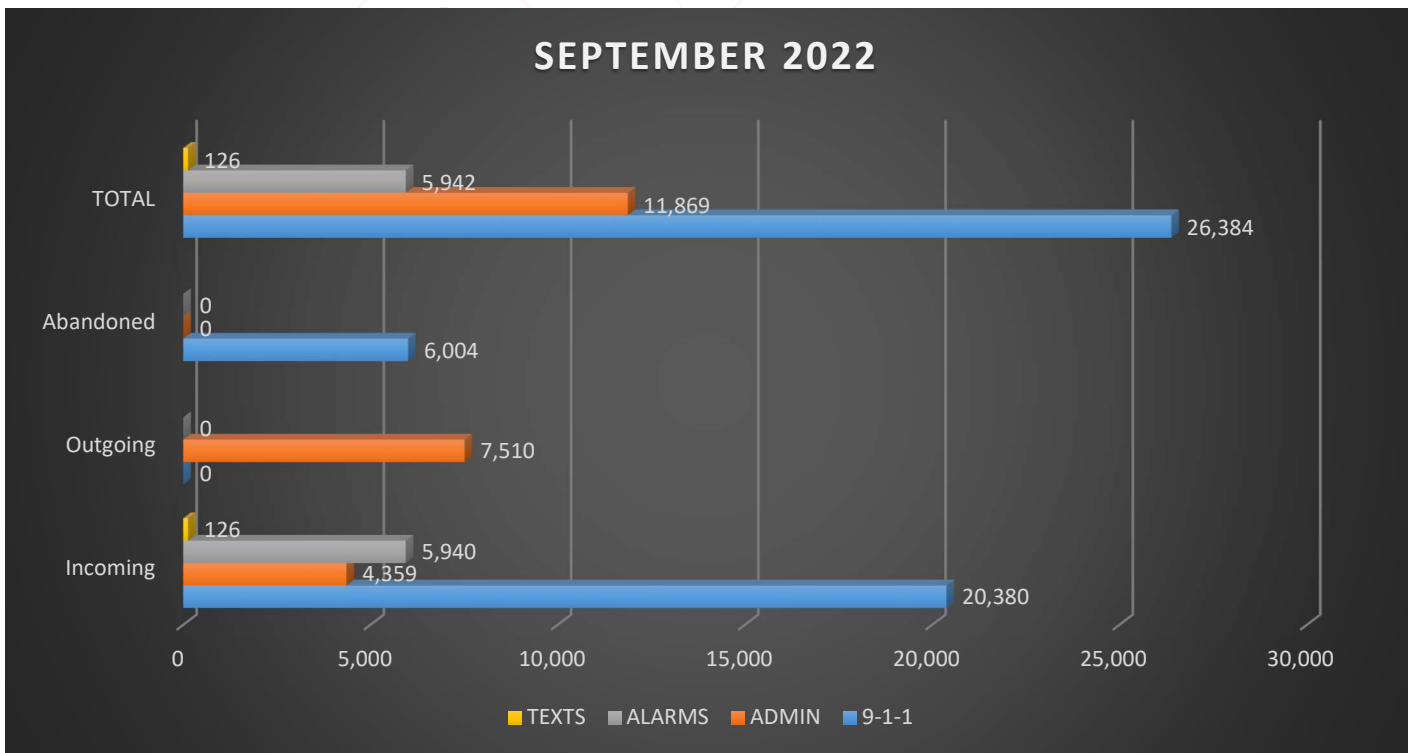
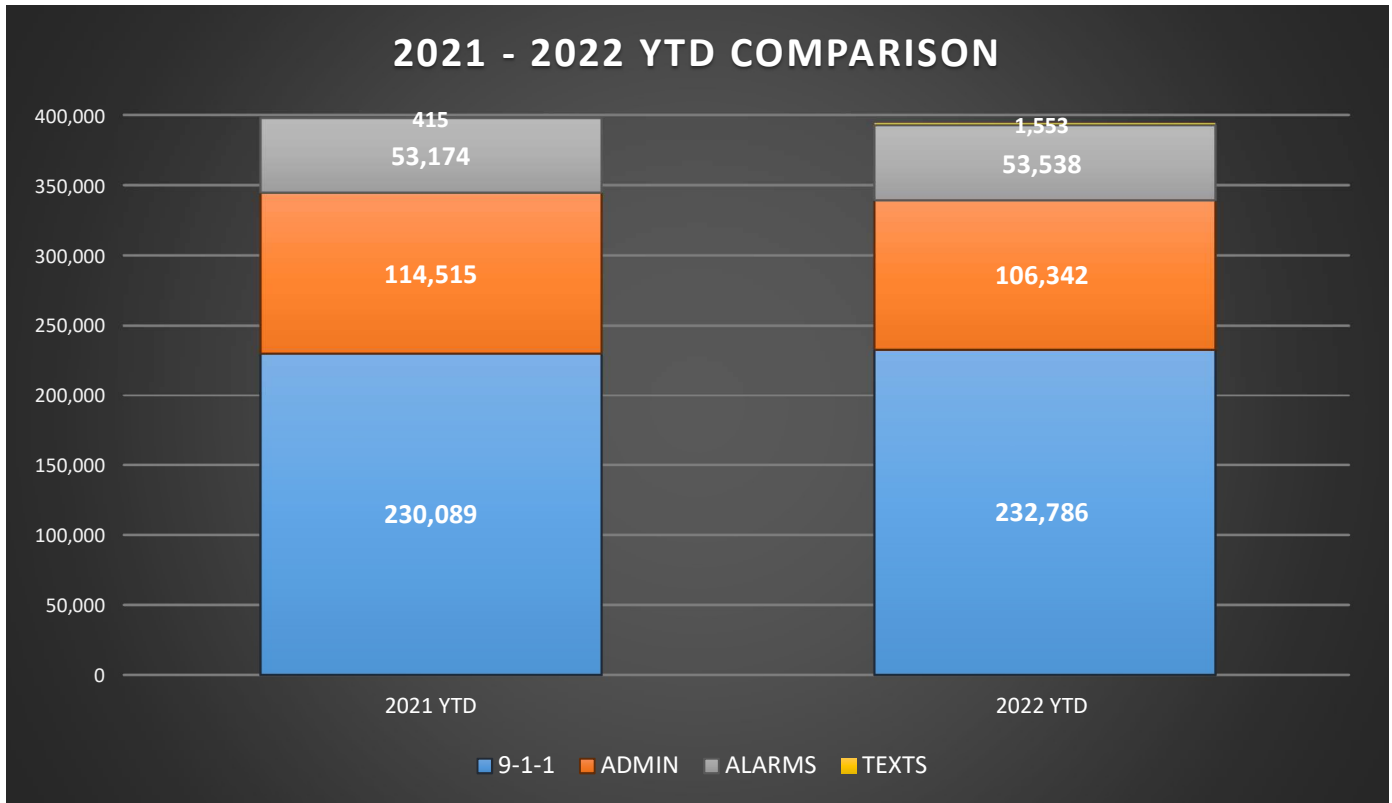


SEPTEMBER 2022

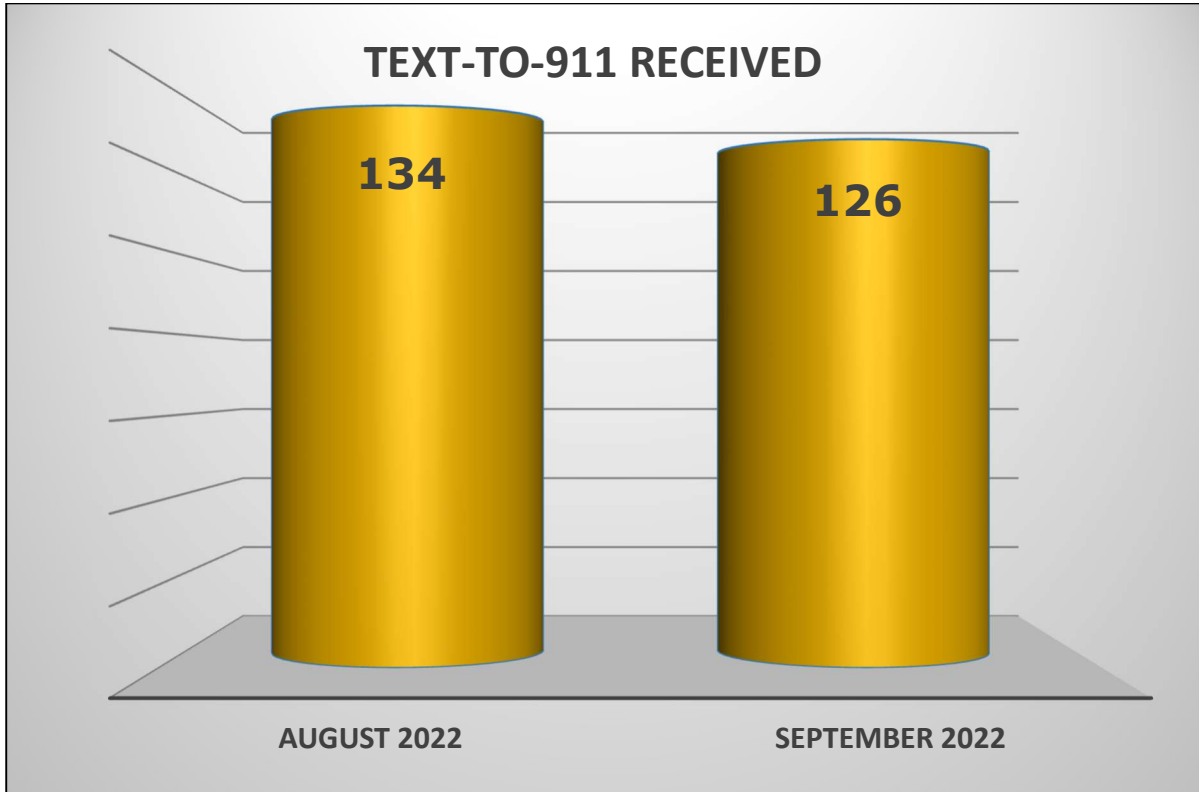
SEPTEMBER 2022 TELEPHONE STATISTICS



TELEPHONE STATISTICS continued

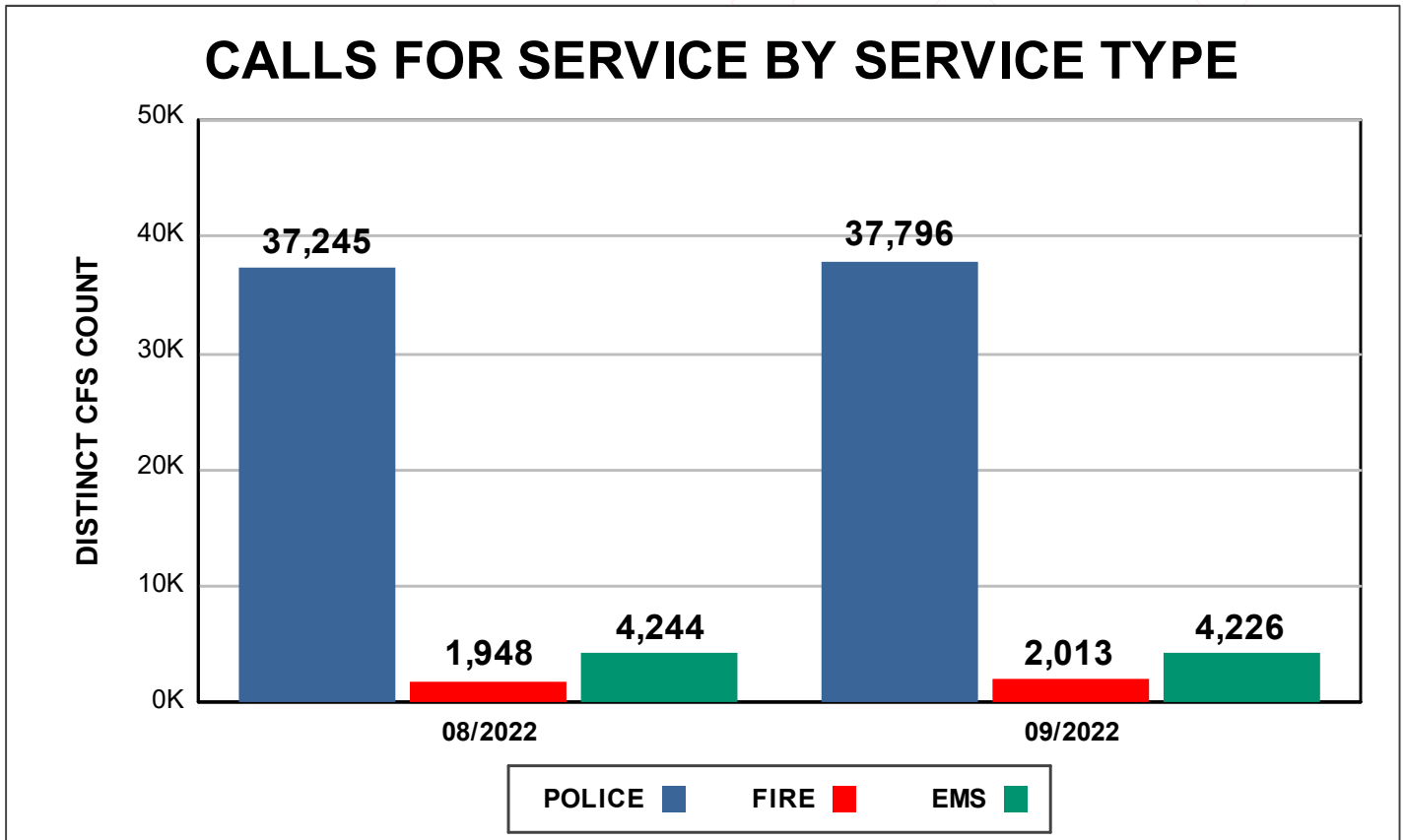


TELEPHONE STATISTICS continued



CAD CALLS FOR SERVICE

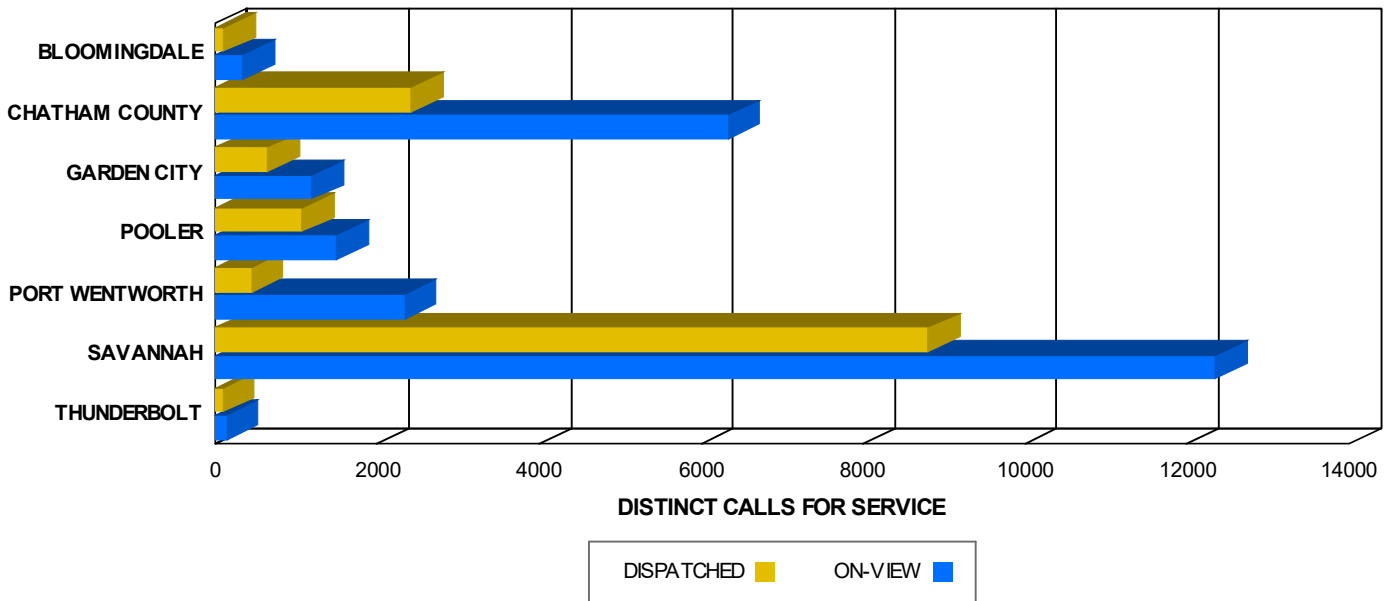
Distinct Counts / Includes On-View



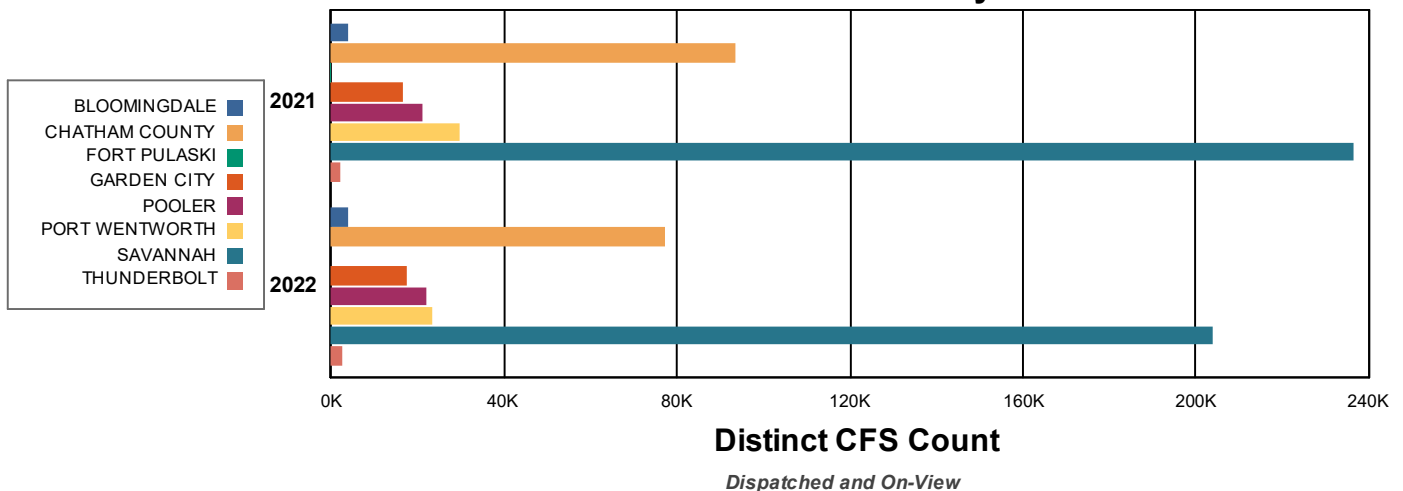
POLICE

AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	101	345	446
CHATHAM COUNTY	2,415	6,337	8,752
GARDEN CITY	651	1,198	1,849
POOLER	1,077	1,506	2,583
PORT WENTWORTH	444	2,342	2,786
SAVANNAH	8,800	12,343	21,143
THUNDERBOLT	93	144	237
TOTAL	13,581	24,215	37,796

POLICE CALLS FOR SERVICE DISPATCHED / ON VIEW



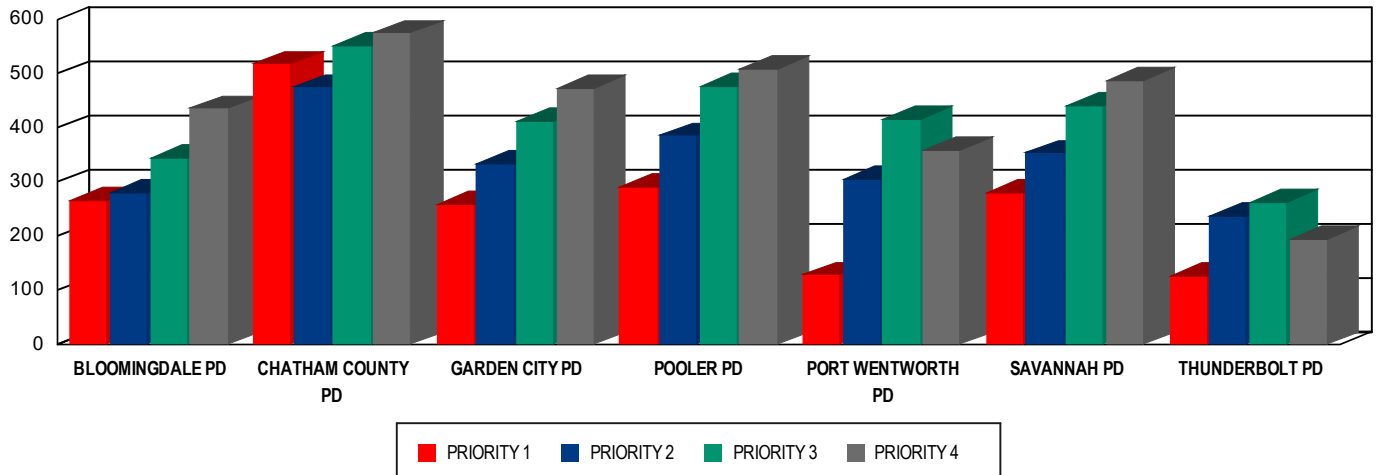
Year-to-Date for the Month of May



POLICE *continued*

AVERAGE SECONDS DISPATCHED TO ONSCENE

BY AGENCY AND PRIORITY - excludes Animal Services

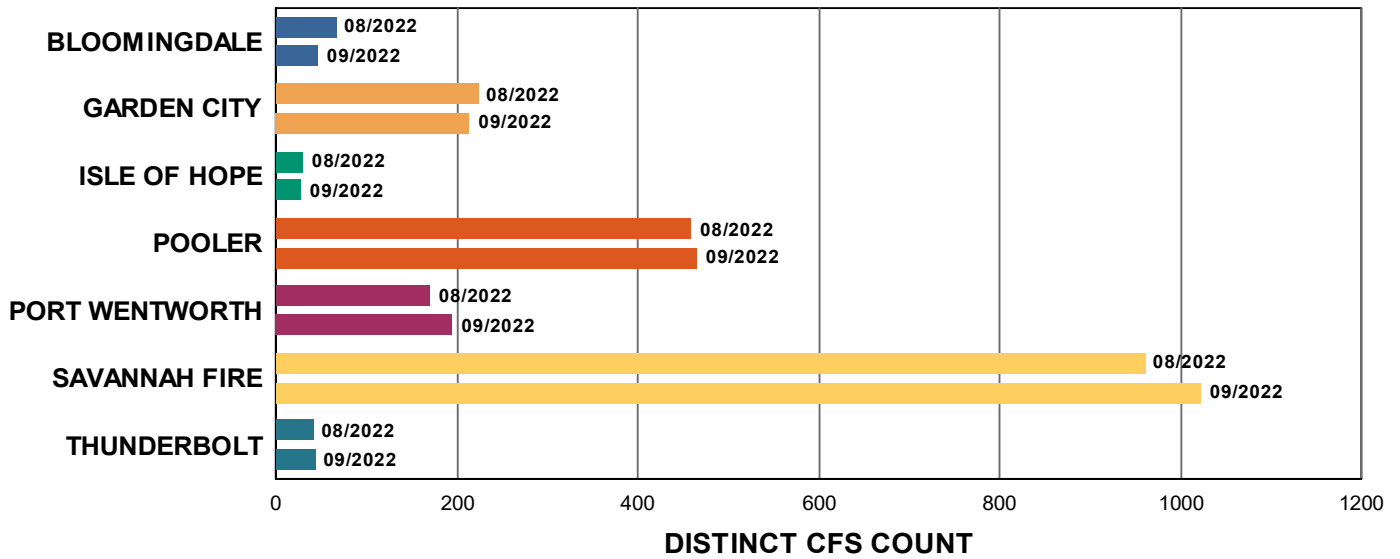


	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE PD	265	280	344	435
CHATHAM COUNTY PD	518	475	552	575
GARDEN CITY PD	258	335	412	474
POOLER PD	291	385	477	508
PORT WENTWORTH PD	129	305	415	358
SAVANNAH PD	280	353	442	486
THUNDERBOLT PD	127	238	264	195

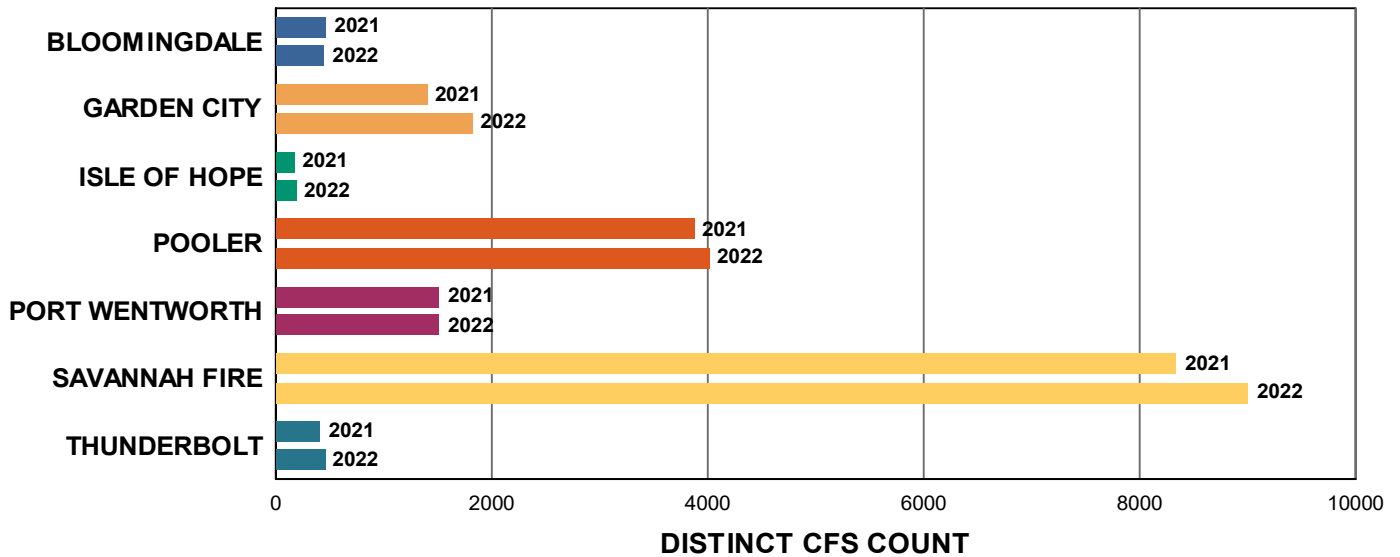
FIRE

AGENCY	August 2022	September 2022
BLOOMINGDALE	66	47
GARDEN CITY	223	214
ISLE OF HOPE	29	27
POOLER	459	465
PORT WENTWORTH	170	195
SAVANNAH FIRE	960	1,022
THUNDERBOLT	41	43
Total	1,948	2,013

FIRE DEPARTMENT CALLS FOR SERVICE

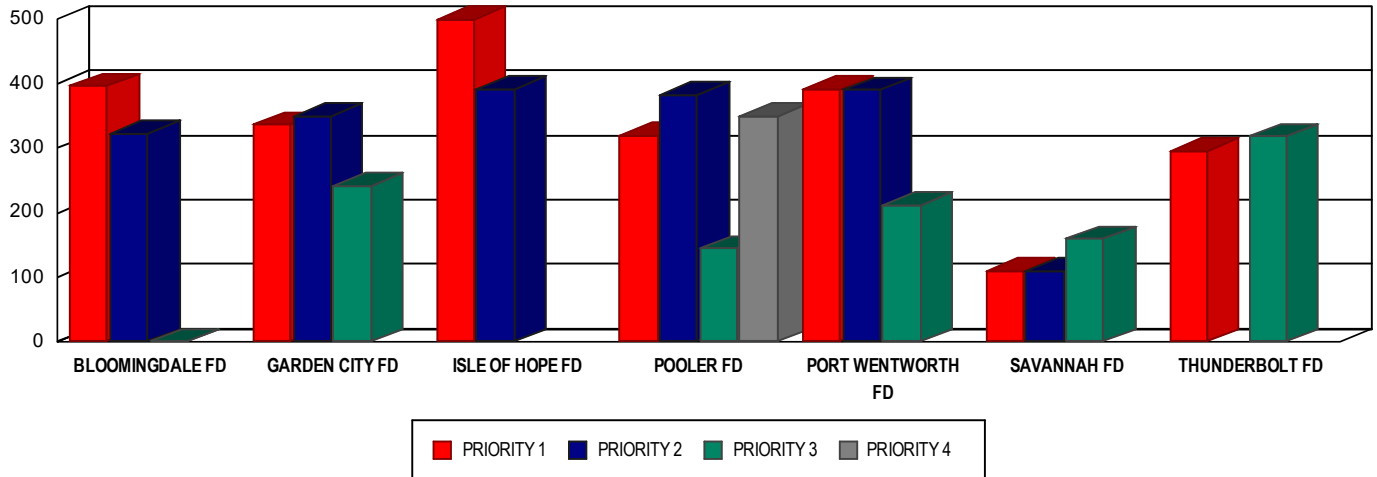


FIRE DEPARTMENT CALLS FOR SERVICE



FIRE *continued*

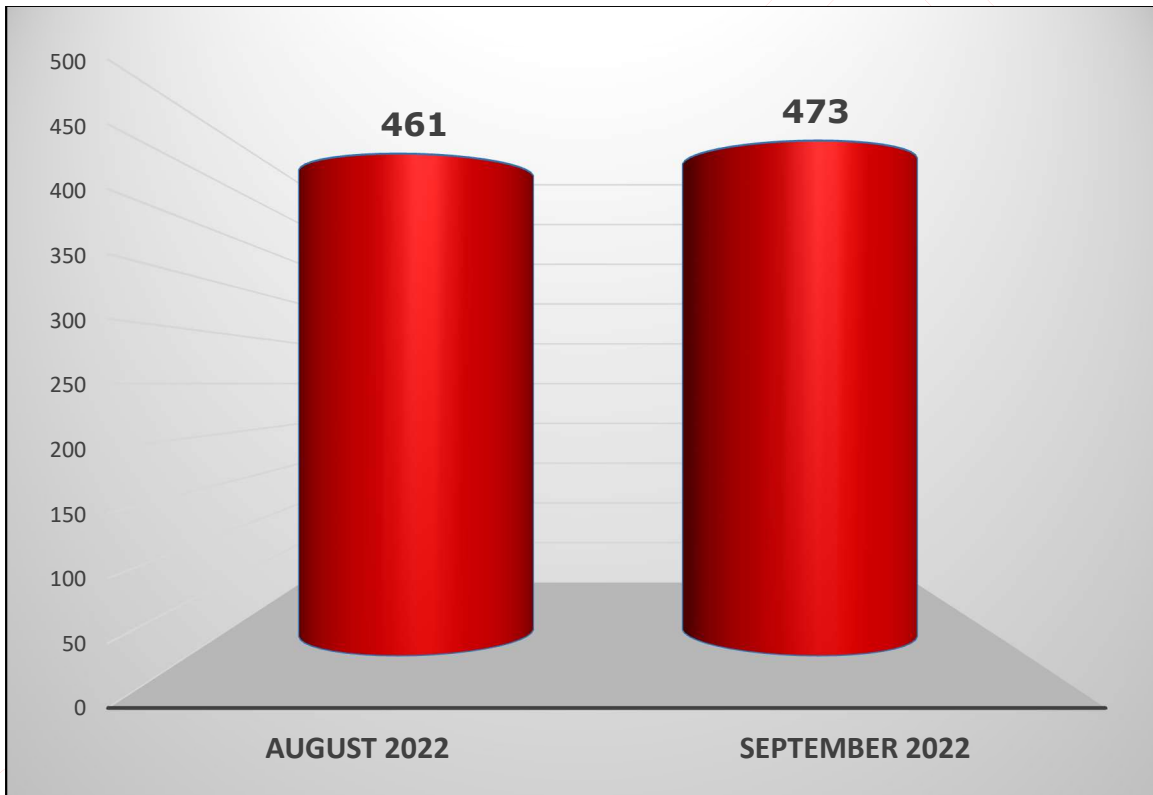
**AVERAGE SECONDS DISPATCHED TO ONSCENE
BY AGENCY AND PRIORITY**



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE FD	396	323	0	0
GARDEN CITY FD	336	349	241	0
ISLE OF HOPE FD	499	392	0	0
POOLER FD	319	382	144	349
PORT WENTWORTH FD	392	390	211	0
SAVANNAH FD	110	110	159	0
THUNDERBOLT FD	296	0	318	0

FIRE *continued*

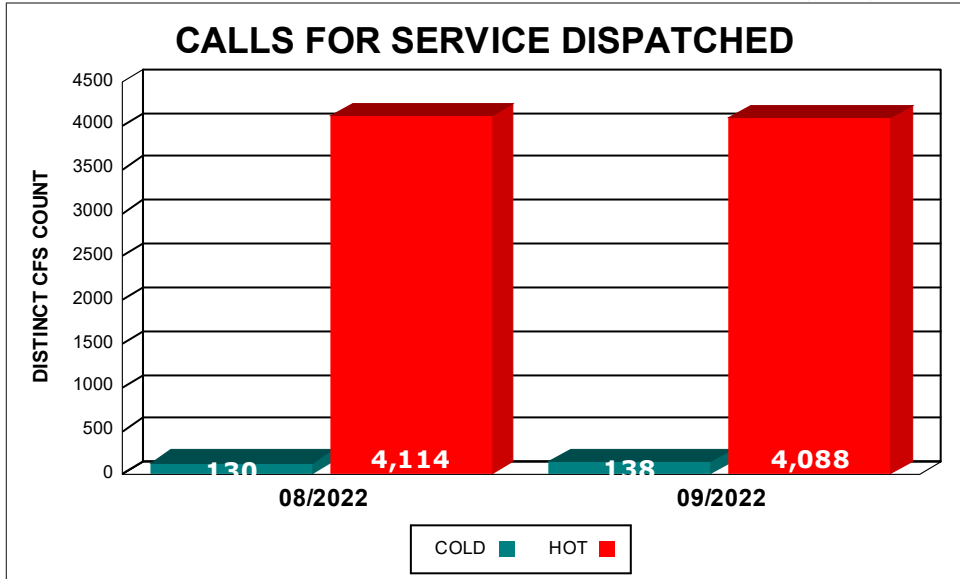
AGENCY	Augusta 2022	September 2022
CHATHAM FIRE*	461	473



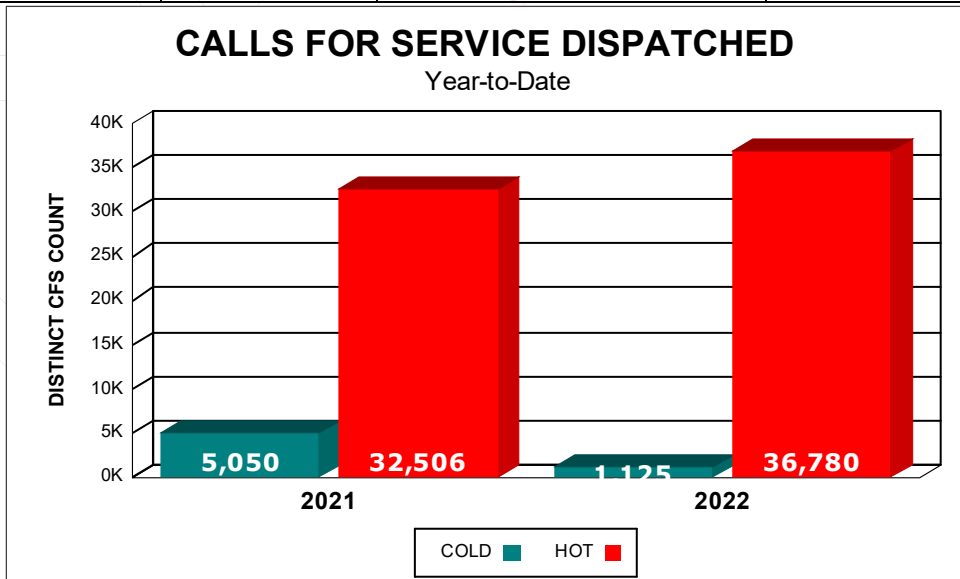
***These calls are dispatched by Chatham Emergency Services**

EMS

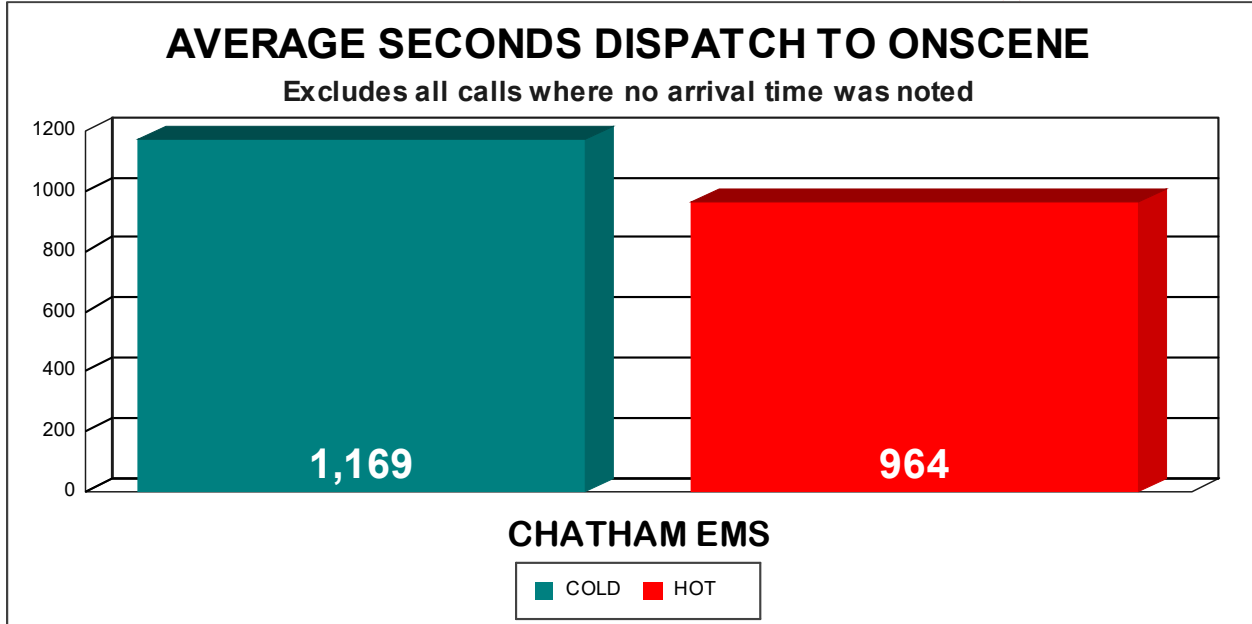
AGENCY		August 2022	September 2022
CHATHAM	COLD	130	138
	HOT	4,114	4,088
	TOTAL	4,244	4,226



AGENCY		2021	2022
CHATHAM	COLD	5,050	1,125
	HOT	32,506	36,780
	TOTAL	37,556	37,905



EMS *continued*



Quality Assurance Numbers

SEPTEMBER 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.