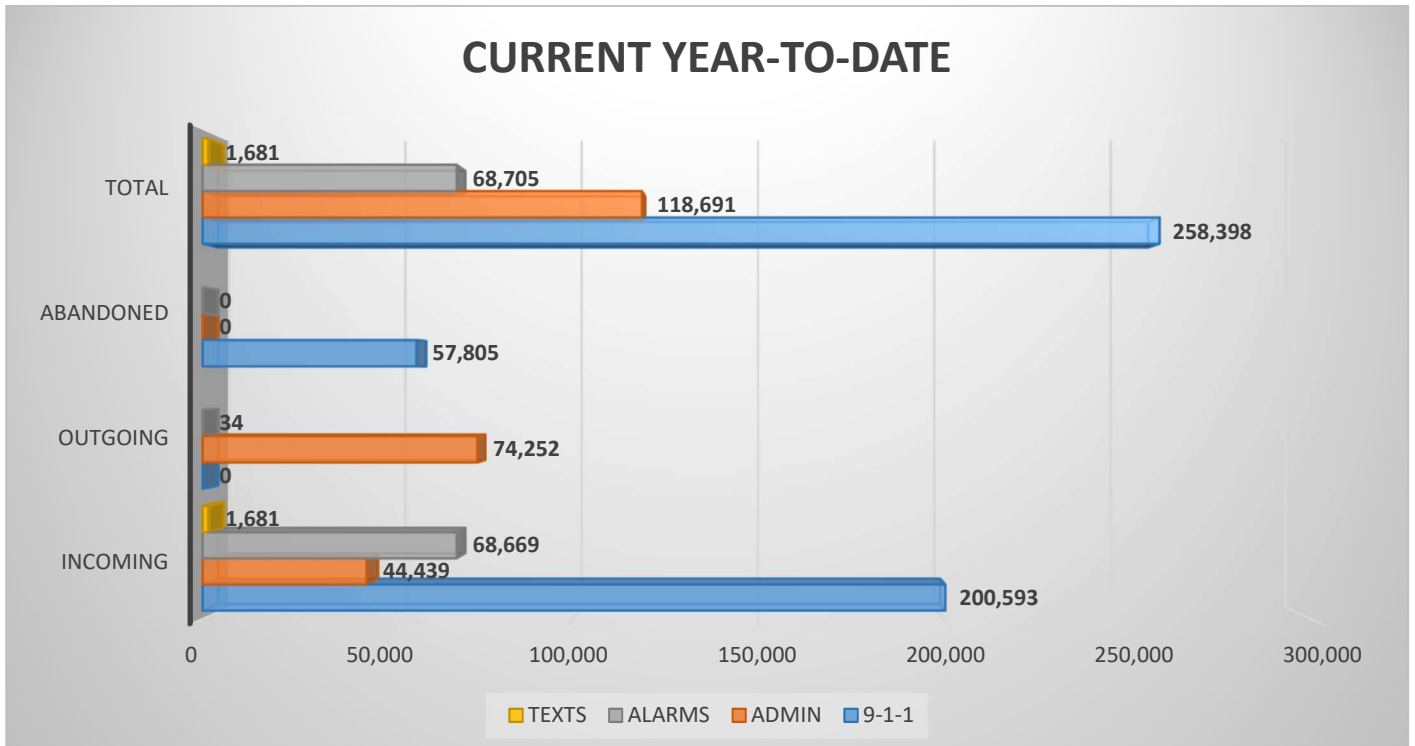
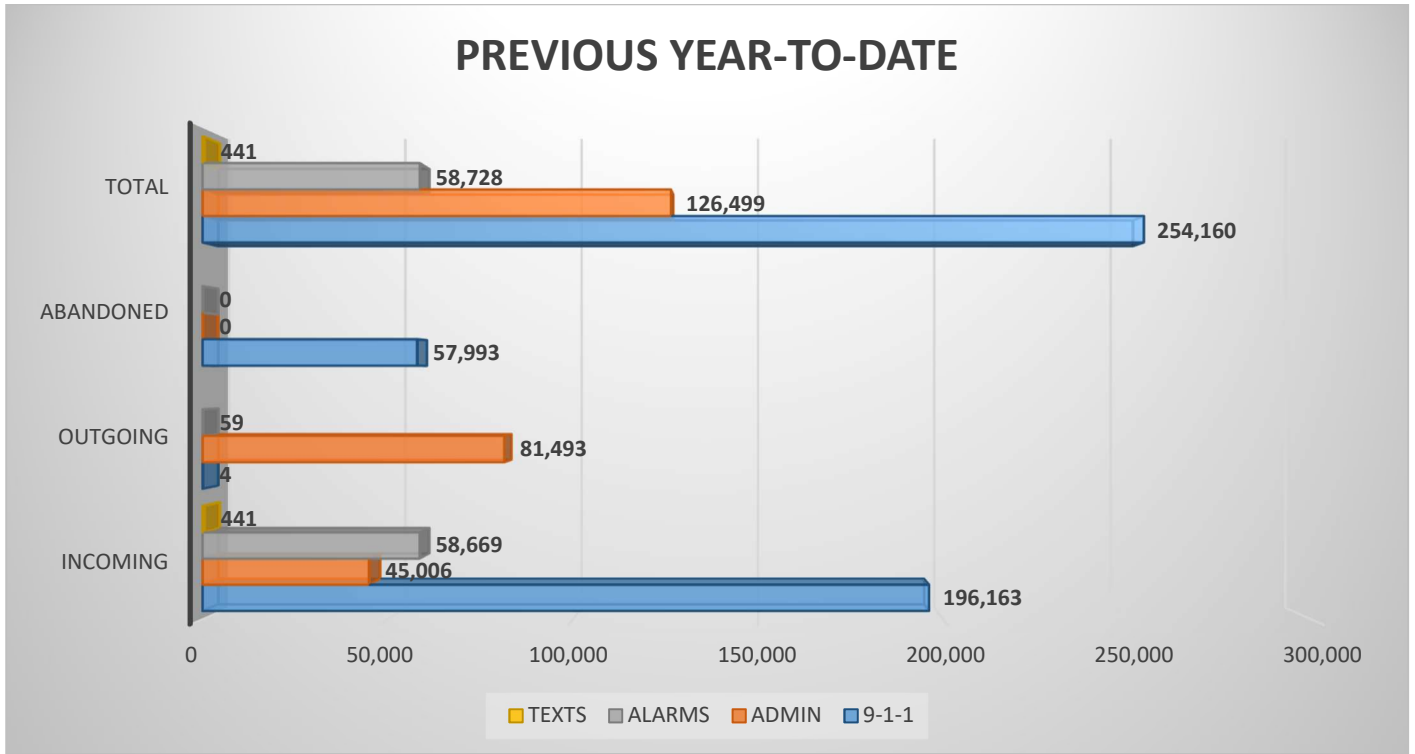


CHATHAM 9-1-1 COMMUNICATIONS SERVICES

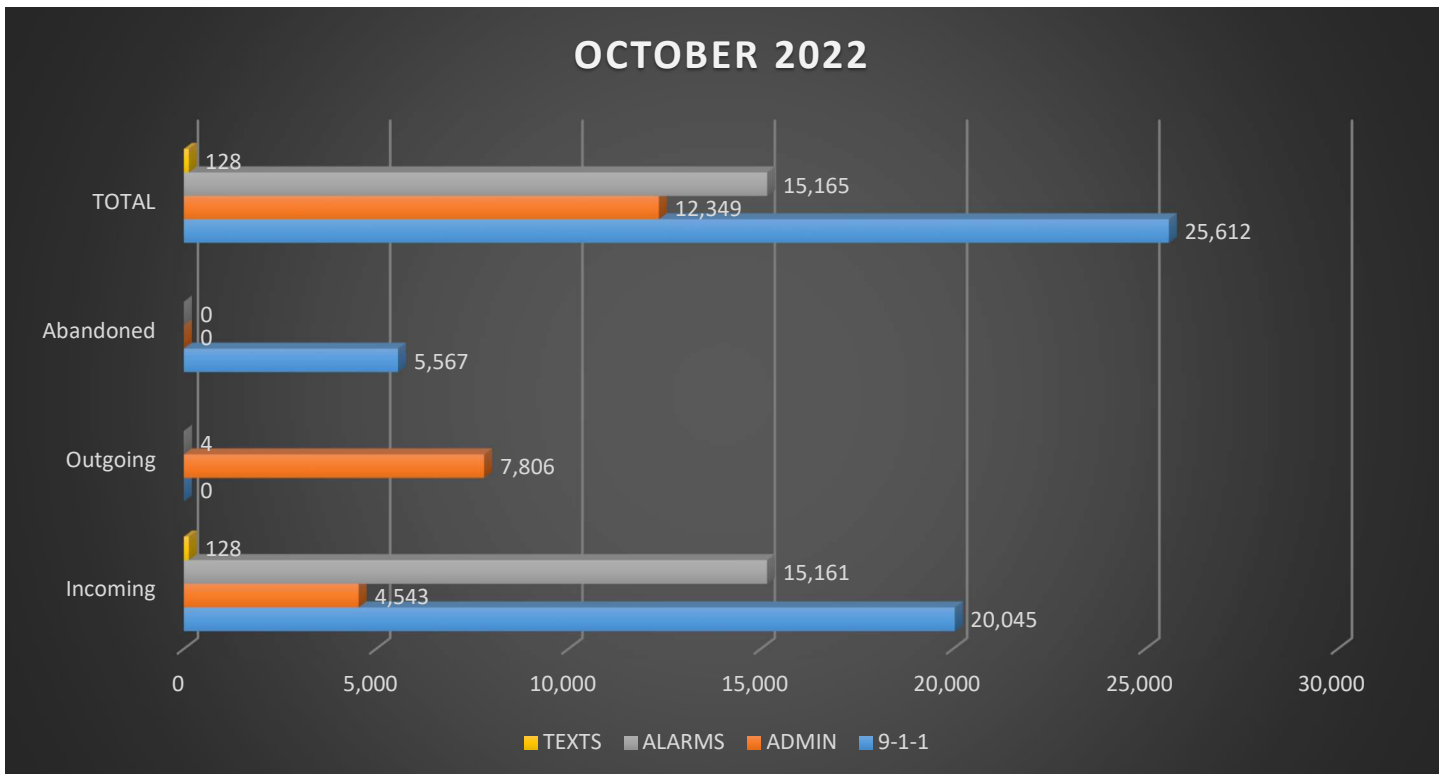
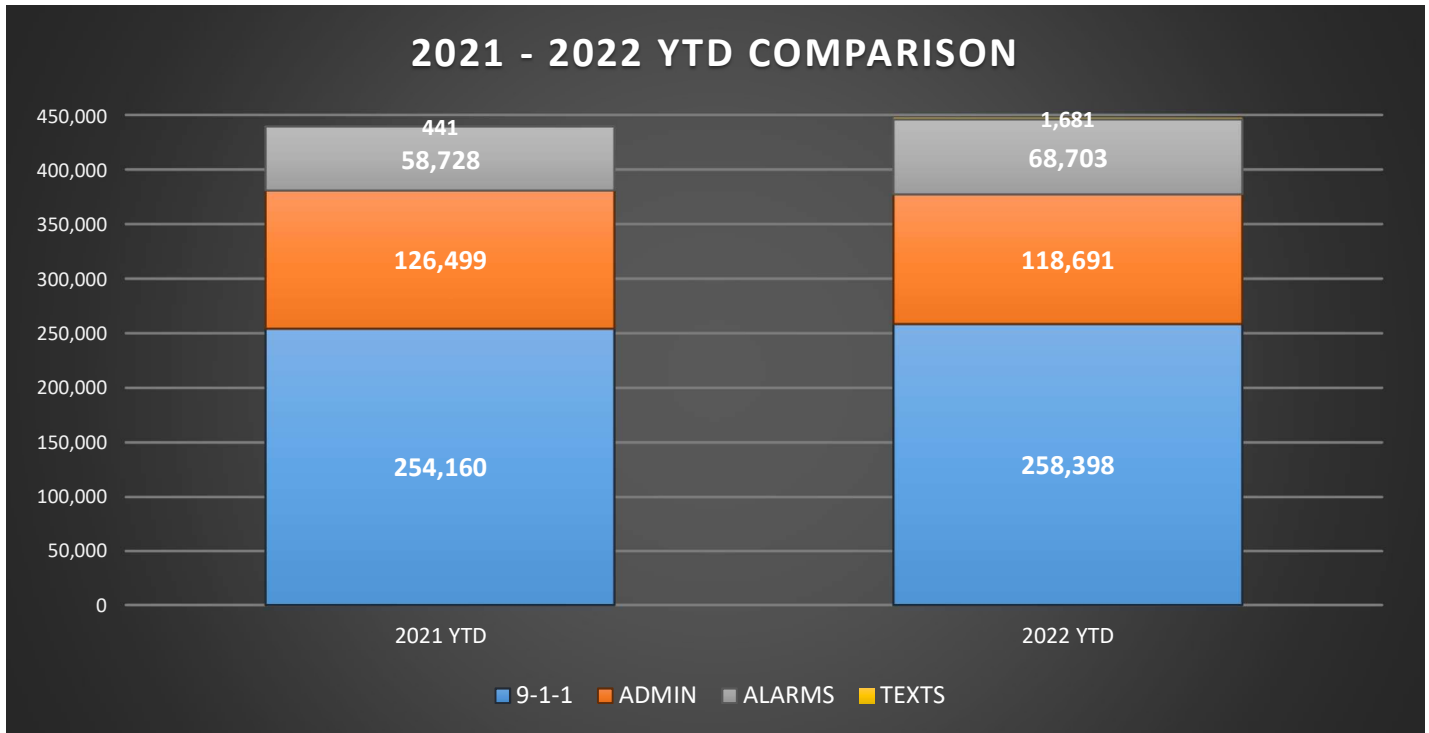


OCTOBER 2022

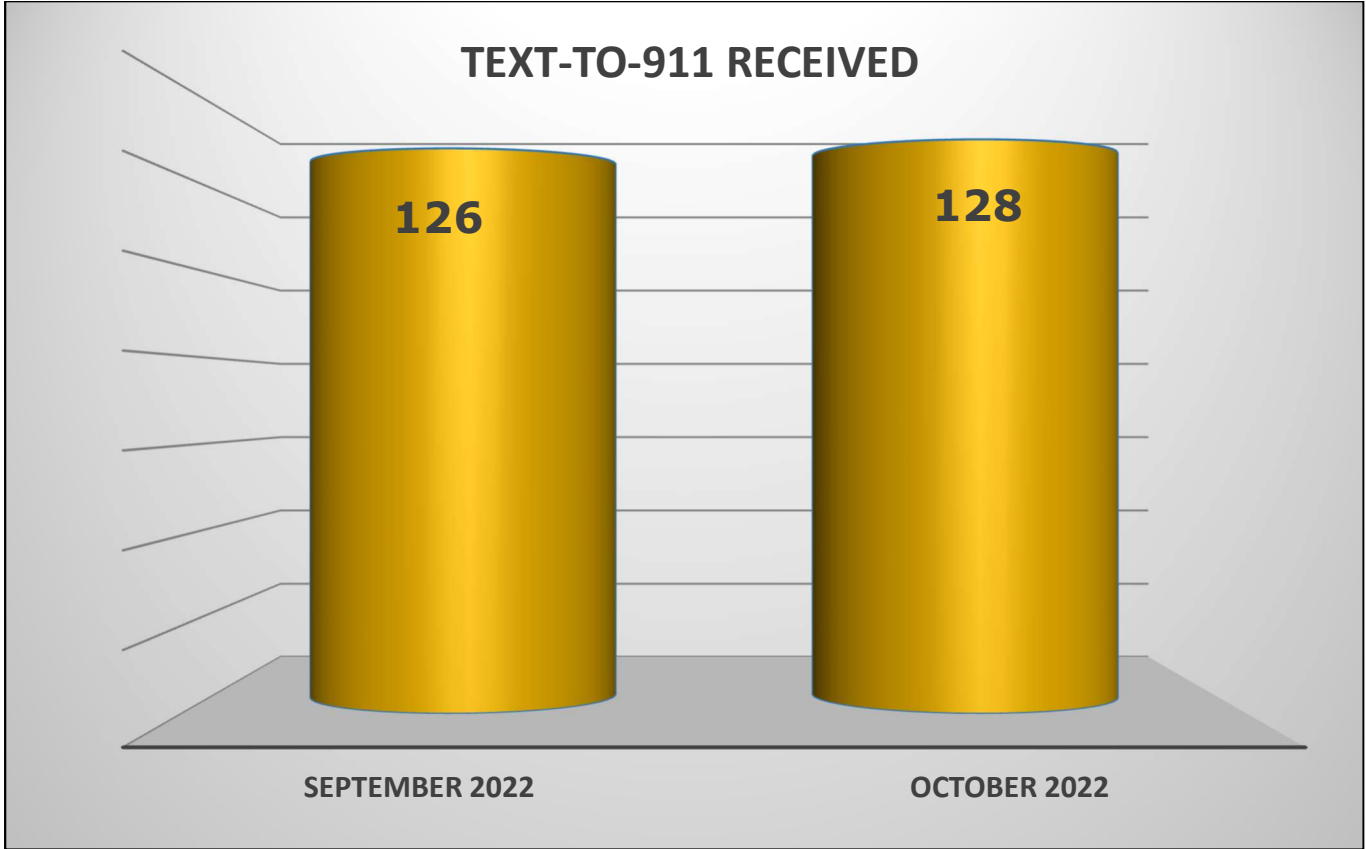
OCTOBER 2022 TELEPHONE STATISTICS



TELEPHONE STATISTICS continued

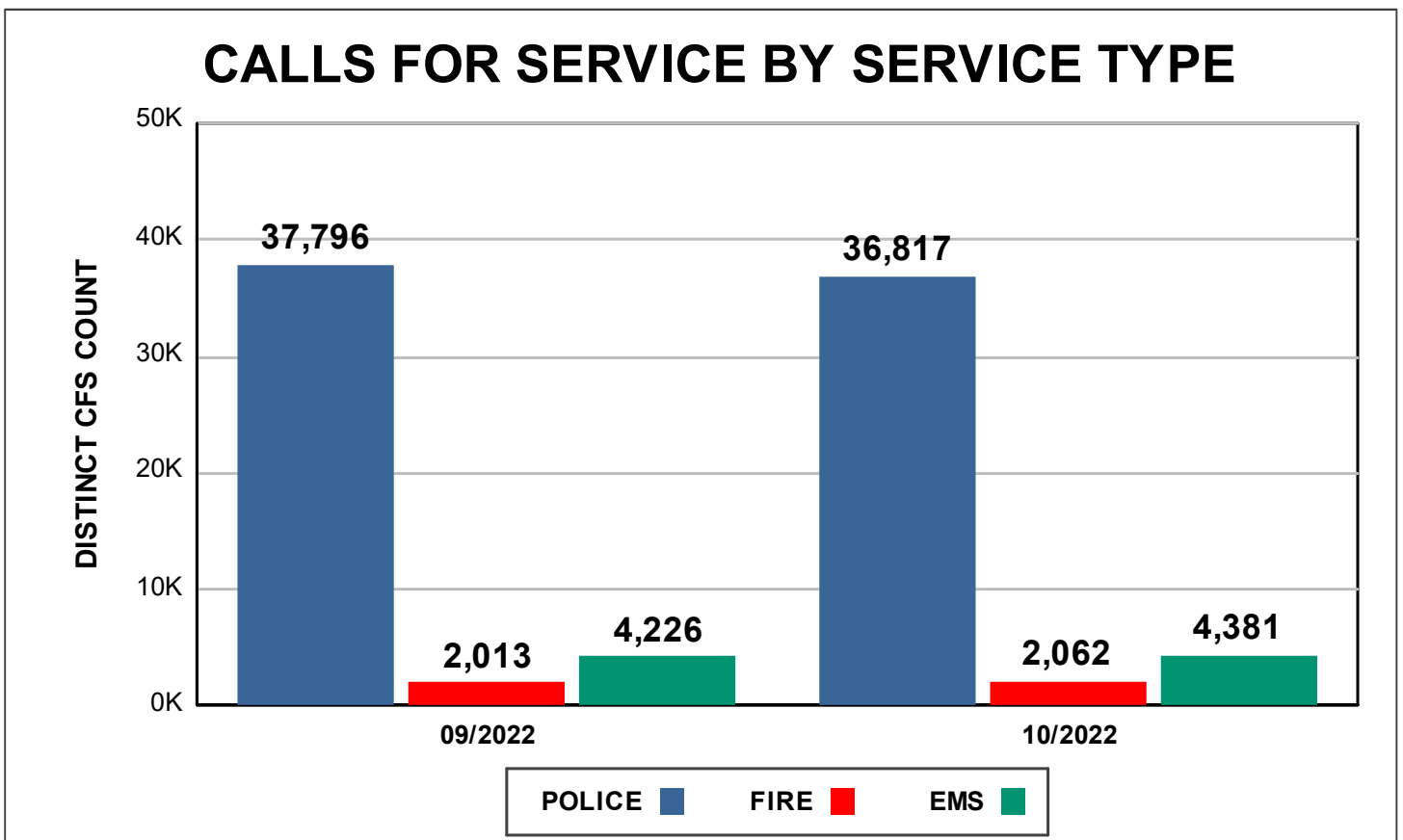


TELEPHONE STATISTICS continued



CAD CALLS FOR SERVICE

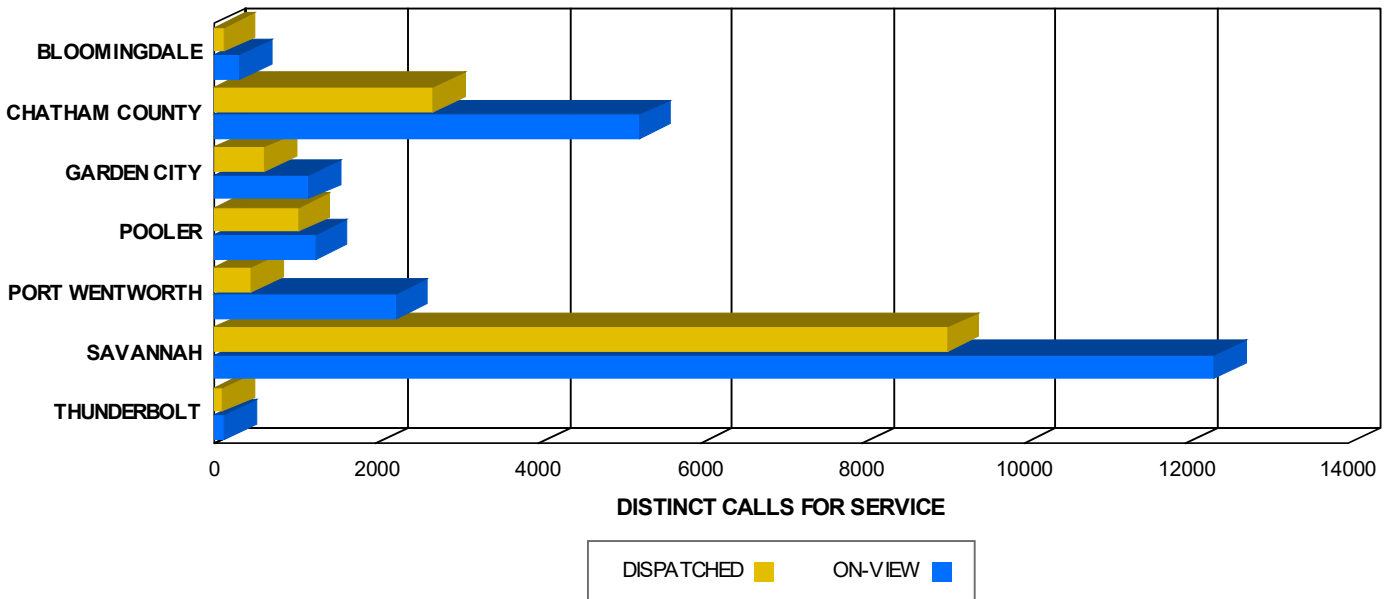
Distinct Counts / Includes On-View



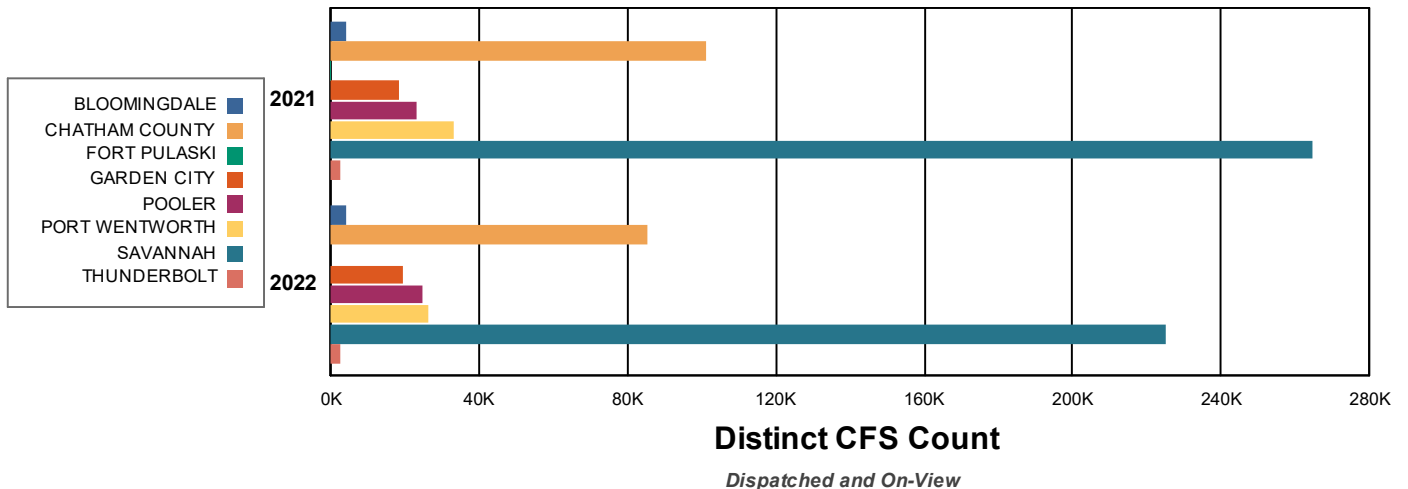
POLICE

AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	117	312	429
CHATHAM COUNTY	2,703	5,246	7,949
GARDEN CITY	627	1,167	1,794
POOLER	1,042	1,252	2,294
PORT WENTWORTH	461	2,245	2,706
SAVANNAH	9,054	12,351	21,405
THUNDERBOLT	105	135	240
TOTAL	14,109	22,708	36,817

POLICE CALLS FOR SERVICE DISPATCHED / ON VIEW

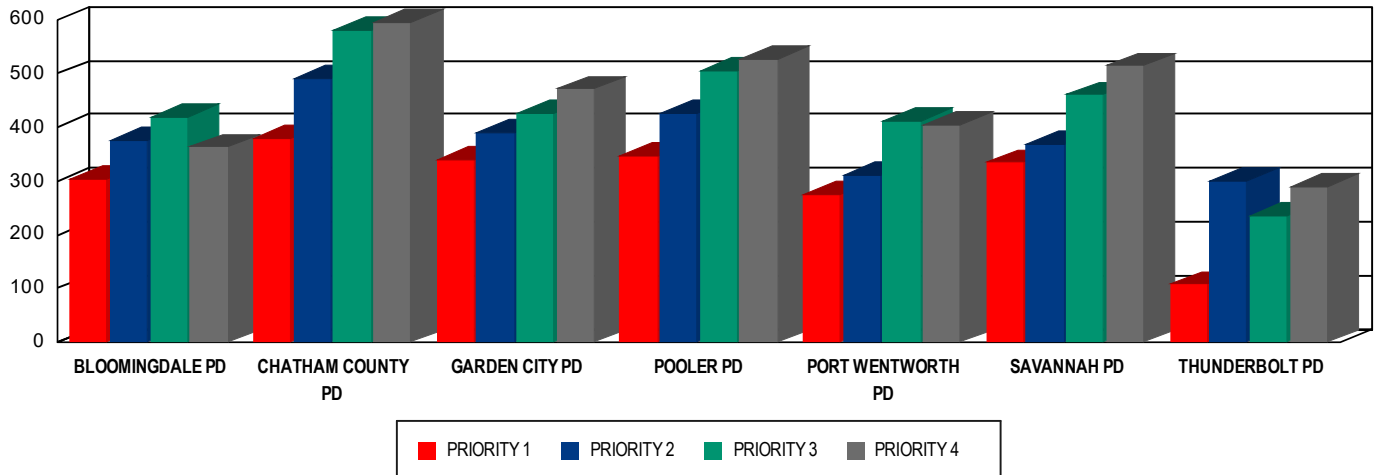


Year-to-Date for the Month of October



POLICE *continued*

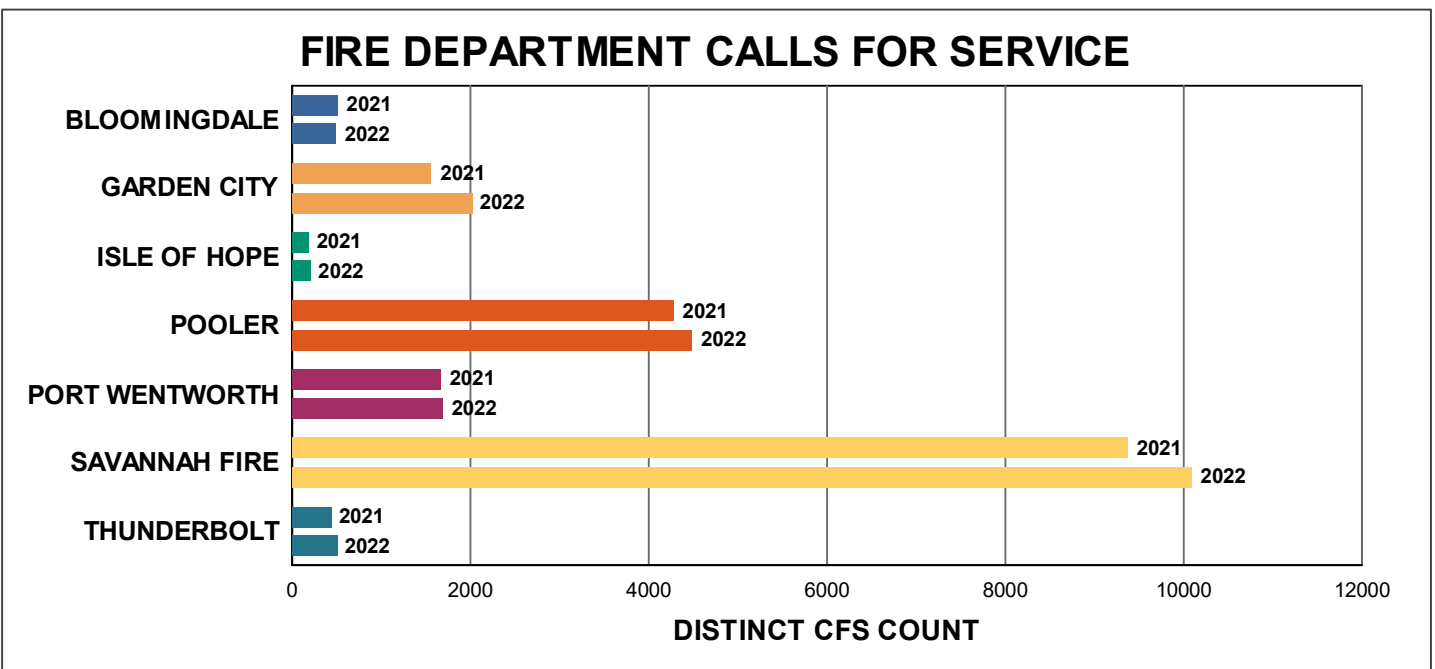
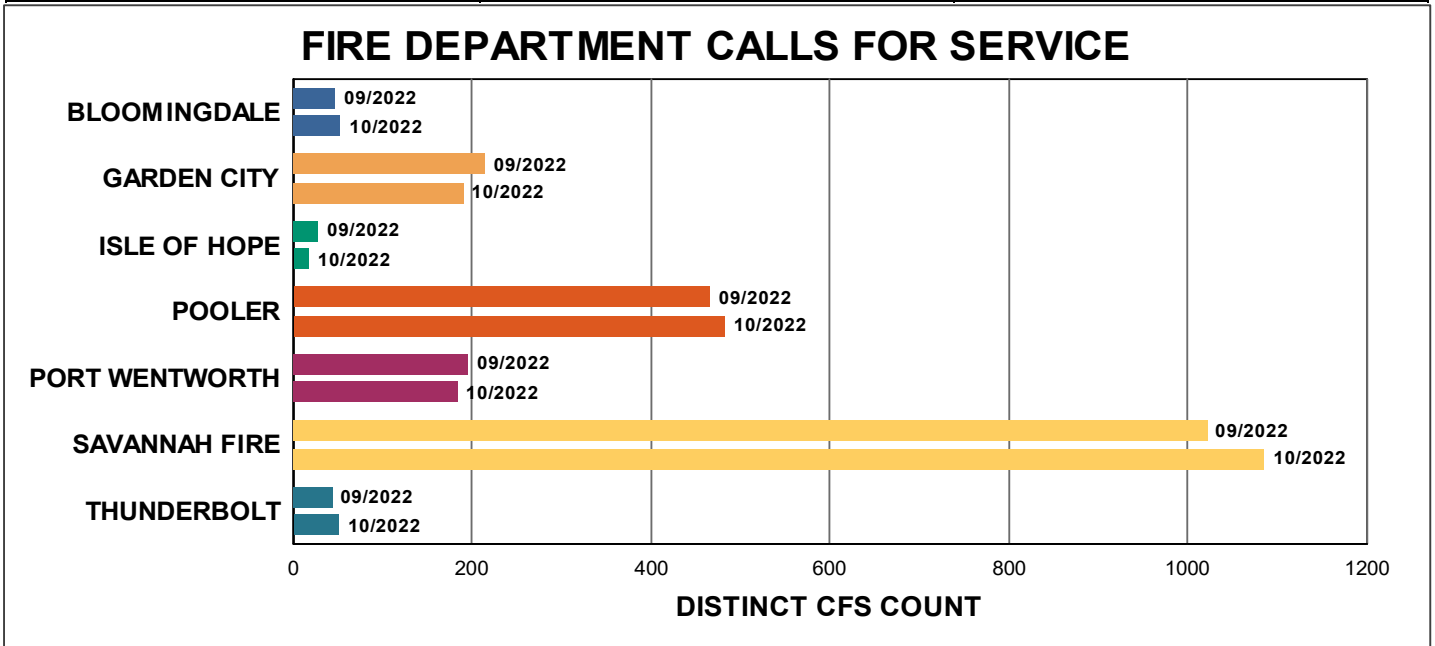
AVERAGE SECONDS DISPATCHED TO ONSCENE
BY AGENCY AND PRIORITY - excludes Animal Services



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE PD	304	375	419	363
CHATHAM COUNTY PD	380	490	581	595
GARDEN CITY PD	341	389	427	471
POOLER PD	348	426	506	527
PORT WENTWORTH PD	275	312	413	405
SAVANNAH PD	334	370	460	514
THUNDERBOLT PD	108	299	235	290

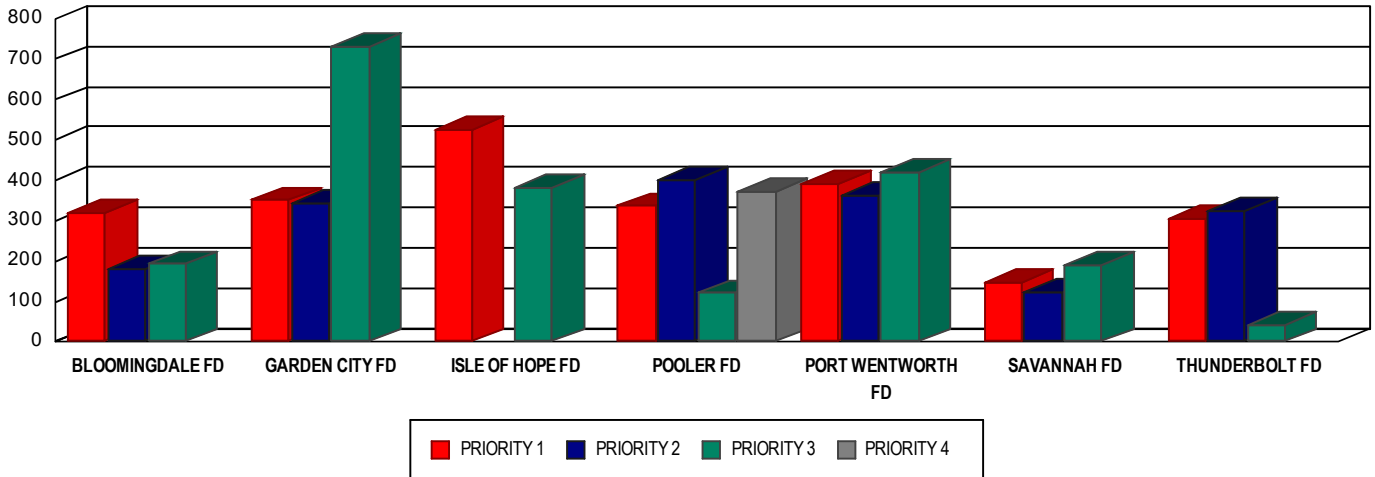
FIRE

AGENCY	September 2022	October 2022
BLOOMINGDALE	47	53
GARDEN CITY	214	190
ISLE OF HOPE	27	17
POOLER	465	482
PORT WENTWORTH	195	184
SAVANNAH FIRE	1,022	1,086
THUNDERBOLT	43	50
TOTAL	2,013	2,062



FIRE *continued*

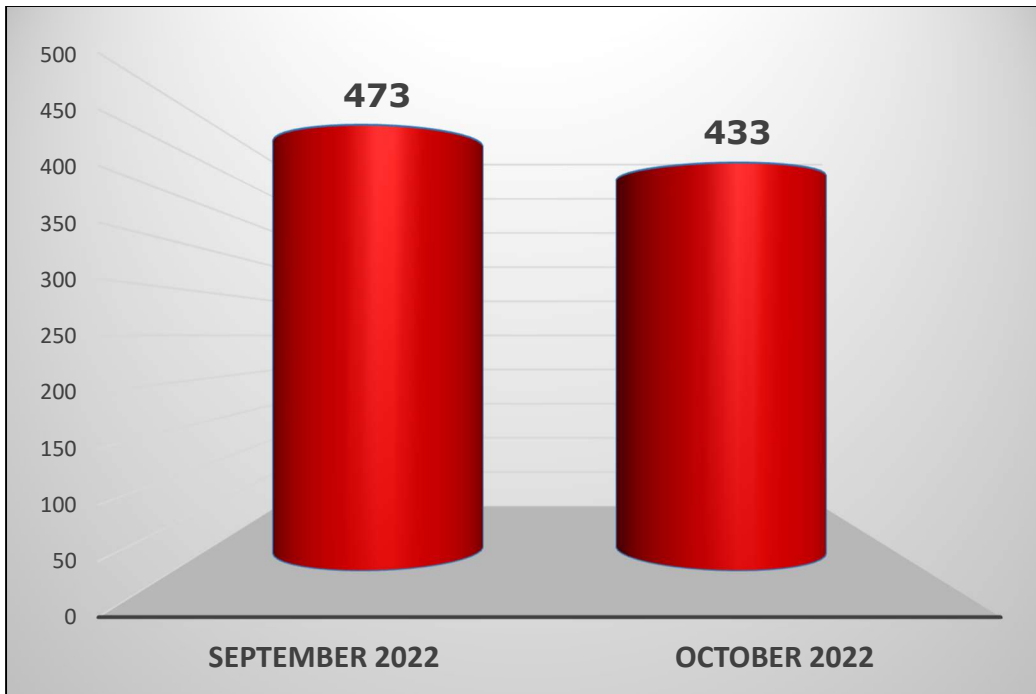
**AVERAGE SECONDS DISPATCHED TO ONSCENE
BY AGENCY AND PRIORITY**



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE FD	318	181	192	0
GARDEN CITY FD	350	342	733	0
ISLE OF HOPE FD	526	0	383	0
POOLER FD	335	401	120	373
PORT WENTWORTH FD	391	363	419	0
SAVANNAH FD	147	123	189	0
THUNDERBOLT FD	305	325	39	0

FIRE *continued*

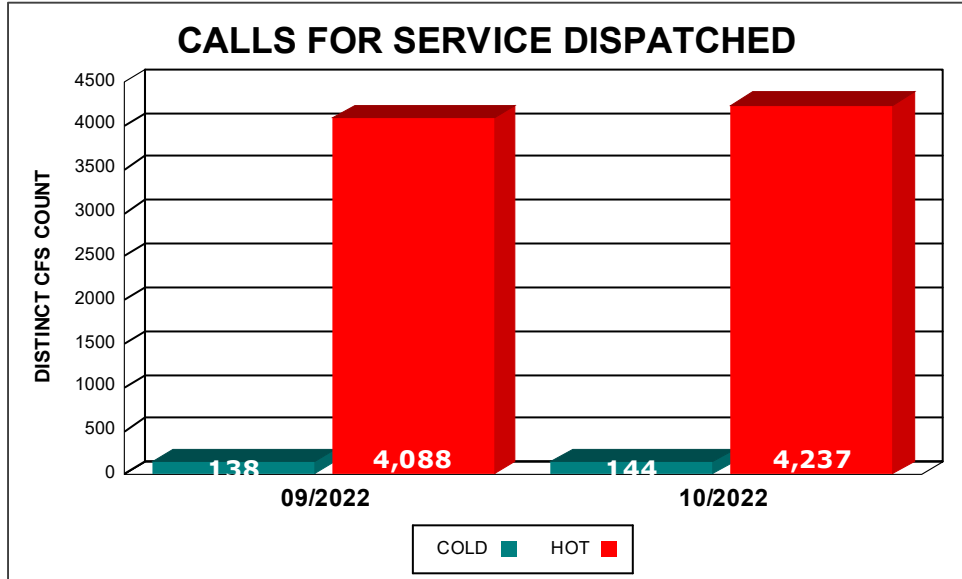
AGENCY	September 2022	October 2022
CHATHAM FIRE*	473	433



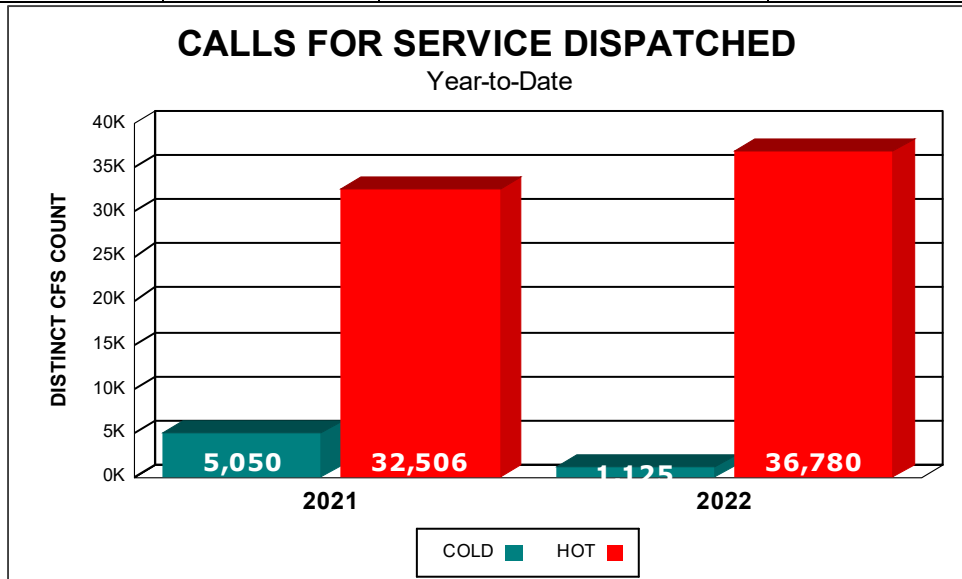
***These calls are dispatched by Chatham Emergency Services**

EMS

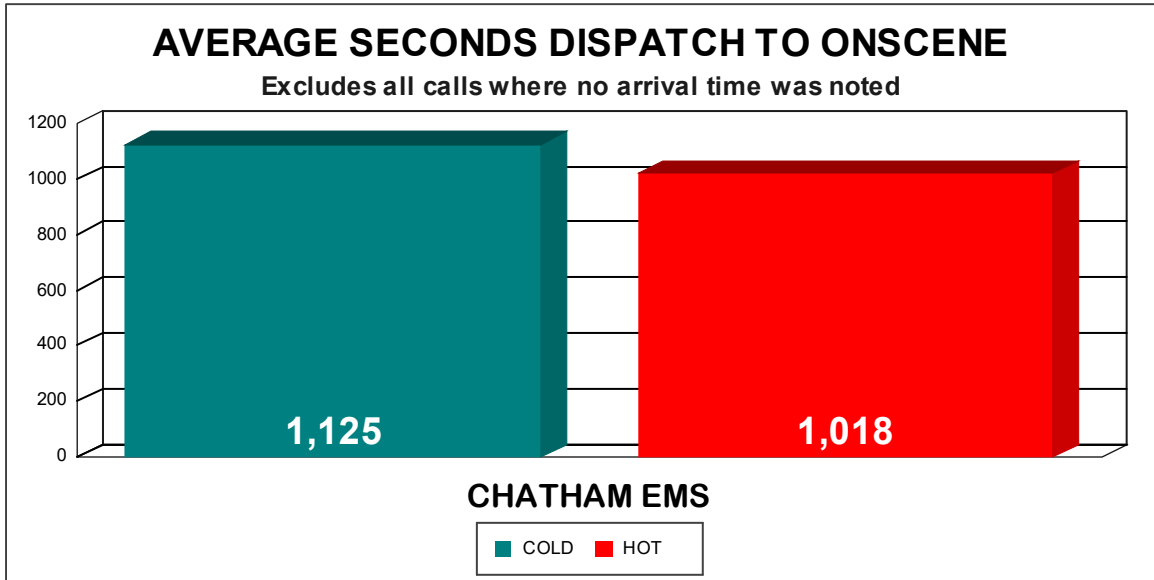
AGENCY		September 2022	October 2022
CHATHAM	COLD	138	144
	HOT	4,088	4,237
	TOTAL	4,226	4,381



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



EMS *continued*



Quality Assurance Numbers

OCTOBER 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.