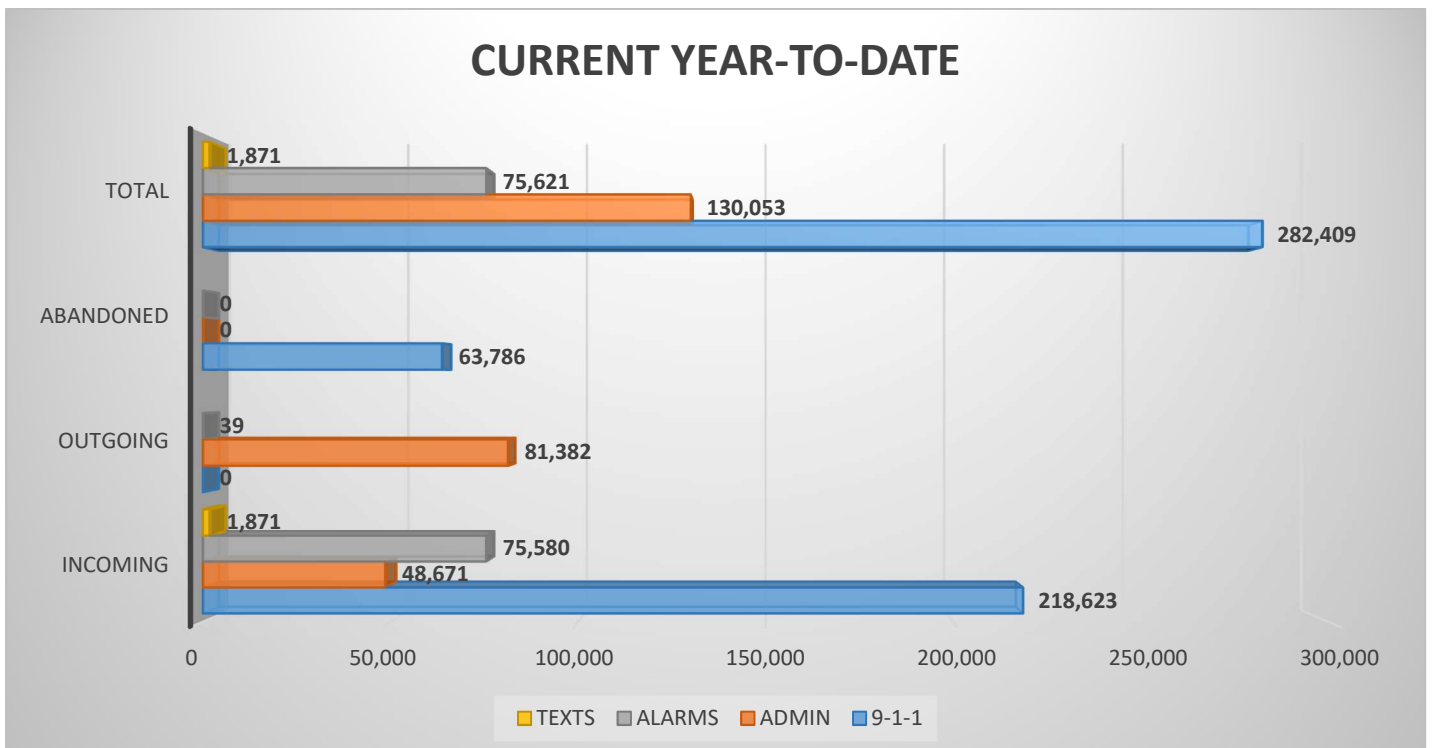
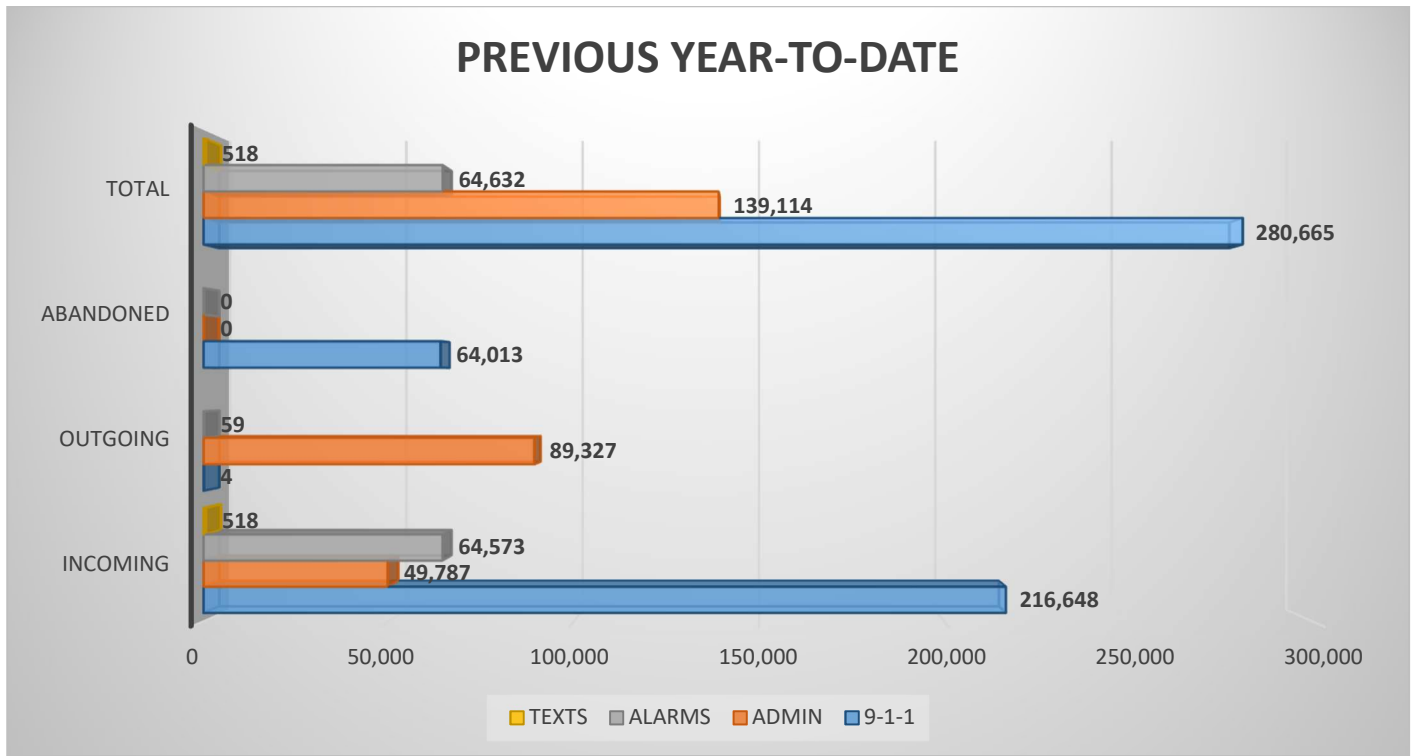


CHATHAM 9-1-1 COMMUNICATIONS SERVICES

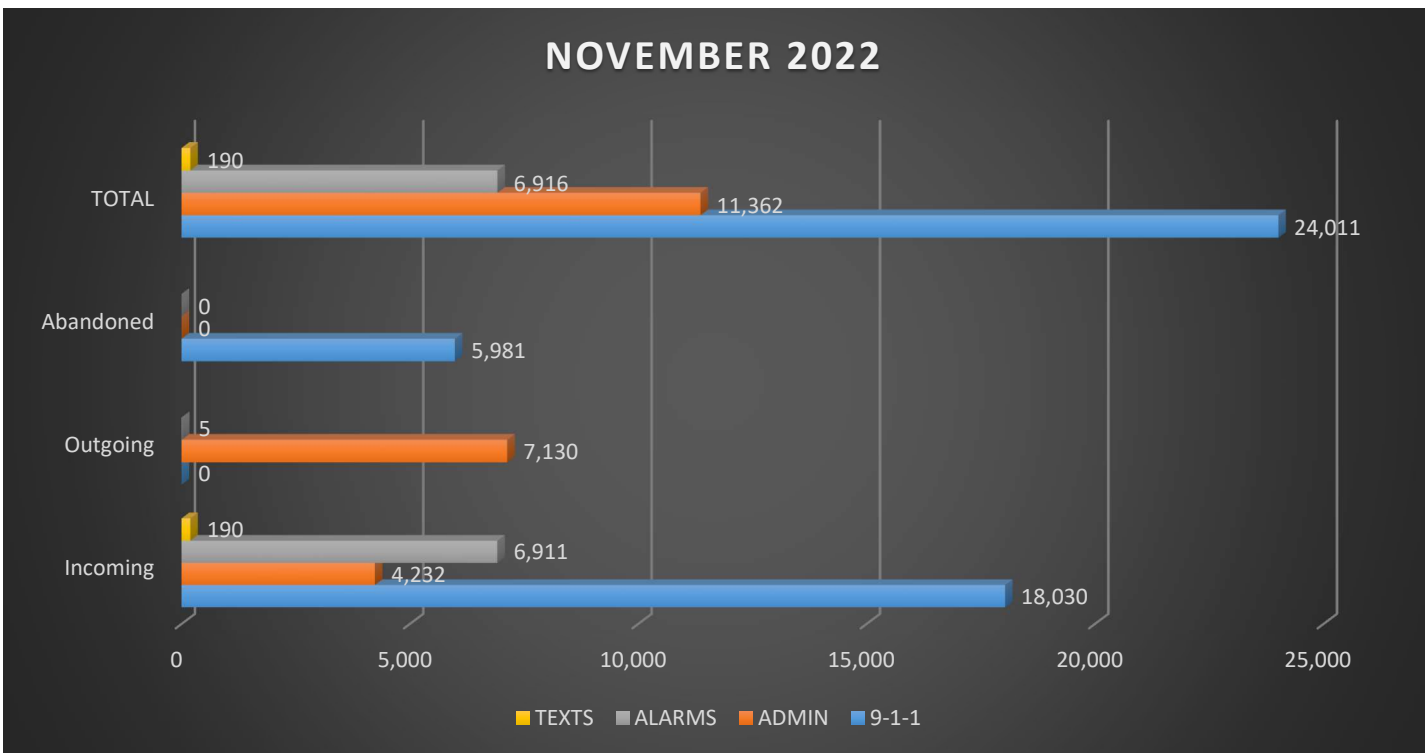
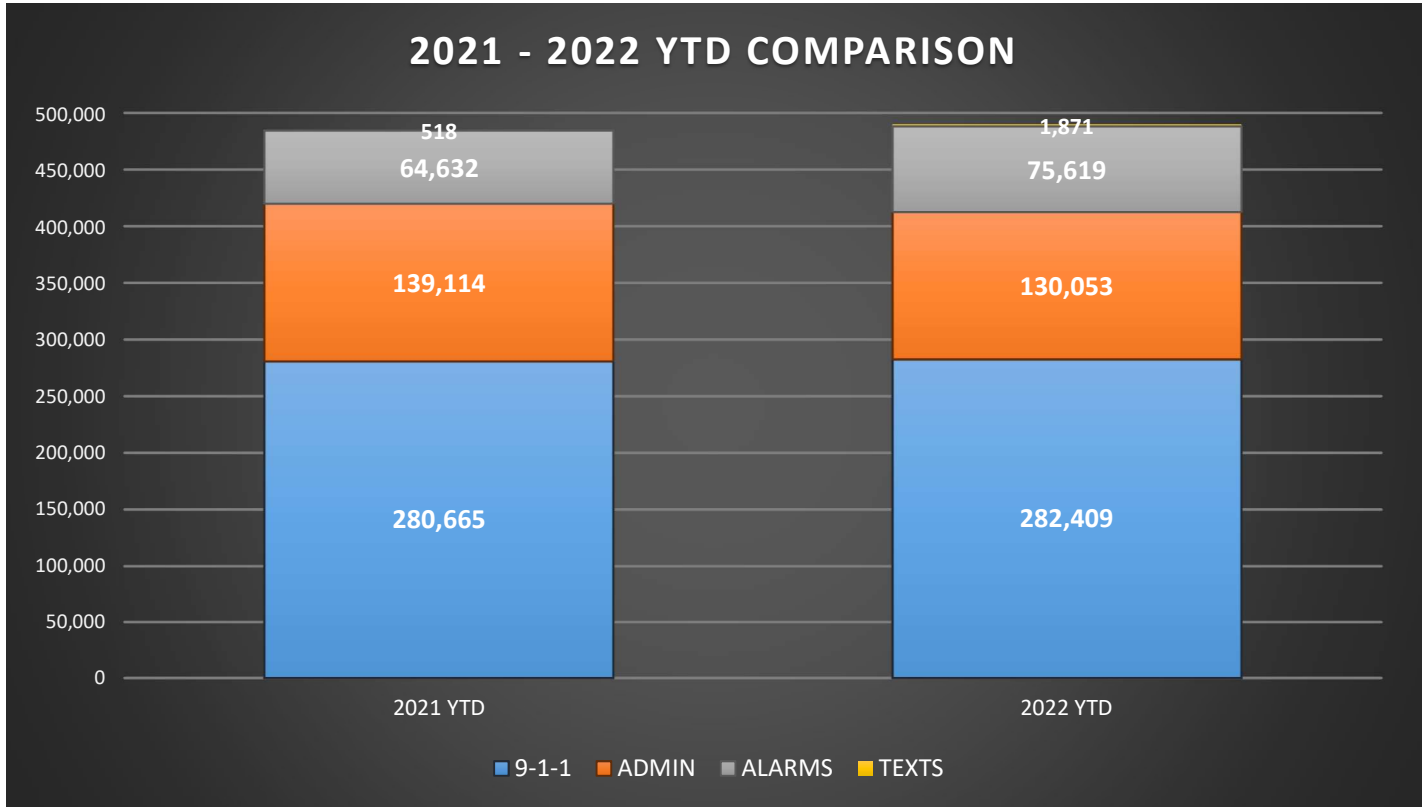


NOVEMBER 2022

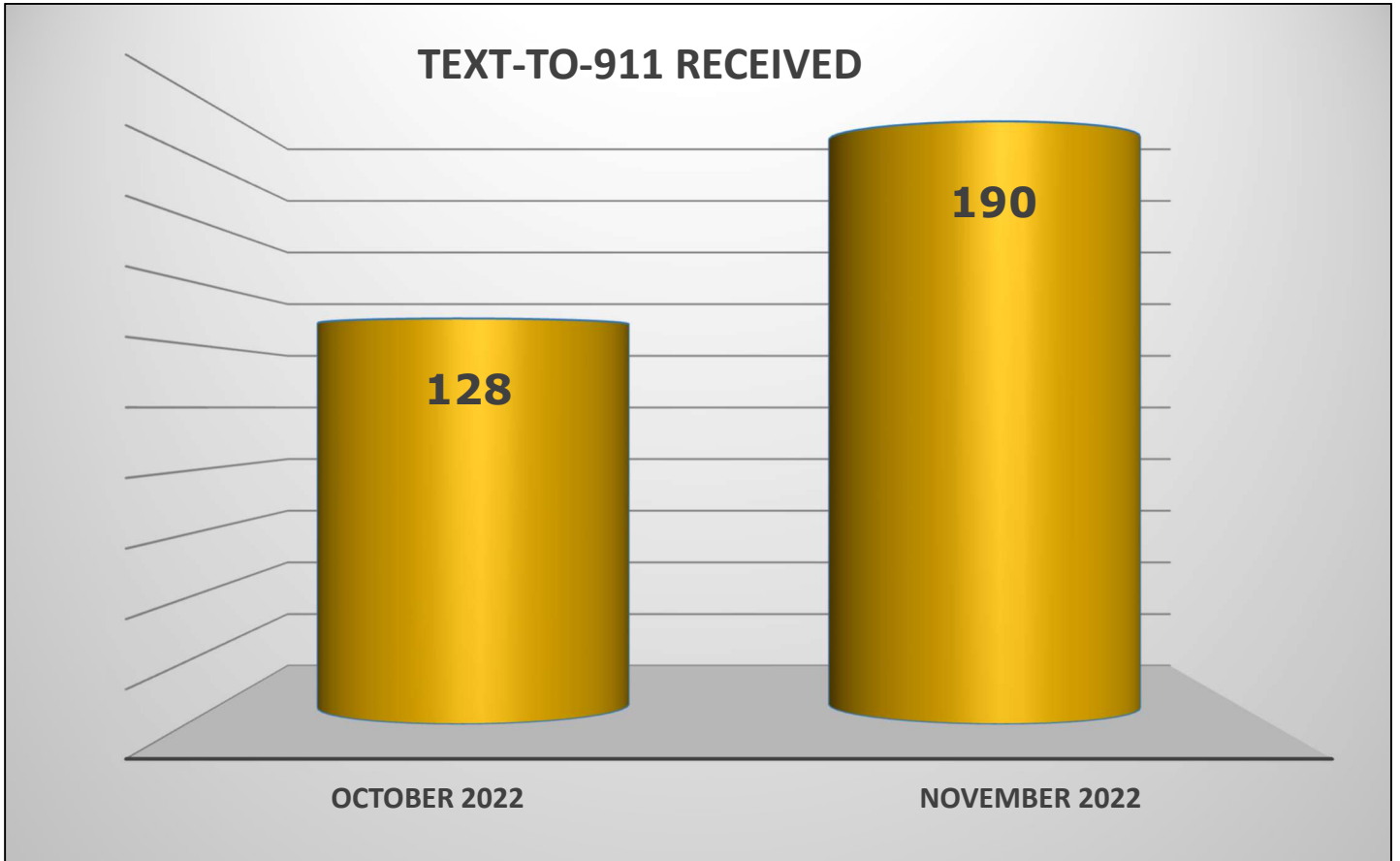
NOVEMBER 2022 TELEPHONE STATISTICS



TELEPHONE STATISTICS continued

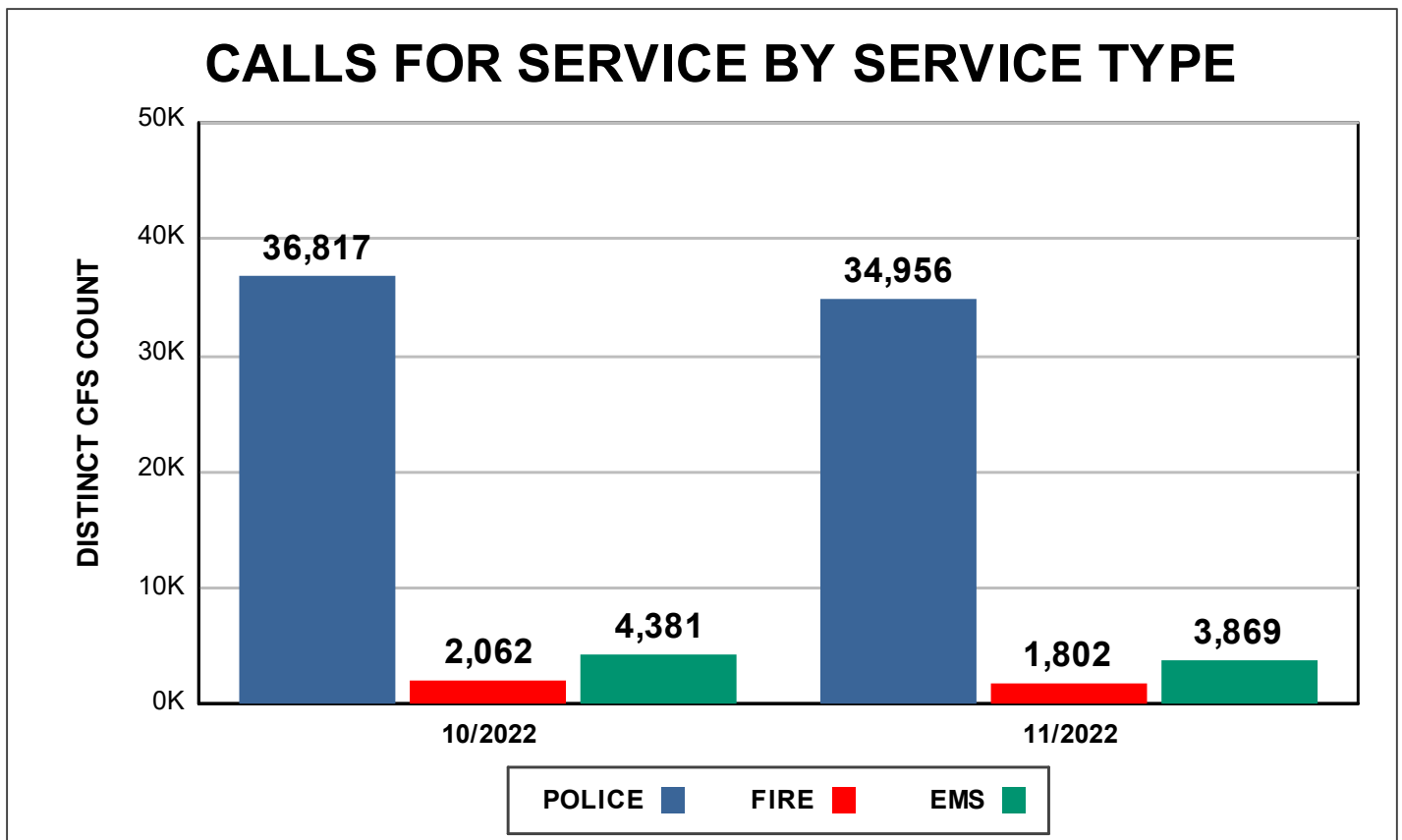


TELEPHONE STATISTICS continued



CAD CALLS FOR SERVICE

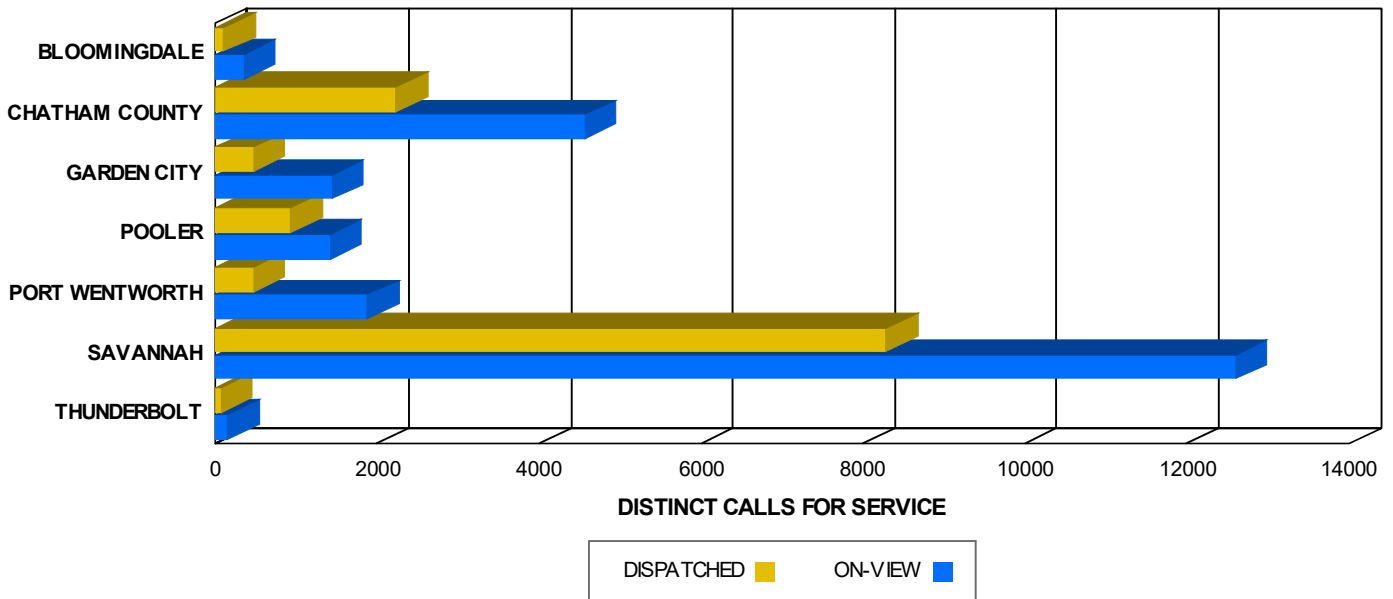
Distinct Counts / Includes On-View



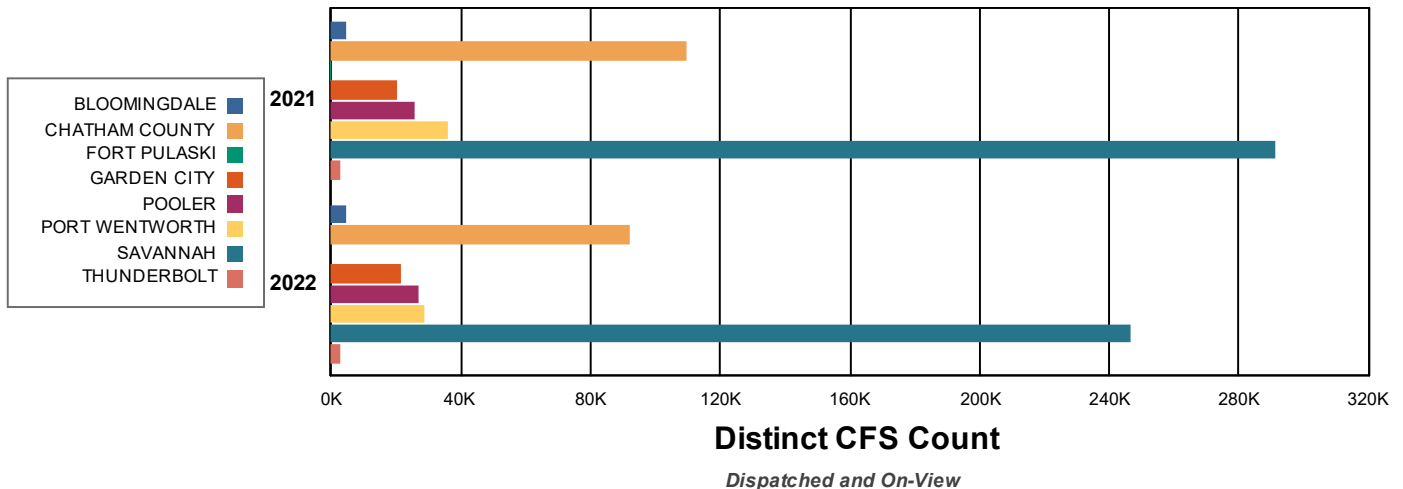
POLICE

AGENCY	DISPATCHED	ON-VIEW	TOTAL
BLOOMINGDALE	105	357	462
CHATHAM COUNTY	2,237	4,557	6,794
GARDEN CITY	470	1,436	1,906
POOLER	932	1,419	2,351
PORT WENTWORTH	468	1,876	2,344
SAVANNAH	8,282	12,594	20,876
THUNDERBOLT	74	149	223
TOTAL	12,568	22,388	34,956

POLICE CALLS FOR SERVICE DISPATCHED / ON VIEW

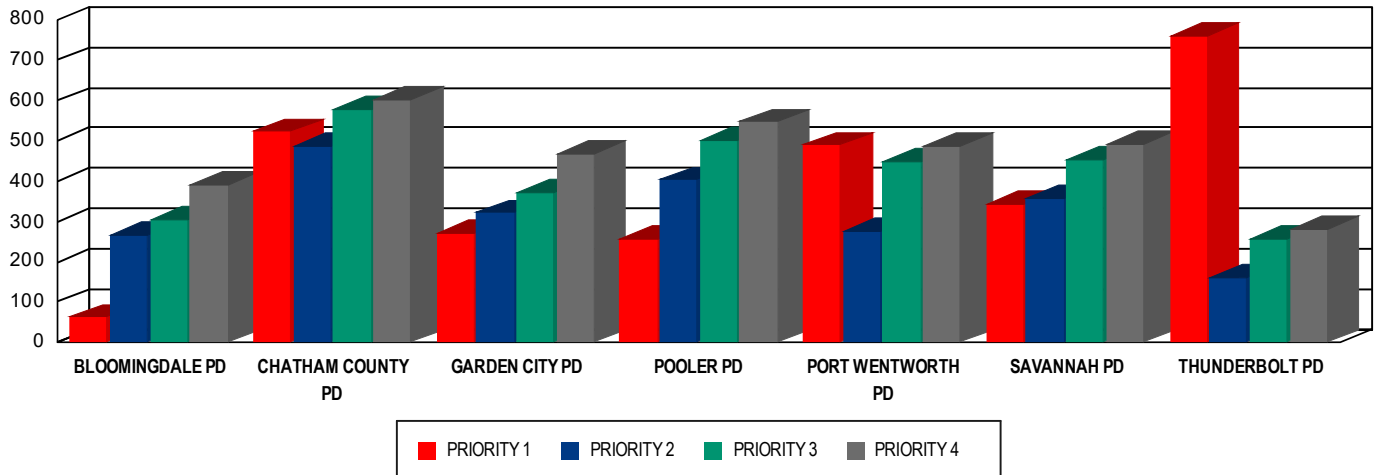


Year-to-Date for the Month of November



POLICE *continued*

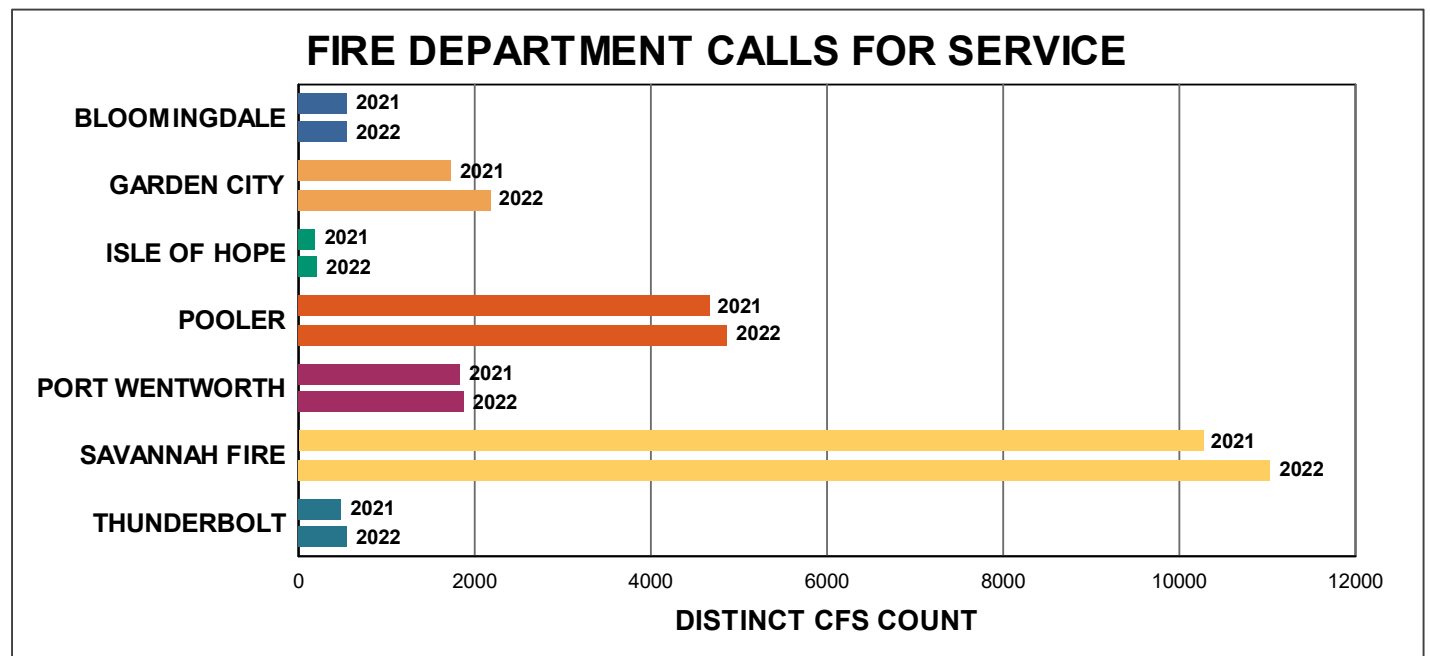
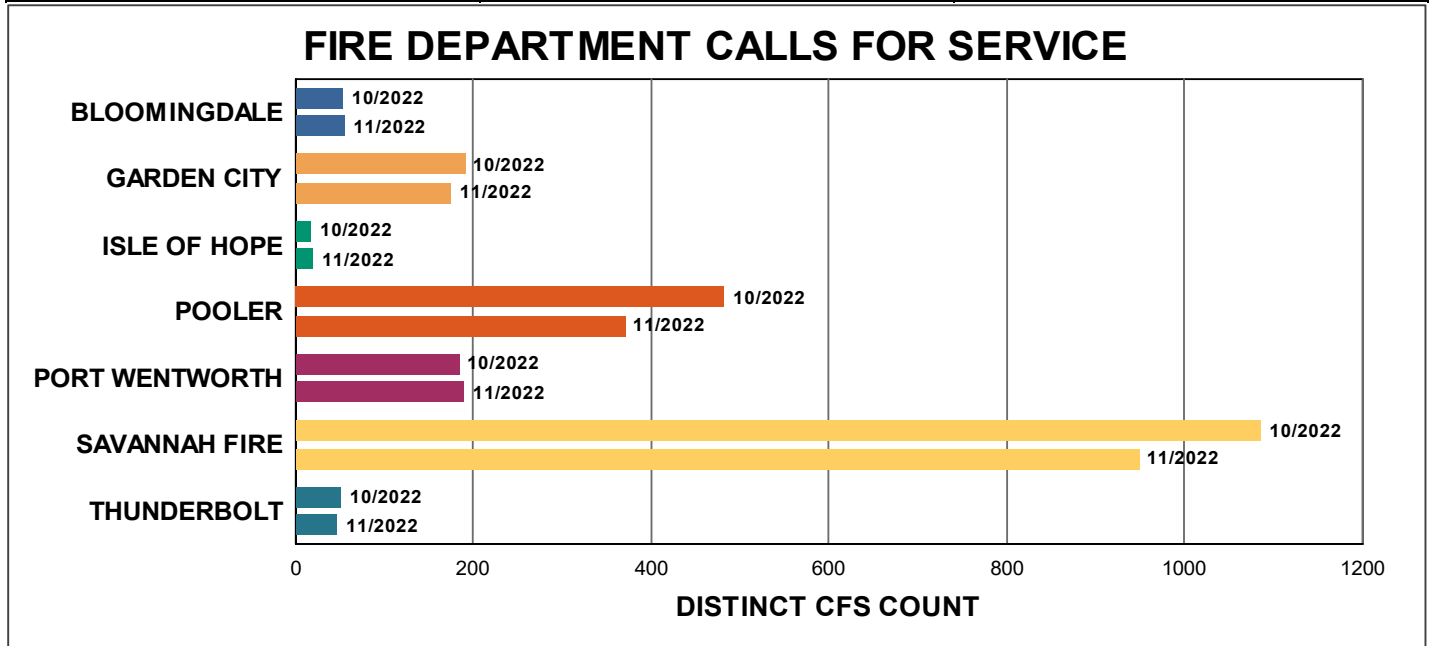
AVERAGE SECONDS DISPATCHED TO ONSCENE
BY AGENCY AND PRIORITY - excludes Animal Services



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE PD	62	267	305	390
CHATHAM COUNTY PD	522	486	579	600
GARDEN CITY PD	270	321	372	467
POOLER PD	257	403	500	547
PORT WENTWORTH PD	490	275	449	488
SAVANNAH PD	343	357	453	493
THUNDERBOLT PD	762	159	256	279

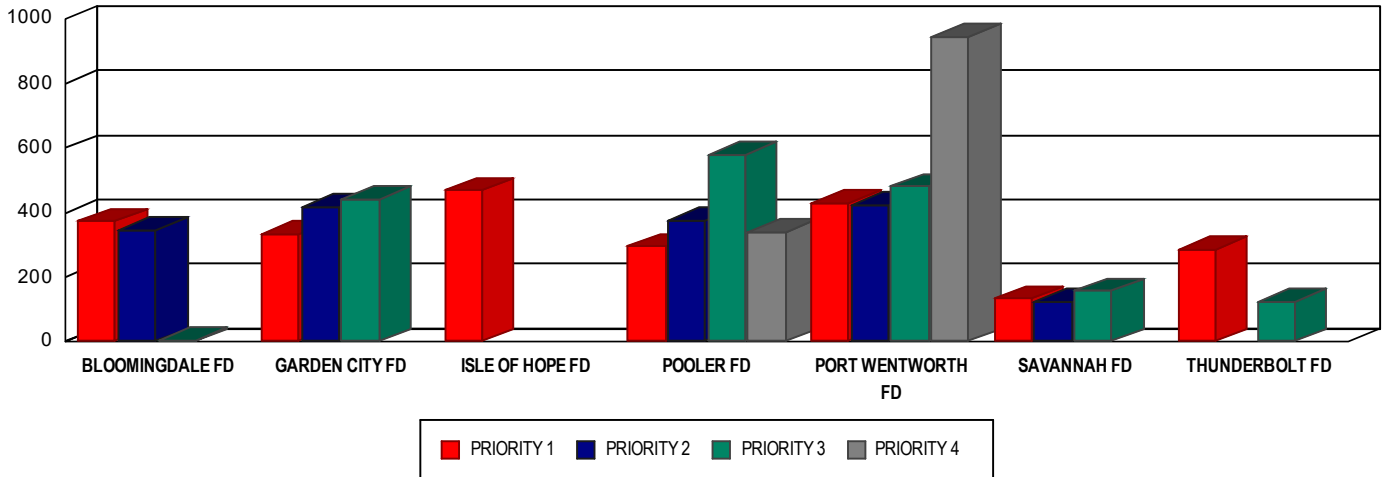
FIRE

AGENCY	October 2022	November 2022
BLOOMINGDALE	53	55
GARDEN CITY	190	174
ISLE OF HOPE	17	19
POOLER	482	370
PORT WENTWORTH	184	189
SAVANNAH FIRE	1,086	948
THUNDERBOLT	50	47
TOTAL	2,062	1,802



FIRE *continued*

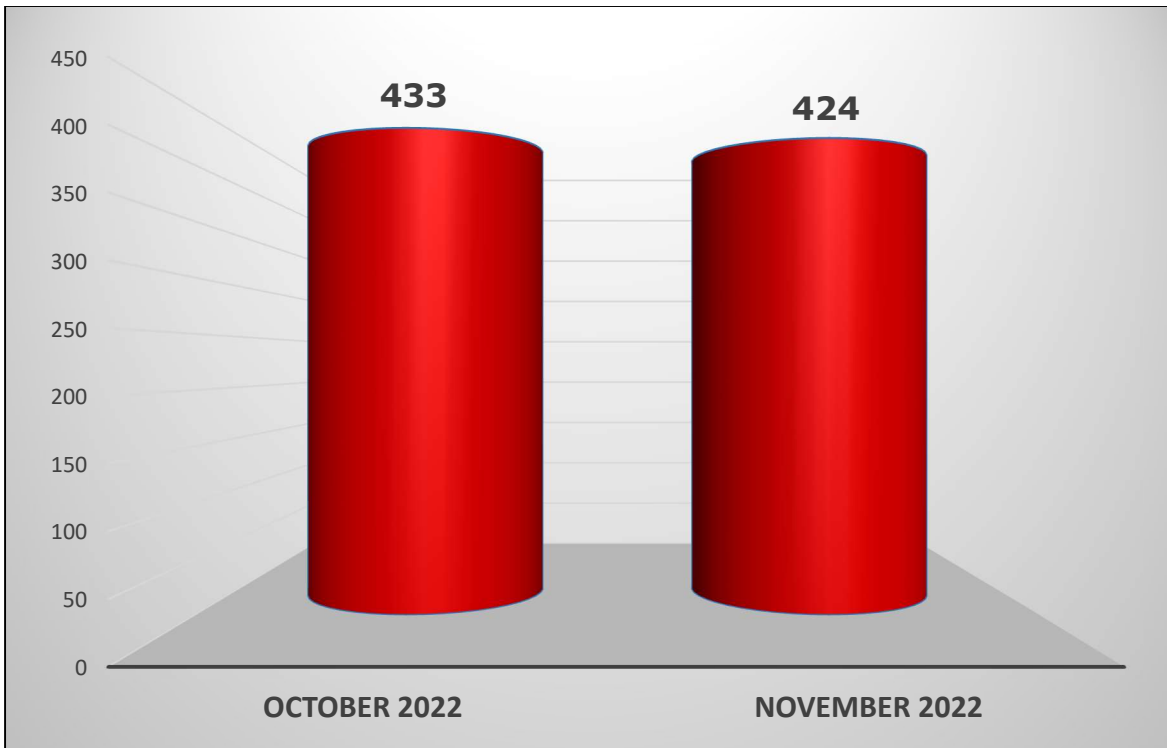
**AVERAGE SECONDS DISPATCHED TO ONSCENE
BY AGENCY AND PRIORITY**



	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
BLOOMINGDALE FD	373	345	2	0
GARDEN CITY FD	332	416	439	0
ISLE OF HOPE FD	468	0	0	0
POOLER FD	294	374	579	338
PORT WENTWORTH FD	428	424	479	943
SAVANNAH FD	132	122	156	0
THUNDERBOLT FD	284	0	122	0

FIRE *continued*

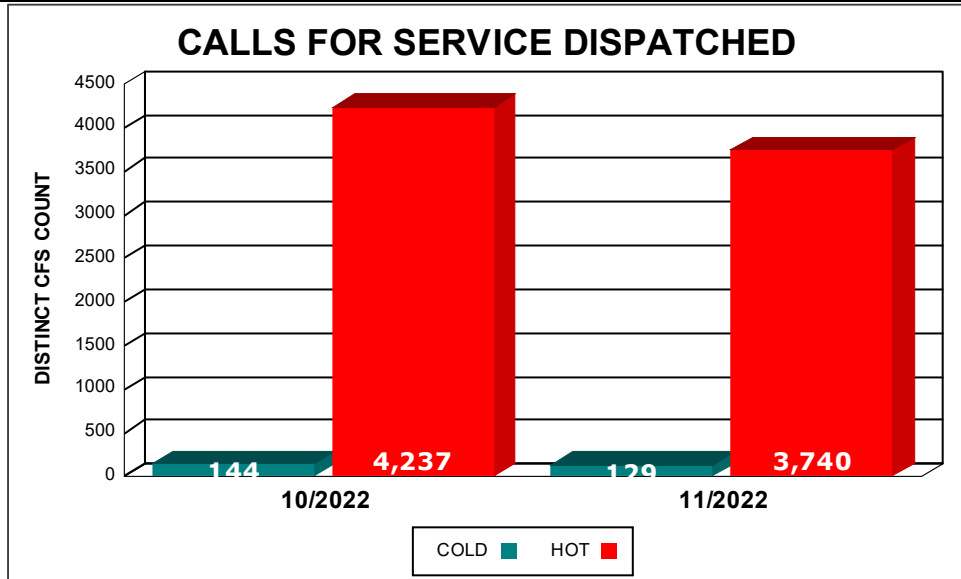
AGENCY	October 2022	November 2022
CHATHAM FIRE*	433	424



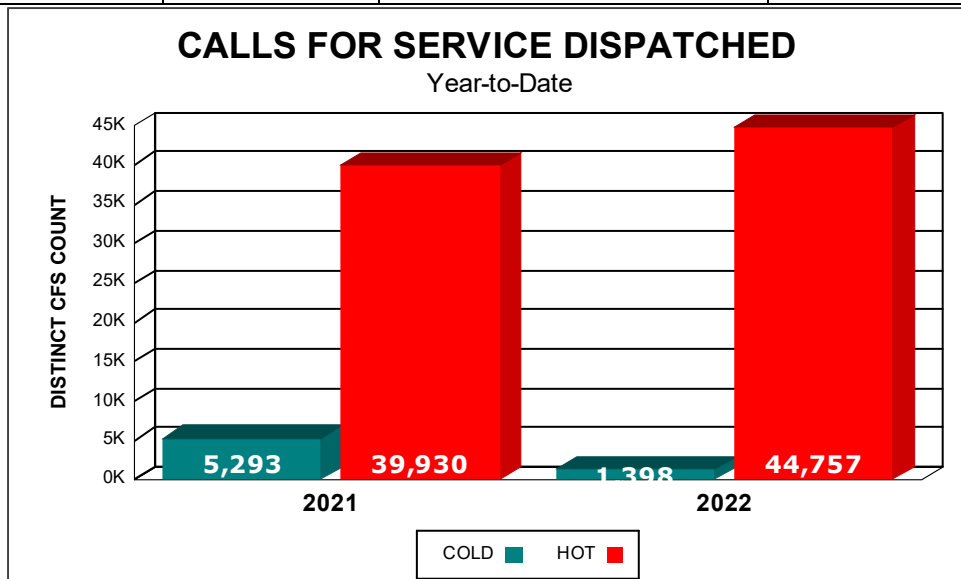
***These calls are dispatched by Chatham Emergency Services**

EMS

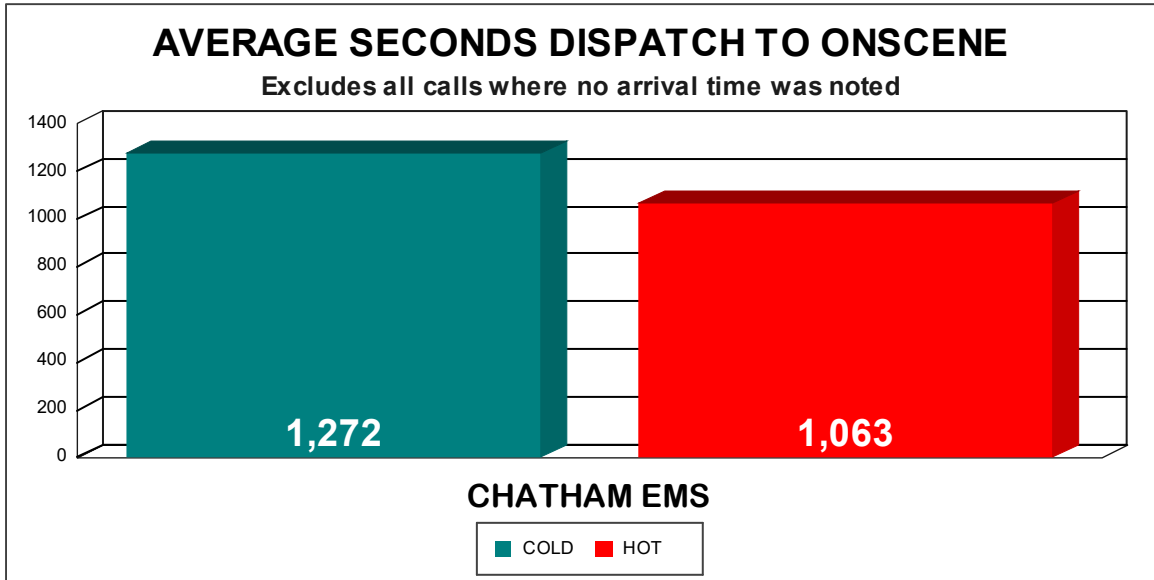
AGENCY		October 2022	November 2022
CHATHAM	COLD	144	128
	HOT	4,237	3,740
	TOTAL	4,381	3,869



AGENCY		2021	2022
CHATHAM	COLD	5,293	1,398
	HOT	39,930	44,757
	TOTAL	45,223	46,155



EMS *continued*



Quality Assurance Numbers

NOVEMBER 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.