



Agency Response Figures and Percentages January 2010

Total CAD Calls Received – January 2010	8,208
Total Agency Calls Generated – January 2010	9,273
Law Calls Generated	7,608 82.04%
<i>Covington Police</i>	2,141 23.09%
<i>Georgia State Patrol</i>	7 .08%
<i>Animal Control</i>	20 .22%
<i>NC SO</i>	4,883 52.66 %
<i>Oxford Police</i>	147 1.59%
<i>Porterdale Police</i>	410 4.42%
Fire Calls Generated	804 8.67%
<i>Covington Fire</i>	275 2.97%
<i>NC Fire</i>	529 5.70%
EMS Calls Generated	861 9.29 %
<i>Newton EMS</i>	861 9.29%

2009 to 2010 Comparison				
January	2009	2010	+/-	%
Law	7,832	7,608	(224)	(2.86%)
Fire	585	804	219	37.44%
EMS	809	861	52	6.43%
CAD Rec'd	8,372	8,208	(164)	(1.96%)
Calls Generated	9,226	9,273	47	.51%
Radio Log Entries	82,122	84,818	2,696	3.28%

Previous Month Comparison				
	December	January	+/-	%
Law	7,968	7,608	(360)	(4.52%)
Fire	696	804	108	15.52%
EMS	820	861	41	5.00%
CAD Rec'd	8,467	8,208	259	(3.06%)
Calls Generated	9,484	9,273	(211)	(2.22%)
Radio Log Entries	86,962	84,818	2,144	(2.47%)



**Covington-Newton County
E9-1-1 Communications Center**

Mike Smith, Director

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Covington, GA 30014
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**Accredited since
2006**

To: Mike Smith, Director
Thru: Trudy Henry, Operations Manager
From: Team Leaders: Watts, Cook, Rickman, Herbert
Date: February 1, 2010
Re: Telecommunication Performance Measurements/ **January 2010**

	Current Month	Previous Month	Same Month Previous Year	Year To Date
911 Calls:	7,886	5,976	5,853	
Wireless 9-1-1	(4,040)	(5,306)	(3,845)	
Transfers:		N/A	310	
Admin Calls:	12,493	13,263	13,680	
Incoming	7,334	7,643	8,233	
Outgoing	5,159	5,620	5,447	
Transfers:	N/A	N/A	124	
Total Calls:	20,379	19,239	19,533	
Abandoned 911 Calls	N/A	N/A	396	
Daily Avg. 911 Calls:	254	193	189	
Daily Avg. All Calls:	657	621	630	
Avg. # Calls Per Hour	27	26	26	

911 Ring Times:

< 4 sec	878
>= 4 sec < 6 sec	3,996
>= 6 sec < 10 sec	856
>= 10 sec < 15 sec	86
>= 15 sec	31

Admin Ring Times:

< 4 sec	1,764
>= 4 sec < 6 sec	5,343
>= 6 sec < 10 sec	809
>= 10 sec < 15 sec	153
>= 15 sec	52

Avg Call Process Time: 1:33

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	Current Month	Previous Month	Same Month Previous Year	Year to Date
Radiolog Entries:				
CPD	21,568	22,793	20,005	
NCSD	46,148	48,081	46,409	
PPD	2,666	2,418	2,604	
OPD	1,046	844	832	
CFD	2,132	1,604	1,611	
NCFD	5,128	4,940	5,036	
EMS	5,663	5,584	5,199	
NCAC	54	46	160	
GSP	18	18	6	
CNCC	215	245	152	
Coroner	25	45	0	
EMA	6	14	8	
Oxf College	0	0	0	
SIU	86	170	77	
Unclassified	61	64	16	
CMC	0	0	0	
East Metro	0	0	3	
NCDA	2	96	4	
Total:	84,818	86,962	82,122	

CAD Totals: 8,208 8,520 8,373

Direct Answered Calls: ALL CALLS ANSWERED DIRECTLY

Open Records Requests: 18 25