



Agency Response Figures and Percentages March 2010

Total CAD Calls Received – March 2010	8,825
Total Agency Calls Generated – March 2010	9,819
Law Calls Generated	8,203 84.51%
<i>Covington Police</i>	2,528 26.71%
<i>Georgia State Patrol</i>	7 .10%
<i>Animal Control</i>	38 .34%
<i>NC SO</i>	4,979 51.96 %
<i>Oxford Police</i>	148 1.61%
<i>Porterdale Police</i>	503 3.79%
Fire Calls Generated	710 6.98%
<i>Covington Fire</i>	206 2.11%
<i>NC Fire</i>	504 4.87%
EMS Calls Generated	906 8.51 %
<i>Newton EMS</i>	906 8.51%

2009 to 2010 Comparison				
March	2009	2010	+/-	%
Law	8,330	8,203	(127)	(1.52%)
Fire	729	710	(19)	(2.61%)
EMS	874	906	32	3.66%
CAD Rec'd	8,888	8,825	(63)	(.71%)
Calls Generated	9,933	9,819	(114)	(1.15%)
Radio Log Entries	83,014	88,021	5,007	6.03%

Previous Month Comparison				
	February	March	+/-	%
Law	7,299	8,203	904	12.39%
Fire	603	710	107	17.74%
EMS	735	906	171	23.27%
CAD Rec'd	7,757	8,825	1,068	13.77%
Calls Generated	8,637	9,819	1,182	13.69%
Radio Log Entries	81,904	88,021	6,117	7.47%



Covington-Newton County E9-1-1 Communications Center

Mike Smith, Director

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Accredited since
2006

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

	Current Month	Previous Month	Same Month Previous Year	Year To Date
911 Calls:	6,240	5,108	6,853	19,234
Wireless 9-1-1	(1,823)	(1,531)	(2,209)	(7,394)
Transfers:	328	286	305	886
Admin Calls:	13,644	11,229	14,091	37,366
Incoming	7,797	6,601	8,896	21,732
Outgoing	5,847	4,628	5,195	15,634
Transfers:	334	293	322	912
Total Calls:	19,884	16,337	20,944	56,600
Abandoned 911 Calls	386	358	503	1171
Daily Avg. 911 Calls:	201	182	221	637
Daily Avg. All Calls:	641	583	676	1,881
Avg. # Calls Per Hour	27	24	28	78
911 Ring Times:				
<10 sec	6,074	4,967	6,421	18,732
>= 10 sec < 15 sec	151	125	354	451
>= 15 sec < 20 sec	9	10	56	34
>= 20 sec < 25 sec	4	5	13	12
>= 25 sec	2	1	9	5
Admin Ring Times:				
<10 sec	7,591	6,429	8,436	21,098
>= 10 sec < 15 sec	170	158	341	531
>= 15 sec < 20 sec	20	8	52	50
>= 20 sec < 25 sec	11	3	23	26
>= 25 sec	5	3	44	27
Avg Call Process Time:	2:06	1:42	1:32	N/A

	Current Month	Previous Month	Same Month Previous Year	Year to Date
Radiolog Entries:				
CPD	23,732	23,818	19,735	69,118
NCSD	45,379	43,515	46,012	135,042
PPD	3,453	2,195	2,367	8,314
OPD	1,067	1,005	1,019	3,118
CFD	1,399	1,359	1,899	4,890
NCFD	5,016	4,100	5,588	14,244
EMS	6,123	4,953	5,856	16,739
NCAC	114	70	83	238
GSP	16	17	21	51
CNCC	247	158	171	620
Coroner	45	33	62	103
EMA	8	6	46	20
Oxf College	0	0	0	0
SIU	160	52	82	298
Unclassified	12	19	72	92
CMC	0	0	0	0
East Metro	4	0	1	4
NCDA	1242	604	0	1848
Total:	88,021	81,904	83,014	254,743
CAD Totals:	8,826	7,757	8,888	24,791
Direct Answered Calls:	<u>ALL CALLS ANSWERED DIRECTLY</u>			
Open Records Requests:	29	18	22	65