



Agency Response Figures and Percentages April 2010

Total CAD Calls Received – April 2010	9,104
Total Agency Calls Generated – April 2010	10,118
Law Calls Generated	8,636 85.35%
<i>Covington Police</i>	2,691 26.60%
<i>Georgia State Patrol</i>	6 .06%
<i>Animal Control</i>	37 .37%
<i>NC SO</i>	5,257 51.96 %
<i>Oxford Police</i>	144 1.42%
<i>Porterdale Police</i>	501 4.95%
Fire Calls Generated	685 6.77%
<i>Covington Fire</i>	186 1.84%
<i>NC Fire</i>	499 4.93%
EMS Calls Generated	797 7.88 %
<i>Newton EMS</i>	797 7.88%

2009 to 2010 Comparison					
April	2009	2010	+/-	%	
Law	8,077	8,636	559	6.92%	
Fire	561	685	124	22.10%	
EMS	855	797	(58)	(6.78%)	
CAD Rec'd	8,546	9,104	558	6.53%	
Calls Generated	8,786	10,118	1,332	15.16%	
Radio Log Entries	80,965	88,086	7,121	8.80%	

Previous Month Comparison					
	March	April	+/-	%	
Law	8,203	8,636	433	5.28%	
Fire	710	685	(25)	(3.52%)	
EMS	906	797	109	(12.03%)	
CAD Rec'd	8,825	9,104	279	3.16%	
Calls Generated	9,819	10,118	299	3.05%	
Radio Log Entries	88,021	88,086	65	.07%	



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, Herbert, Rickman, Cook
Date: May 1, 2010
Re: Telecommunication Performance Measurements/ April 2010

	Current Month	Previous Month	Same Month Previous Year	Year To Date
911 Calls:	6,451	6,240	6,201	28,532
Wireless 9-1-1	(4,609)	(1,823)	(4,142)	(18,594)
Transfers:	369	328	283	1,399
Admin Calls:	13,799	13,644	13,242	57,418
Incoming	7,824	7,797	8,584	33,102
Outgoing	5,975	5,847	4,658	24,316
Transfers:	5	4		34
Total Calls:	14,275	14,037	14,785	61,634
Abandoned 911 Calls	384	386	466	1,719
Daily Avg. 911 Calls:	215	201	207	238
Daily Avg. All Calls:	478	476	492	514
Avg. # Calls Per Hour	20	20	21	21
911 Ring Times:				
<10 sec	6,218	6,074	5,892	24,950
>= 10 sec < 15 sec	205	151	267	656
>= 15 sec < 20 sec	16	9	23	50
>= 20 sec < 25 sec	4	4	14	16
>= 25 sec	8	2	5	13
Admin Ring Times:				
<10 sec	7,573	7,591	8,249	28,671
>= 10 sec < 15 sec	203	170	276	734
>= 15 sec < 20 sec	23	20	33	73
>= 20 sec < 25 sec	5	11	10	31
>= 25 sec	20	5	16	47
Avg Call Process Time:	2:19	1:42	1:48	N/A

	Current Month	Previous Month	Same Month Previous Year	Year to Date
Radiolog Entries:				
CPD	23,732	23,818	19,862	69,118
NCSD	45,379	43,515	44,702	135,042
PPD	3,453	2,195	2,916	8,314
OPD	1,067	1,005	899	3,118
CFD	1,399	1,359	1,426	4,890
NCFD	5,016	4,100	4,820	14,244
EMS	6,123	4,953	5,724	16,739
NCAC	114	70	107	238
GSP	16	17	16	51
CNCC	247	158	132	620
Coroner	45	33	56	103
EMA	8	6	31	20
Oxf College	0	0	0	0
SIU	160	52	118	298
Unclassified	12	19	116	92
CMC	0	0	0	0
East Metro	4	0	0	4
NCDA	1242	604	0	1848
Total:	88,021	81,904	80,925	254,743
CAD Totals:	9,104	8,825	8,888	24,791
Direct Answered Calls:	<u>ALL CALLS ANSWERED DIRECTLY</u>			
Open Records Requests:	25	18	22	65