



Agency Response Figures and Percentages May 2010

Total CAD Calls Received – May 2010		9,671
Total Agency Calls Generated – May 2010		10,748
Law Calls Generated	9,091	84.58%
<i>Covington Police</i>	2,718	25.29%
<i>Georgia State Patrol</i>	18	.17%
<i>Animal Control</i>	39	.36%
<i>NC SO</i>	5,714	53.16 %
<i>Oxford Police</i>	140	1.30%
<i>Porterdale Police</i>	462	4.30%
Fire Calls Generated	718	6.68%
<i>Covington Fire</i>	216	2.01%
<i>NC Fire</i>	502	4.67%
EMS Calls Generated	939	8.74 %
<i>Newton EMS</i>	939	8.74%

2009 to 2010 Comparison					
May	2009	2010	+/-	%	
Law	8,391	9,091	700	8.34%	
Fire	558	718	160	26.67%	
EMS	853	939	86	10.08%	
CAD Rec'd	8,855	9,671	816	9.22%	
Calls Generated	9,802	10,748	946	9.65%	
Radio Log Entries	85,573	94,808	9,235	10.79%	

Previous Month Comparison					
	April	May	+/-	%	
Law	8,636	9,091	455	5.27%	
Fire	685	718	33	4.82%	
EMS	797	939	142	17.82%	
CAD Rec'd	9,104	9,671	567	6.23%	
Calls Generated	10,118	10,748	630	6.23%	
Radio Log Entries	88,086	94,808	6,722	7.63%	



Covington-Newton County E9-1-1 Communications Center

Mike Smith, Director

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Covington, GA 30014
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Fax: 770-385-2106



Accredited since
2006

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

	Current Month	Previous Month	Same Month Previous Year	Year To Date
911 Calls:	6,512	6,451	6,814	28,532
Wireless 9-1-1	(2,029)	(4,609)	(2,115)	(18,594)
Transfers:	352	369	360	1,399
Admin Calls:	14,385	13,799	14,018	57,418
Incoming	8,057	7,824	8,650	33,102
Outgoing	6,328	5,975	5,368	24,316
Transfers:	6	5	10	34
Total Calls:	20,897	20,250	20,832	61,634
Abandoned 911 Calls	433	384	446	1,719
Daily Avg. 911 Calls:	210	215	220	238
Daily Avg. All Calls:	674	478	672	514
Avg. # Calls Per Hour	28	20	28	21
911 Ring Times:				
<10 sec	6,224	6,218	6,595	24,950
>= 10 sec < 15 sec	257	205	189	656
>= 15 sec < 20 sec	22	16	18	50
>= 20 sec < 25 sec	4	4	8	16
>= 25 sec	5	8	4	13
Admin Ring Times:				
<10 sec	7,675	7,573	8,350	28,671
>= 10 sec < 15 sec	296	203	238	734
>= 15 sec < 20 sec	50	23	32	73
>= 20 sec < 25 sec	12	5	17	31
>= 25 sec	24	20	13	47
Avg Call Process Time:	2:12	2:19	1:33	N/A

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	Current Month	Previous Month	Same Month Previous Year	Year to Date
Radiolog Entries:				
CPD	26,207	23,732	19,720	95,325
NCSD	50,065	45,379	48,013	185,107
PPD	3,618	3,453	2,322	11,932
OPD	1,061	1,067	1,376	4,179
CFD	1,457	1,399	1,379	6,347
NCFD	4,456	5,016	4,493	18,700
EMS	6,597	6,123	5,773	23,336
NCAC	116	114	117	354
GSP	70	16	10	121
CNCC	247	247	127	867
Coroner	45	45	81	148
EMA	6	8	29	26
Oxf College	0	0	0	0
SIU	153	160	57	451
Unclassified	111	12	76	203
CMC	0	0	0	0
East Metro	104	4	0	108
NCDA	495	1242	0	2343
Total:	94,808	88,021	83,573	349,551

CAD Totals: 9,670 9,104 8,855 43,565

Direct Answered Calls: ALL CALLS ANSWERED DIRECTLY

Open Records Requests: 30 25 22 65