



## Agency Response Figures and Percentages December 2009

<b>Total CAD Calls Received – December 2009</b>		<b>8,519</b>
<b>Total Agency Calls Generated – December 2009</b>		<b>9,484</b>
<b>Law Calls Generated</b>	<b>7,968</b>	<b>84.02%</b>
<i>Covington Police</i>	2,397	25.27%
<i>Georgia State Patrol</i>	12	.13%
<i>Animal Control</i>	20	.21%
<i>NC SO</i>	5,019	52.92 %
<i>Oxford Police</i>	116	1.22%
<i>Porterdale Police</i>	404	4.26%
<b>Fire Calls Generated</b>	<b>696</b>	<b>7.34%</b>
<i>Covington Fire</i>	214	2.26%
<i>NC Fire</i>	482	5.08%
<b>EMS Calls Generated</b>	<b>820</b>	<b>8.65 %</b>
<i>Newton EMS</i>	820	8.65%

<b>2008 to 2009 Comparison</b>					
<b>December</b>	<b>2008</b>	<b>2009</b>	<b>+/-</b>	<b>%</b>	
Law	7,725	7,968	243	<b>3.15%</b>	
Fire	622	696	74	<b>11.90%</b>	
EMS	853	820	<b>(33)</b>	<b>(3.87%)</b>	
CAD Rec'd	8,216	8,467	251	<b>3.06%</b>	
Calls Generated	9,200	9,484	284	<b>3.09%</b>	
Radio Log Entries	78,111	86,962	8,851	<b>11.33%</b>	

<b>Previous Month Comparison</b>				
	<b>November</b>	<b>December</b>	<b>+/-</b>	<b>%</b>
Law	7,879	7,968	89	<b>1.13%</b>
Fire	603	696	93	<b>15.42%</b>
EMS	864	820	<b>44</b>	<b>(5.09%)</b>
CAD Rec'd	8,467	8,467	0	<b>0%</b>
Calls Generated	9,346	9,484	138	<b>1.48%</b>
Radio Log Entries	83,391	86,962	3,571	<b>4.28%</b>



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

Mike Smith, Director

8146 Carlton Trail NW  
Covington, GA 30014  
Phone: 678-342-8790  
Fax: 770-385-2106



Accredited since  
2006

**To:** Mike Smith, Director  
**Thru:** Trudy Henry, Operations Manager  
**From:** Team Leaders: Watts, Cook, Rickman, Monroe  
**Date:** January 4, 2010  
**Re:** Telecommunication Performance Measurements/ **December 2009**

	Current Month	Previous Month	Same Month Previous Year	Year To Date
<b>911 Calls:</b>	5,976	5,644	6,121	75,601
Wireless 9-1-1	(5,306)	(3,830)	(3,869)	(65,073)
<b>Transfers:</b>	N/A	319	278	3,215
<b>Admin Calls:</b>	13,263	13,017	14,108	164,751
<b>Incoming</b>	<b>7,643</b>	<b>7,905</b>	<b>8,187</b>	<b>101,367</b>
<b>Outgoing</b>	<b>5,620</b>	<b>5,112</b>	<b>5,921</b>	<b>63,384</b>
<b>Transfers:</b>	N/A	102	106	1,448
<b>Total Calls:</b>	19,239	18,661	20,229	240,352
<b>Abandoned 911 Calls</b>	N/A	330	398	4,249
<b>Daily Avg. 911 Calls:</b>	193	188	197	207
<b>Daily Avg. All Calls:</b>	621	622	653	658
<b>Avg. # Calls Per Hour</b>	26	25	27	27.4

**911 Ring Times:**

< 4 sec	1,239	918	10,439
>= 4 sec < 6 sec	3,265	4,035	39,654
>= 6 sec < 10 sec	1,036	999	10,673
>= 10 sec < 15 sec	65	130	1,105
>= 15 sec	20	29	331

**Admin Ring Times:**

< 4 sec	2,294	1,626	17,585
>= 4 sec < 6 sec	4,247	5,264	51,555
>= 6 sec < 10 sec	1,054	979	10,257
>= 10 sec < 15 sec	119	130	1,480
>= 15 sec	31	47	576

\*\*\*There is no data available for December 2009 due to equipment failure\*\*\*

**Avg Call Process Time:** 1:40 1:20 N/A

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	Current Month	Previous Month	Same Month Previous Year	Year to Date
<b>Radiolog Entries:</b>				
CPD	22,793	21,575	19,009	244,718
NCSD	48,081	45,333	43,333	553,908
PPD	2,418	2,535	2,746	30,521
OPD	844	1,306	727	13,047
CFD	1,604	1,170	1,536	17,781
NCFD	4,940	4,474	4,625	57,326
EMS	5,584	5,681	5,439	65,878
NCAC	46	100	190	1,155
GSP	18	24	29	154
CNCC	245	242	246	2,187
Coroner	45	51	0	546
EMA	14	10	9	364
Oxf College	0	0	0	3
SIU	170	68	119	1,093
Unclassified	64	20	23	585
CMC	0	0	10	16
East Metro	0	10	0	17
NCDA	96	792	6	1,826
<b>Total:</b>	<b>86,962</b>	<b>83,391</b>	<b>78,112</b>	<b>991,134</b>
<b>CAD Totals:</b>	<b>8,520</b>	<b>8,466</b>	<b>8,215</b>	<b>103,383</b>

Direct Answered Calls:

ALL CALLS ANSWERED DIRECTLY

Open Records Requests:

25                      9                      17                      282

Performance Measurements Yearly Totals 2008/2009

	2008	2009	+/-	%
<u>911 Calls:</u>	75,125	75,601	476	1%
Wireless 9-1-1	(45,996)	(65,073)	19,077	29%
Transfers:	N/A	3,215	N/A	N/A
<u>Admin Calls:</u>	165,382	164,751	(631)	(0.4%)
Incoming	101,517	101,367	(150)	(0.2%)
Outgoing	63,865	63,384	(481)	(0.8%)
Transfers:	N/A	1,448	N/A	N/A
<u>Total Calls:</u>	240,510	240,352	(158)	(0.1%)
Abandoned 911 Calls	N/A	4,249		
Daily Avg. 911 Calls:	206	207		
Daily Avg. All Calls:	659	658		
Avg. # Calls Per Hour	27.4	27.4		