



## Agency Response Figures and Percentages June 2010

|   |              |               |
|---|--------------|---------------|
| <b>Total CAD Calls Received – June 2010</b>     |              | <b>9,415</b>  |
| <b>Total Agency Calls Generated – June 2010</b> |              | <b>10,466</b> |
| <b>Law Calls Generated</b>                      | <b>8,803</b> | <b>84.11%</b> |
| <i>Covington Police</i>                         | 2,600        | 24.84%        |
| <i>Georgia State Patrol</i>                     | 21           | .20%          |
| <i>Animal Control</i>                           | 38           | .36%          |
| <i>NC SO</i>                                    | 5,612        | 53.62%        |
| <i>Oxford Police</i>                            | 125          | 1.19%         |
| <i>Porterdale Police</i>                        | 407          | 3.89%         |
| <b>Fire Calls Generated</b>                     | <b>717</b>   | <b>6.85%</b>  |
| <i>Covington Fire</i>                           | 196          | 1.87%         |
| <i>NC Fire</i>                                  | 521          | 4.98%         |
| <b>EMS Calls Generated</b>                      | <b>946</b>   | <b>9.04 %</b> |
| <i>Newton EMS</i>                               | 946          | 9.04%         |

| <b>2009 to 2010 Comparison</b> |             |             |            |               |  |
|--------------------------------|-------------|-------------|------------|---------------|--|
| <b>June</b>                    | <b>2009</b> | <b>2010</b> | <b>+/-</b> | <b>%</b>      |  |
| Law                            | 8,136       | 8,803       | 667        | <b>8.20%</b>  |  |
| Fire                           | 530         | 717         | 187        | <b>35.28%</b> |  |
| EMS                            | 765         | 946         | 181        | <b>23.66%</b> |  |
| CAD Rec'd                      | 8,603       | 9,415       | 812        | <b>9.44%</b>  |  |
| Calls Generated                | 9,431       | 10,466      | 1,035      | <b>10.97%</b> |  |
| Radio Log Entries              | 80,698      | 93,935      | 13,237     | <b>16.40%</b> |  |

| <b>Previous Month Comparison</b> |            |             |            |                |  |
|----------------------------------|------------|-------------|------------|----------------|--|
|                                  | <b>May</b> | <b>June</b> | <b>+/-</b> | <b>%</b>       |  |
| Law                              | 9,091      | 8,803       | (288)      | <b>(3.17%)</b> |  |
| Fire                             | 718        | 717         | (1)        | <b>(.14%)</b>  |  |
| EMS                              | 939        | 946         | 7          | <b>.75%</b>    |  |
| CAD Rec'd                        | 9,671      | 9,415       | (256)      | <b>(2.65%)</b> |  |
| Calls Generated                  | 10,748     | 10,466      | (282)      | <b>(2.62%)</b> |  |
| Radio Log Entries                | 94,808     | 93,935      | (873)      | <b>(.92%)</b>  |  |



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

Mike Smith, Director

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Covington, GA 30014  
Phone: 678-342-8790  
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Accredited since  
2006

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

|                               | Current Month | Previous Month | Same Month Previous Year | Year To Date  |
|-------------------------------|---------------|----------------|--------------------------|---------------|
| <b>911 Calls:</b>             | 5,999         | 6,451          | 6,814                    | 34,351        |
| Wireless 9-1-1                | (4,012)       | (4,609)        | (2,115)                  | (22,606)      |
| <b>Admin Calls:</b>           | 13,622        | 14,385         | 13,971                   | 71,040        |
| <b>Incoming</b>               | <b>7,744</b>  | <b>8,057</b>   | <b>8,856</b>             | <b>40,846</b> |
| <b>Outgoing</b>               | <b>5,878</b>  | <b>6,328</b>   | <b>5,112</b>             | <b>30,194</b> |
| <b>Total Calls:</b>           | 19,621        | 20,897         | 20,552                   | 81,255        |
| <b>Abandoned 911 Calls</b>    | 433           | 384            | 446                      | 1,719         |
| <b>Daily Avg. 911 Calls:</b>  | 200           | 215            | 220                      | 238           |
| <b>Daily Avg. All Calls:</b>  | 591           | 478            | 672                      | 514           |
| <b>Avg. # Calls Per Hour</b>  | 25            | 20             | 28                       | 21            |
| <b>911 Ring Times:</b>        |               |                |                          |               |
| <10 sec                       | 5,665         | 6,224          | 6,595                    | 30,615        |
| >= 10 sec < 15 sec            | 284           | 257            | 189                      | 940           |
| >= 15 sec < 20 sec            | 25            | 22             | 18                       | 75            |
| >= 20 sec < 25 sec            | 15            | 4              | 8                        | 31            |
| >= 25 sec                     | 10            | 5              | 4                        | 23            |
| <b>Admin Ring Times:</b>      |               |                |                          |               |
| <10 sec                       | 7,337         | 7,675          | 8,350                    | 36,008        |
| >= 10 sec < 15 sec            | 319           | 296            | 238                      | 1,053         |
| >= 15 sec < 20 sec            | 48            | 50             | 32                       | 121           |
| >= 20 sec < 25 sec            | 20            | 12             | 17                       | 51            |
| >= 25 sec                     | 20            | 24             | 13                       | 67            |
| <b>Avg Call Process Time:</b> | 3:18          | 2:12           | 1:33                     | N/A           |

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|                          | Current Month | Previous Month | Same Month Previous Year | Year to Date   |
|--------------------------|---------------|----------------|--------------------------|----------------|
| <b>Radiolog Entries:</b> |               |                |                          |                |
| CPD                      | 24,004        | 26,207         | 19,720                   | 119,329        |
| NCSD                     | 51,195        | 50,065         | 48,013                   | 236,302        |
| PPD                      | 3,195         | 3,618          | 2,322                    | 15,127         |
| OPD                      | 990           | 1,061          | 1,376                    | 5,169          |
| CFD                      | 1,518         | 1,457          | 1,379                    | 7,865          |
| NCFD                     | 5,189         | 4,456          | 4,493                    | 23,889         |
| EMS                      | 6,719         | 6,597          | 5,773                    | 30,055         |
| NCAC                     | 115           | 116            | 117                      | 469            |
| GSP                      | 67            | 70             | 10                       | 188            |
| CNCC                     | 293           | 247            | 127                      | 1160           |
| Coroner                  | 38            | 45             | 81                       | 186            |
| EMA                      | 7             | 6              | 29                       | 33             |
| Oxf College              | 0             | 0              | 0                        | 0              |
| SIU                      | 196           | 153            | 57                       | 647            |
| Unclassified             | 31            | 111            | 76                       | 234            |
| CMC                      | 2             | 0              | 0                        | 2              |
| East Metro               | 0             | 104            | 0                        | 108            |
| NCDA                     | 780           | 495            | 0                        | 3123           |
| <b>Total:</b>            | <b>94,339</b> | <b>94,808</b>  | <b>83,573</b>            | <b>443,886</b> |

**CAD Totals:** 9,415 9,670 8,855 52,980

**Direct Answered Calls:** ALL CALLS ANSWERED DIRECTLY

**Open Records Requests:** 26 25 22 91