



Agency Response Figures and Percentages October 2010

Total CAD Calls Received – October 2010		9,020
Total Agency Calls Generated – October 2010		10,122
Law Calls Generated	8,470	83.68%
<i>Covington Police</i>	2,293	22.65%
<i>Georgia State Patrol</i>	67	.66%
<i>Animal Control</i>	41	.41%
<i>NC SO</i>	5,569	55.02%
<i>Oxford Police</i>	133	1.31%
<i>Porterdale Police</i>	367	3.63%
Fire Calls Generated	746	7.37%
<i>Covington Fire</i>	208	2.05%
<i>NC Fire</i>	538	5.32%
EMS Calls Generated	906	8.95%
<i>Newton EMS</i>	906	8.95%

2009 to 2010 Comparison					
October	2009	2010	+/-	%	
Law	8,099	8,470	371	4.58%	
Fire	609	746	137	22.50%	
EMS	851	906	55	6.46%	
CAD Rec'd	8,714	9,020	306	3.51%	
Calls Generated	9,559	10,122	563	5.89%	
Radio Log Entries	86,459	84,083	(2,376)	(2.75%)	

Previous Month Comparison					
	September	October	+/-	%	
Law	8,327	8,470	143	1.72%	
Fire	738	746	8	1.08%	
EMS	918	906	(12)	(1.37%)	
CAD Rec'd	8,846	9,020	174	1.97%	
Calls Generated	9,983	10,122	139	1.39%	
Radio Log Entries	83,097	84,083	986	1.19%	



**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: November 1, 2010
Re: Telecommunication Performance Measurements/**October 2010**

	Current Month	Previous Month	Same Month Previous Year	Year To Date
911 Calls:	6,155	5,087	6,197	46,111
Wireless 9-1-1	-4,162	-3,760	-4,083	-30,835
Admin Calls:	13,018	11,938	12,965	95,588
Incoming	7,469	6,882	7,855	54,960
Outgoing	5,549	5,056	5,110	40,628
Total Calls:	19,173	17,025	19,162	117,383

Daily Avg. 911 Calls:	199	164	207	152
Daily Avg. All Calls:	618	385	639	386
Avg. # Calls Per Hour	26	17	27	16

911 Ring Times:

<10 sec	5,956	5,865	1,019	42,164
>= 10 sec < 15 sec	175	203	3,908	1,364
>= 15 sec < 20 sec	14	21	1,115	110
>= 20 sec < 25 sec	7	14	107	51
>= 25 sec	3	7	34	30

Admin Ring Times:

<10 sec	7,216	7,216	1,566	49,986
>= 10 sec < 15 sec	200	211	4,935	1,472
>= 15 sec < 20 sec	29	35	1,065	205
>= 20 sec < 25 sec	9	16	120	93
>= 25 sec	15	26	58	99

Avg Call Process Time: 1:40 3:37 1:33 N/A

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	Current Month	Previous Month	Same Month Previous Year	Year to Date
Radiolog Entries:				
CPD	20,059	22,059	20,737	184,887
NCSD	45,789	43,655	44,060	374,131
PPD	2,890	2,660	2,169	24,665
OPD	915	966	1,191	8,081
CFD	1,424	1,710	1,277	15,311
NCFD	4,804	4,414	4,201	47,967
EMS	6,465	6,336	5,407	60,524
NCAC	144	208	81	1,228
GSP	274	114	5	794
CNCC	315	157	209	2,329
Coroner	84	47	31	444
EMA	5	12	34	60
Oxf College	0	0	0	0
SIU	23	22	73	979
Unclassified	0	0	0	294
CMC	0	0	8	2
East Metro	0	0	0	110
NCDA	1,232	1,064	104	7,040
Total:	84,423	83,424	79,585	728,846
CAD Totals:	9,020	8,846	8,634	89,873
Direct Answered Calls:	<u>ALL CALLS ANSWERED DIRECTLY</u>			
Open Records Requests:		17	23	82