



Agency Response Figures and Percentages January 2010

Total CAD Calls Received – January 2010	8,208
Total Agency Calls Generated – January 2010	9,273
Law Calls Generated	7,608 82.04%
<i>Covington Police</i>	2,141 23.09%
<i>Georgia State Patrol</i>	7 .08%
<i>Animal Control</i>	20 .22%
<i>NC SO</i>	4,883 52.66 %
<i>Oxford Police</i>	147 1.59%
<i>Porterdale Police</i>	410 4.42%
Fire Calls Generated	804 8.67%
<i>Covington Fire</i>	275 2.97%
<i>NC Fire</i>	529 5.70%
EMS Calls Generated	861 9.29 %
<i>Newton EMS</i>	861 9.29%

2009 to 2010 Comparison				
January	2009	2010	+/-	%
Law	7,832	7,608	(224)	(2.86%)
Fire	585	804	219	37.44%
EMS	809	861	52	6.43%
CAD Rec'd	8,372	8,208	(164)	(1.96%)
Calls Generated	9,226	9,273	47	.51%
Radio Log Entries	82,122	84,818	2,696	3.28%

Previous Month Comparison				
	December	January	+/-	%
Law	7,968	7,608	(360)	(4.52%)
Fire	696	804	108	15.52%
EMS	820	861	41	5.00%
CAD Rec'd	8,467	8,208	259	(3.06%)
Calls Generated	9,484	9,273	(211)	(2.22%)
Radio Log Entries	86,962	84,818	2,144	(2.47%)



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, Cook, Rickman, Herbert

Date: February 1, 2010

Re: Telecommunication Performance Measurements/ **January 2010**

	Current Month	Previous Month	Same Month Previous Year	Year To Date
911 Calls:	7,886	5,976	5,853	
Wireless 9-1-1	(4,040)	(5,306)	(3,845)	
Transfers:		N/A	310	
Admin Calls:	12,493	13,263	13,680	
Incoming	7,334	7,643	8,233	
Outgoing	5,159	5,620	5,447	
Transfers:	N/A	N/A	124	
Total Calls:	20,379	19,239	19,533	
Abandoned 911 Calls	N/A	N/A	396	
Daily Avg. 911 Calls:	254	193	189	
Daily Avg. All Calls:	657	621	630	
Avg. # Calls Per Hour	27	26	26	

911 Ring Times:

< 4 sec	878
>= 4 sec < 6 sec	3,996
>= 6 sec < 10 sec	856
>= 10 sec < 15 sec	86
>= 15 sec	31

Admin Ring Times:

< 4 sec	1,764
>= 4 sec < 6 sec	5,343
>= 6 sec < 10 sec	809
>= 10 sec < 15 sec	153
>= 15 sec	52

Avg Call Process Time: 1:33

