



Agency Response Figures and Percentages November 2010

Total CAD Calls Received – November 2010	8,287
Total Agency Calls Generated – November 2010	9,296
Law Calls Generated	7,762 83.50%
<i>Covington Police</i>	2,148 23.11%
<i>Georgia State Patrol</i>	44 .47%
<i>Animal Control</i>	30 .32%
<i>NC SO</i>	5,080 54.65%
<i>Oxford Police</i>	119 1.28%
<i>Porterdale Police</i>	341 3.67%
Fire Calls Generated	699 7.52%
<i>Covington Fire</i>	206 2.22%
<i>NC Fire</i>	493 5.30%
EMS Calls Generated	835 8.98%
<i>Newton EMS</i>	835 8.98%

2009 to 2010 Comparison				
November	2009	2010	+/-	%
Law	7,879	7,762	(117)	(1.48%)
Fire	603	699	96	15.92%
EMS	864	835	(29)	(3.36%)
CAD Rec'd	8,467	8,287	(180)	(2.13%)
Calls Generated	9,346	9,296	(50)	(.53%)
Radio Log Entries	83,391	75,970	(7,421)	(8.90%)

Previous Month Comparison				
	October	November	+/-	%
Law	8,470	7,762	(708)	(8.36%)
Fire	746	699	(47)	(6.30%)
EMS	906	835	(71)	(7.84%)
CAD Rec'd	9,020	8,287	(733)	(8.13%)
Calls Generated	10,122	9,296	(826)	(8.16%)
Radio Log Entries	84,083	75,970	(8,113)	(9.65%)



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

Mike Smith, Director

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Covington, GA 30014
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**Accredited since
2006**

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

	Current Month	Previous Month	Same Month Previous Year	Year To Date
911 Calls:	5,450	6,155	5,644	46,111
Wireless 9-1-1	-3,764	-4,162	-3,830	-30,835
Admin Calls:	12,070	13,018	13,017	95,588
Incoming	6,768	7,469	7,905	54,960
Outgoing	5,302	5,549	5,112	40,628
Total Calls:	17,520	19,173	18,661	117,383

Daily Avg. 911 Calls:	181	199	188	152
Daily Avg. All Calls:	584	618	622	386
Avg. # Calls Per Hour	24	26	25	16

911 Ring Times:

<10 sec	5,231	5,956	5,483	42,164
>= 10 sec < 15 sec	195	175	141	1,364
>= 15 sec < 20 sec	14	14	17	110
>= 20 sec < 25 sec	7	7	1	51
>= 25 sec	3	3	2	30

Admin Ring Times:

<10 sec	6,579	7,216	7,674	49,986
>= 10 sec < 15 sec	153	200	200	1,472
>= 15 sec < 20 sec	20	29	18	205
>= 20 sec < 25 sec	10	9	6	93
>= 25 sec	6	15	7	99

Avg Call Process Time: 2:16 1:40 3:11 N/A

Performance Measurements November 2010 Page 2

	Current Month	Previous Month	Same Month Previous Year	Year to Date
Radiolog Entries:				
CPD	19,713	20,059	21,575	204,600
NCSD	41,245	45,789	45,333	415,376
PPD	2,543	2,890	2,535	27,208
OPD	915	915	1,306	8,996
CFD	1,361	1,424	1,170	16,672
NCFD	3,859	4,804	4,474	51,826
EMS	5,657	6,465	5,681	66,181
NCAC	109	144	100	1,337
GSP	161	274	24	955
CNCC	300	315	242	2,629
Coroner	57	84	51	501
EMA	0	5	10	60
Oxf College	0	0	0	0
SIU	25	23	68	1004
Unclassified	25	0	20	319
CMC	0	0	0	2
East Metro	0	0	10	110
NCDA	0	1,232	792	7,040
Total:	75,970	84,423	83,391	804,816

CAD Totals: 9,296 9,020 8,466 99,169

Direct Answered Calls:

ALL CALLS ANSWERED DIRECTLY

Open Records Requests: 16 17 22 81