

## ChatComm 911 Executive Overview

Metric	January 2010	December 2010	Annual Total / Average	Growth / Improvement
911 Answer Time 0:10	88.4%	94.2%	93.3%	5.8%
911 Answer Time 0:30	97.4%	98.8%	98.6%	1.4%
Call Processing Time 1:00	83.0%	89.9%	87.7%	6.9%
High Priority Calls	88.2%	93.9%	92.0%	5.7%
Low Priority Calls	73.3%	82.8%	80.4%	9.5%
Call Processing Time 1:30	92.6%	96.3%	95.3%	3.7%
High Priority Calls	95.4%	98.2%	97.1%	2.8%
Low Priority Calls	87.4%	92.9%	92.1%	5.5%
Call Dispatch Time 1:00	58.4%	69.6%	70.0%	11.2%
High Priority Calls	60.7%	75.6%	74.4%	14.9%
Low Priority Calls	54.0%	58.9%	62.6%	4.9%
Number of 911 Calls	9060	9381	110450	3.5%
Received	7857	8329	96936	6.0%
Abandoned	1203	1052	13514	-12.6%
Admin Calls	15123	15008	170592	-0.8%
Incoming	7171	7422	84099	3.5%
Outgoing	7952	7586	86493	-4.6%
Total Phone Calls	24183	24389	281042	0.9%
Incoming	16231	16803	194549	3.5%
Outgoing	7952	7586	86493	-4.6%
Dispatched Incidents	8535	9746	114122	14.2%
City of Sandy Springs	6560	7279	86943	11.0%
Police - Sandy Springs	4676	5464	65205	16.9%
Fire - Sandy Springs	1009	1001	11719	-0.8%
EMS - Sandy Springs	875	814	10019	-7.0%
City of Johns Creek	1975	2467	27179	24.9%
Police - Johns Creek	1389	1804	20261	29.9%
Fire - Johns Creek	360	403	4229	11.9%
EMS - Johns Creek	226	260	2689	15.0%
Officer-Initiated Incidents	6283	7136	75666	13.6%
Police - Sandy Springs	2577	3032	31268	17.7%
Police - Johns Creek	3706	4104	44398	10.7%
Total Incidents	14818	16882	189788	13.9%
City of Sandy Springs	9137	10311	118211	12.8%
Police - Sandy Springs	7253	8496	96473	17.1%
Fire - Sandy Springs	1009	1001	11719	-0.8%
EMS - Sandy Springs	875	814	10019	-7.0%
City of Johns Creek	5681	6571	71577	15.7%
Police - Johns Creek	5095	5908	64659	16.0%
Fire - Johns Creek	360	403	4229	11.9%
EMS - Johns Creek	226	260	2689	15.0%
EMD Processing Time	2:03*	1:52	2:23*	9.8%
EMD Compliance Score	81.0%**	95.4%	91.9%**	14.4%
Record Requests	41	26	461	-36.6%
Complaints	7	2	53	-71.4%
Language Line Calls	73	92	1080	26.0%

\*Data for EMD Processing Time is only available from April through December.

\*\*Data for EMD Compliance is only available from February through December.