

ChatComm 911 Executive Overview

Metric	February 2011	February 2010	Variance Previous Year	Variance Target	Target
911 Answer Time 0:10	94.4%	91.2%	3.2%	4.4%	90.0%
911 Answer Time 0:30	98.9%	98.6%	0.3%	-0.1%	99.0%
Call Processing Time 1:00	90.5%	87.2%	3.3%	0.5%	90.0%
High Priority Calls	93.9%	90.4%	3.5%	3.9%	90.0%
Low Priority Calls	85.4%	81.8%	3.6%	-4.6%	90.0%
Call Processing Time 1:30	96.5%	94.4%	2.1%	1.5%	95.0%
High Priority Calls	97.6%	96.0%	1.6%	2.6%	95.0%
Low Priority Calls	94.8%	91.8%	3.0%	-0.2%	95.0%
Call Dispatch Time 1:00	70.9%	67.3%	3.6%	-19.1%	90.0%
High Priority Calls	76.6%	69.2%	7.4%	-13.4%	90.0%
Low Priority Calls	62.1%	63.9%	-1.8%	-27.9%	90.0%
Number of 911 Calls	8470	8102	4.5%	N/A	-
Received	7423	7062	5.1%	N/A	-
Abandoned	1047	1040	0.7%	N/A	-
Admin Calls	11565	13409	-13.8%	N/A	-
Incoming	5782	6391	-9.5%	N/A	-
Outgoing	5783	7018	-17.6%	N/A	-
Total Phone Calls	20035	21511	-6.9%	N/A	-
Incoming	14252	14493	-1.7%	N/A	-
Outgoing	5783	7018	-17.6%	N/A	-
Dispatched Incidents	8039	7632	5.3%	N/A	-
City of Sandy Springs	5994	5886	1.8%	N/A	-
Police - Sandy Springs	4375	4239	3.2%	N/A	-
Fire - Sandy Springs	927	852	8.8%	N/A	-
EMS - Sandy Springs	692	795	-13.0%	N/A	-
City of Johns Creek	2045	1746	17.1%	N/A	-
Police - Johns Creek	1509	1278	18.1%	N/A	-
Fire - Johns Creek	326	275	18.5%	N/A	-
EMS - Johns Creek	210	193	8.8%	N/A	-
Officer-Initiated Incidents	6524	5121	27.4%	N/A	-
Police - Sandy Springs	2433	2443	-0.4%	N/A	-
Police - Johns Creek	4091	2678	52.8%	N/A	-
Total Incidents	14563	12518	16.3%	N/A	-
City of Sandy Springs	8427	8329	1.2%	N/A	-
Police - Sandy Springs	6808	6682	1.9%	N/A	-
Fire - Sandy Springs	927	852	8.8%	N/A	-
EMS - Sandy Springs	692	795	-13.0%	N/A	-
City of Johns Creek	6136	4189	46.5%	N/A	-
Police - Johns Creek	5600	3721	50.5%	N/A	-
Fire - Johns Creek	326	275	18.5%	N/A	-
EMS - Johns Creek	210	193	8.8%	N/A	-
EMD Processing Time	1:46	N/A	N/A	N/A	-
EMD Compliance Score	98.2%	81.4%	16.8%	8.2%	90.0%