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MEMORANDUM

To: Mayor and City Council
From: Kimberly Greer, Assistant to the City Manager
Date: December 12, 2011
Subject: **ChatComm Monthly Performance Report**

BACKGROUND

On Monday, October 3, 2011, the Chattahoochee River 911 Authority (ChatComm) began answering 911 calls for Dunwoody. Following the conclusion of each month, ChatComm provides the City with a statistical overview of the month's performance detailing information including call answering time, incident processing time, and response times.

DISCUSSION

The Intergovernmental Agreement (IGA) the City has entered into with ChatComm stipulates certain performance standards must be met as it relates to call answering and call processing. First, 90% of all 911 calls should be answered within ten seconds or less. Secondly, 90% of high priority calls should be processed within 60 seconds or less and 90% of all calls should be processed within 90 seconds or less.

The monthly statistical reports are one method by which the City monitors ChatComm's performance to ensure we are receiving the appropriate level of service. Beginning on the first day of the fifth month of operations, financial penalties set in the IGA will be assessed for any deficiencies as it relates to the performance standards.

The October Statistical Report, attached hereto for reference, shows that 99.8% of 911 calls into ChatComm were answered in 10 seconds or less. Additionally, the Report shows that 88.5% of all Dunwoody calls were processed in less than 60 seconds.

Councilman Ross raised a concern regarding whether the provided Report reflects the performance level for the City as required in the IGA. Staff forwarded Councilman Ross's concerns to ChatComm and they have provided additional discussion of the Report in the attached memorandum.



TO: Kimberly Greer, City of Dunwoody

FROM: Joseph Estey, DDO

DATE: November 28, 2011

SUBJ: October 2011 Operational Statistics

As I understand the inquiry, the question posed was why is Dunwoody Police Department's metrics, as noted in the IGA between the Authority and the City of Dunwoody at a lower level than Sandy Springs and Johns Creek police departments comparatively and does this raise a negative performance level as specified in Schedule A of the IGA.

First, understand that both metrics identified in the IGA are defined by the actions of 911 Call Takers. All 911 calls come in without any indication of where they originate unless it is a land line that shows the ANI/ALI display. The Call Answering is pretty simple, time is measured from when the call hits the switch and is presented to the Automatic Call Distribution system and then routed to a Call Taker. For the metric, the time measured is from when it is first available to be answered until it is physically answered by a Call Taker.

Call Processing encompasses the time it takes to answer the 911 call until it is ready to be dispatched. In police calls, this entails identifying where the call is coming from and verifying the address and phone number, the city and the nature of the emergency and confirming that it is a police call. The Call Taker will "send" the call details of the incident to the police dispatcher at the earliest opportunity to get a unit dispatched to start the response, even, as in many cases, the Call Taker continues to extract and clarify information from the caller.

The Call Processing metric begins the same with all 911 calls, but, because they develop into specific calls for service in each city, the system can then track them with respect to each city and data can be displayed in that breakdown.

Call answering statistics is reported on as a whole for all three cities.

In the October 2011 ChatComm Statistical report, the following data is reported:

For All Nature Coded Incidents for Law Enforcement % of Calls processed in less than 1 minute (**Pages 7-16 of 32**):

Sandy Springs Police	93.2%
Johns Creek Police	97.5%
Dunwoody Police	88.5%

Note that these processing are for **ALL** incidents, not just High Priority as defined by the IGA and includes self initiated calls that have no processing time as they are reported by field units and thus have no call processing time. The number of the self initiated calls as a percentage of all calls will have a substantial effect on the total percentage for obvious reasons. On Page 24 of the report, the self initiated totals are reported and the numbers for each city's police department and percentage of total are, Sandy Springs 3,298 – 40%, Johns Creek 4,863 – 75% and Dunwoody 984 – 34%. I believe this is one of two factors in why the Dunwoody percentage is slightly behind.

On page 17 of the report, the data elements presented show **Incident Times Per Nature** Code for each city and here, incidents are broken down by priority. The IGA specifies the processing time for High Priority Calls in less than a minute as part of the processing metric. Specifically, the report indicates:

Sandy Springs Police	93.1%
Johns Creek Police	93.4%
Dunwoody Police	87.5%

The other fact that I believe is responsible for some portion of the difference between Dunwoody and the other two city police departments is the newness of processing calls for Dunwoody. Keep in mind that call takers processing calls for Sandy Springs and Johns Creek have been doing so now for two years. Many addresses and locations have become familiar in that time and are quickly recognized and more easily entered and dispatched as a result. Dunwoody addresses are new and less familiar, the city boundaries are not as readily familiar on the maps and call takers are being more deliberate to make sure that proper jurisdiction is noted for the calls. This translates to additional time.

I went back to the beginning of our live operations and looked at the same statistics for Sandy Springs and Johns Creek for September through December to see how our performance at that time compared. The results for only High Priority Calls process in less than a minute were:

	September	October	November	December
Sandy Springs	45.2%	64.4%	74%	78.4%
Johns Creek	45%	60.9%	70%	75.4%

As you can see, during the initial operations of getting used to new addresses and locations the less than 1 minute processing time was significantly lower than the 87.5% for Dunwoody in the first month. I believe that the facts that Dunwoody's GIS files were much more accurate and ChatComm employees much more experienced in both call taking and dispatching at this time has meant that, in actuality, Dunwoody's call processing times are comparatively ***higher*** at the beginning than they might have been had they been part of our original effort in 2009.

As per the IGA, iXP has 4 months to collect and analyze data and make adjustments to our systems and procedures before any financial penalties would be imposed and I am confident that the processing metric for Dunwoody calls will be above the 90% barrier well before that period.

Please let me know if you have additional questions.

Chattahoochee River 911 Authority



Statistical Overview

October 1, 2011 – October 30, 2011

ChatComm 911 Executive Overview

Metric	October 2011	October 2010	Variance Previous Year	Variance Target	Target	Page #
911 Answer Time 0:10	98.4%	95.1%	3.3%	8.4%	90.0%	1
911 Answer Time 0:30	99.6%	99.1%	0.5%	0.6%	99.0%	1
Call Processing Time 1:00	88.4%	87.5%	0.9%	-1.6%	90.0%	3
High Priority Calls	92.5%	91.6%	0.9%	2.5%	90.0%	3
Low Priority Calls	83.4%	80.8%	2.6%	-6.6%	90.0%	3
Call Processing Time 1:30	95.6%	94.9%	0.7%	0.6%	95.0%	3
High Priority Calls	97.3%	96.8%	0.5%	2.3%	95.0%	3
Low Priority Calls	93.4%	91.9%	1.5%	-1.6%	95.0%	3
Call Dispatch Time 1:00	70.1%	72.3%	-2.2%	N/A	-	5
High Priority Calls	74.9%	77.2%	-2.3%	N/A	-	5
Low Priority Calls	64.0%	64.0%	0.0%	N/A	-	5
Number of 911 Calls	12618	9590	31.6%	N/A	-	19
Received	12430	8440	47.3%	N/A	-	19
Abandoned	188	1150	-83.7%	N/A	-	19
Admin Calls	16291	13953	16.8%	N/A	-	19
Incoming	8133	6774	20.1%	N/A	-	19
Outgoing	8158	7179	13.6%	N/A	-	19
Total Phone Calls	28909	23543	22.8%	N/A	-	19
Incoming	20751	16364	26.8%	N/A	-	19
Outgoing	8158	7179	13.6%	N/A	-	19
Dispatched Incidents	10707	9976	7.3%	N/A	-	24
City of Sandy Springs	6668	7641	-12.7%	N/A	-	24
Police - Sandy Springs	4885	5678	-14.0%	N/A	-	24
Fire - Sandy Springs	978	1050	-6.9%	N/A	-	24
EMS - Sandy Springs	805	913	-11.8%	N/A	-	24
City of Johns Creek	2151	2335	-7.9%	N/A	-	24
Police - Johns Creek	1601	1761	-9.1%	N/A	-	24
Fire - Johns Creek	349	355	-1.7%	N/A	-	24
EMS - Johns Creek	201	219	-8.2%	N/A	-	24
Police - Dunwoody	1888	N/A	N/A	N/A	-	24
Officer-Initiated Incidents	9145	7206	26.9%	N/A	-	24
Police - Sandy Springs	3298	2855	15.5%	N/A	-	24
Police - Johns Creek	4863	4351	11.8%	N/A	-	24
Police - Dunwoody	984	N/A	N/A	N/A	-	24
Total Incidents	16980	15686	8.2%	N/A	-	24
City of Sandy Springs	9966	10496	-5.0%	N/A	-	24
Police - Sandy Springs	8183	8533	-4.1%	N/A	-	24
Fire - Sandy Springs	978	1050	-6.9%	N/A	-	24
EMS - Sandy Springs	805	913	-11.8%	N/A	-	24
City of Johns Creek	7014	5190	35.1%	N/A	-	24
Police - Johns Creek	6464	4616	40.0%	N/A	-	24
Fire - Johns Creek	349	355	-1.7%	N/A	-	24
EMS - Johns Creek	201	219	-8.2%	N/A	-	24
Police - Dunwoody	2872	N/A	N/A	N/A	-	24
EMD Processing Time		1:58	-8.2%	N/A	-	31
EMD Compliance Score	97.6%	92.7%	4.9%	7.6%	90.0%	31

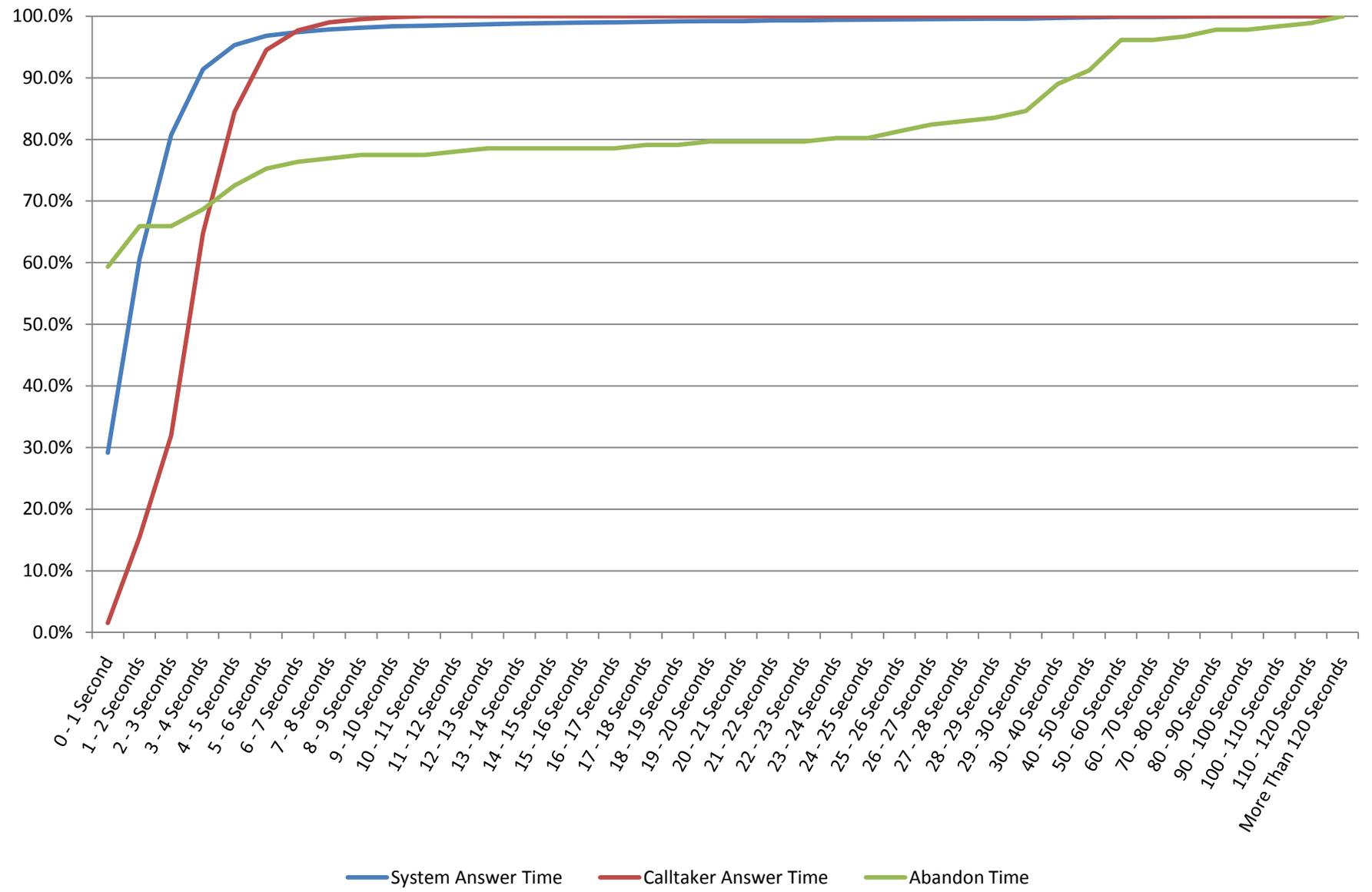
911 Answer Times

October 1, 2011 - October 31, 2011

Range Of Answer Time	System Answer Time		Calltaker Answer Time		Abandon Time	
	# Of Calls	Cumulative %	# Of Calls	Cumulative %	# Of Calls	Cumulative %
0 - 1 Second	3620	29.1%	191	1.5%	108	59.3%
1 - 2 Seconds	3910	60.6%	1736	15.5%	12	65.9%
2 - 3 Seconds	2498	80.7%	2049	32.0%	0	65.9%
3 - 4 Seconds	1320	91.4%	4076	64.8%	5	68.7%
4 - 5 Seconds	491	95.3%	2448	84.5%	7	72.5%
5 - 6 Seconds	186	96.8%	1246	94.5%	5	75.3%
6 - 7 Seconds	75	97.4%	395	97.7%	2	76.4%
7 - 8 Seconds	51	97.8%	167	99.0%	1	76.9%
8 - 9 Seconds	38	98.1%	62	99.5%	1	77.5%
9 - 10 Seconds	27	98.4%	39	99.8%	0	77.5%
10 - 11 Seconds	12	98.5%	20	100.0%	0	77.5%
11 - 12 Seconds	15	98.6%	1	100.0%	1	78.0%
12 - 13 Seconds	16	98.7%	0	100.0%	1	78.6%
13 - 14 Seconds	14	98.8%	0	100.0%	0	78.6%
14 - 15 Seconds	9	98.9%	0	100.0%	0	78.6%
15 - 16 Seconds	8	99.0%	0	100.0%	0	78.6%
16 - 17 Seconds	8	99.0%	0	100.0%	0	78.6%
17 - 18 Seconds	10	99.1%	0	100.0%	1	79.1%
18 - 19 Seconds	8	99.2%	0	100.0%	0	79.1%
19 - 20 Seconds	3	99.2%	0	100.0%	1	79.7%
20 - 21 Seconds	3	99.2%	0	100.0%	0	79.7%
21 - 22 Seconds	12	99.3%	0	100.0%	0	79.7%
22 - 23 Seconds	4	99.3%	0	100.0%	0	79.7%
23 - 24 Seconds	8	99.4%	0	100.0%	1	80.2%
24 - 25 Seconds	3	99.4%	0	100.0%	0	80.2%
25 - 26 Seconds	6	99.5%	0	100.0%	2	81.3%
26 - 27 Seconds	4	99.5%	0	100.0%	2	82.4%
27 - 28 Seconds	4	99.5%	0	100.0%	1	83.0%
28 - 29 Seconds	6	99.6%	0	100.0%	1	83.5%
29 - 30 Seconds	3	99.6%	0	100.0%	2	84.6%
30 - 40 Seconds	14	99.7%	0	100.0%	8	89.0%
40 - 50 Seconds	10	99.8%	0	100.0%	4	91.2%
50 - 60 Seconds	7	99.9%	0	100.0%	9	96.2%
60 - 70 Seconds	4	99.9%	0	100.0%	0	96.2%
70 - 80 Seconds	5	99.9%	0	100.0%	1	96.7%
80 - 90 Seconds	3	100.0%	0	100.0%	2	97.8%
90 - 100 Seconds	3	100.0%	0	100.0%	0	97.8%
100 - 110 Seconds	0	100.0%	0	100.0%	1	98.4%
110 - 120 Seconds	0	100.0%	0	100.0%	1	98.9%
More Than 120 Seconds	2	100.0%	0	100.0%	2	100.0%
Total	12420	N/A	12430	N/A	182	N/A

System Answer Time is from the time the 911 Call reaches the switch until a Calltaker answers the phone.
Calltaker Answer Time is from the time the 911 Call is presented to the Calltaker until the Calltaker answers the phone.
Abandon Time is the time the Caller stays on the line before disconnecting if contact is not made with a Calltaker.

911 Answer Times October 1, 2011 - October 31, 2011



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Dispatched Incident Processing Time By Priority Level

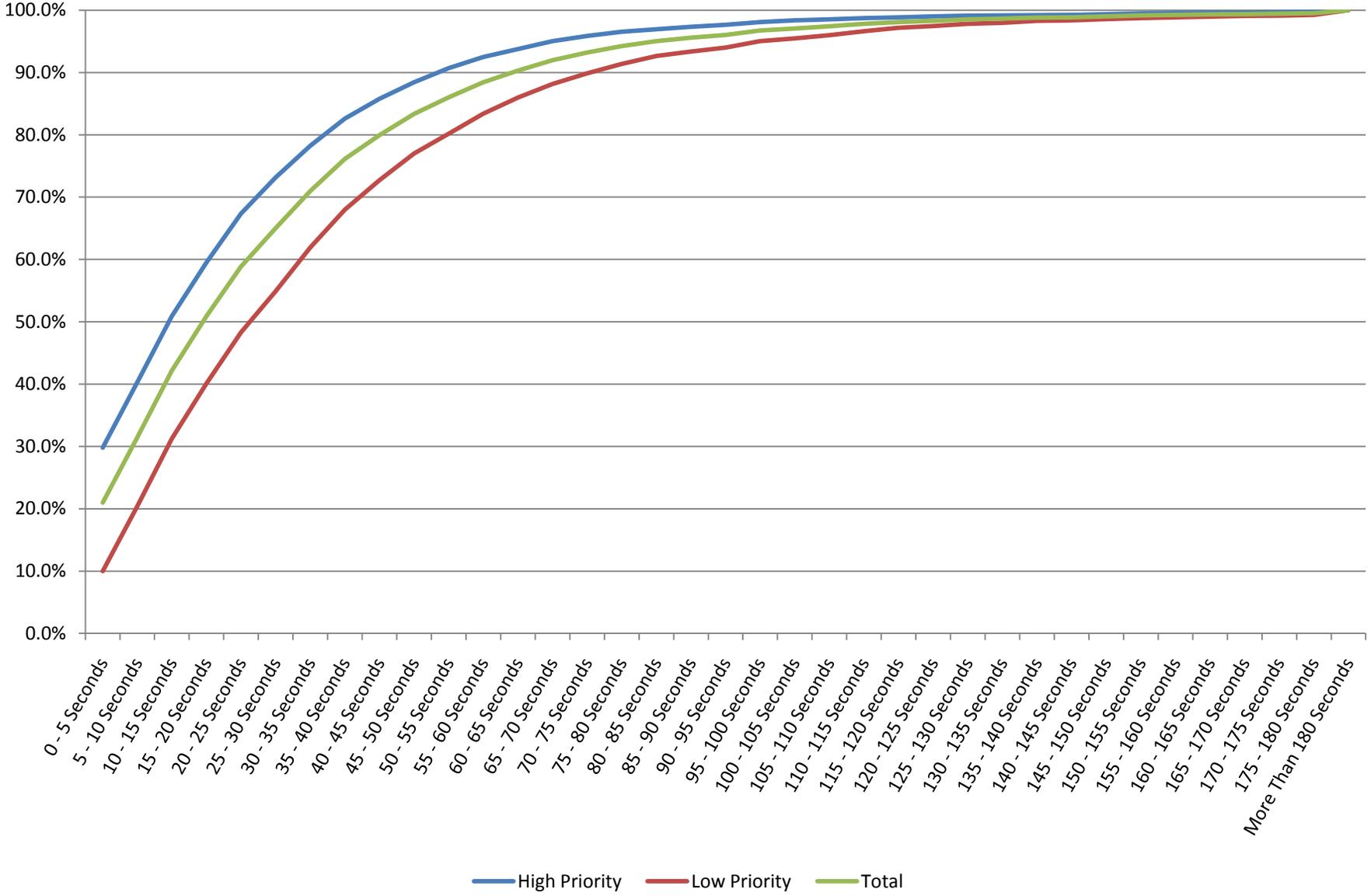
October 1, 2011 - October 31, 2011

	High Priority		Low Priority		Total	
	Call Count	Cumulative %	Call Count	Cumulative %	Call Count	Cumulative %
0 - 5 Seconds	1759	29.8%	472	10.0%	2231	21.0%
5 - 10 Seconds	621	40.3%	494	20.4%	1115	31.5%
10 - 15 Seconds	624	50.9%	510	31.2%	1134	42.1%
15 - 20 Seconds	510	59.5%	420	40.1%	930	50.9%
20 - 25 Seconds	463	67.3%	388	48.3%	851	58.9%
25 - 30 Seconds	342	73.1%	311	54.9%	653	65.0%
30 - 35 Seconds	302	78.3%	333	61.9%	635	71.0%
35 - 40 Seconds	257	82.6%	288	68.0%	545	76.1%
40 - 45 Seconds	187	85.8%	222	72.7%	409	80.0%
45 - 50 Seconds	158	88.5%	203	77.0%	361	83.4%
50 - 55 Seconds	134	90.7%	150	80.2%	284	86.0%
55 - 60 Seconds	104	92.5%	152	83.4%	256	88.4%
60 - 65 Seconds	75	93.8%	123	86.0%	198	90.3%
65 - 70 Seconds	76	95.0%	103	88.2%	179	92.0%
70 - 75 Seconds	50	95.9%	81	89.9%	131	93.2%
75 - 80 Seconds	38	96.5%	71	91.4%	109	94.2%
80 - 85 Seconds	24	96.9%	60	92.6%	84	95.0%
85 - 90 Seconds	23	97.3%	35	93.4%	58	95.6%
90 - 95 Seconds	20	97.7%	29	94.0%	49	96.0%
95 - 100 Seconds	26	98.1%	49	95.0%	75	96.7%
100 - 105 Seconds	15	98.4%	21	95.5%	36	97.1%
105 - 110 Seconds	11	98.5%	25	96.0%	36	97.4%
110 - 115 Seconds	11	98.7%	30	96.6%	41	97.8%
115 - 120 Seconds	7	98.8%	25	97.2%	32	98.1%
120 - 125 Seconds	9	99.0%	13	97.4%	22	98.3%
125 - 130 Seconds	7	99.1%	17	97.8%	24	98.5%
130 - 135 Seconds	2	99.2%	8	98.0%	10	98.6%
135 - 140 Seconds	4	99.2%	15	98.3%	19	98.8%
140 - 145 Seconds	1	99.2%	3	98.4%	4	98.8%
145 - 150 Seconds	8	99.4%	10	98.6%	18	99.0%
150 - 155 Seconds	7	99.5%	8	98.7%	15	99.2%
155 - 160 Seconds	5	99.6%	6	98.9%	11	99.3%
160 - 165 Seconds	2	99.6%	5	99.0%	7	99.3%
165 - 170 Seconds	0	99.6%	6	99.1%	6	99.4%
170 - 175 Seconds	3	99.7%	2	99.1%	5	99.4%
175 - 180 Seconds	4	99.7%	5	99.2%	9	99.5%
More Than 180 Seconds	16	100.0%	36	100.0%	52	100.0%
Total	5905	N/A	4729	N/A	10634	N/A

Dispatched Incidents are calls for service created in the CAD due to a phone call from a Citizen.

Dispatched Incident Processing Time By Priority Level October 1, 2011 - October 31, 2011

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Dispatched Incident Dispatching Time By Priority Level

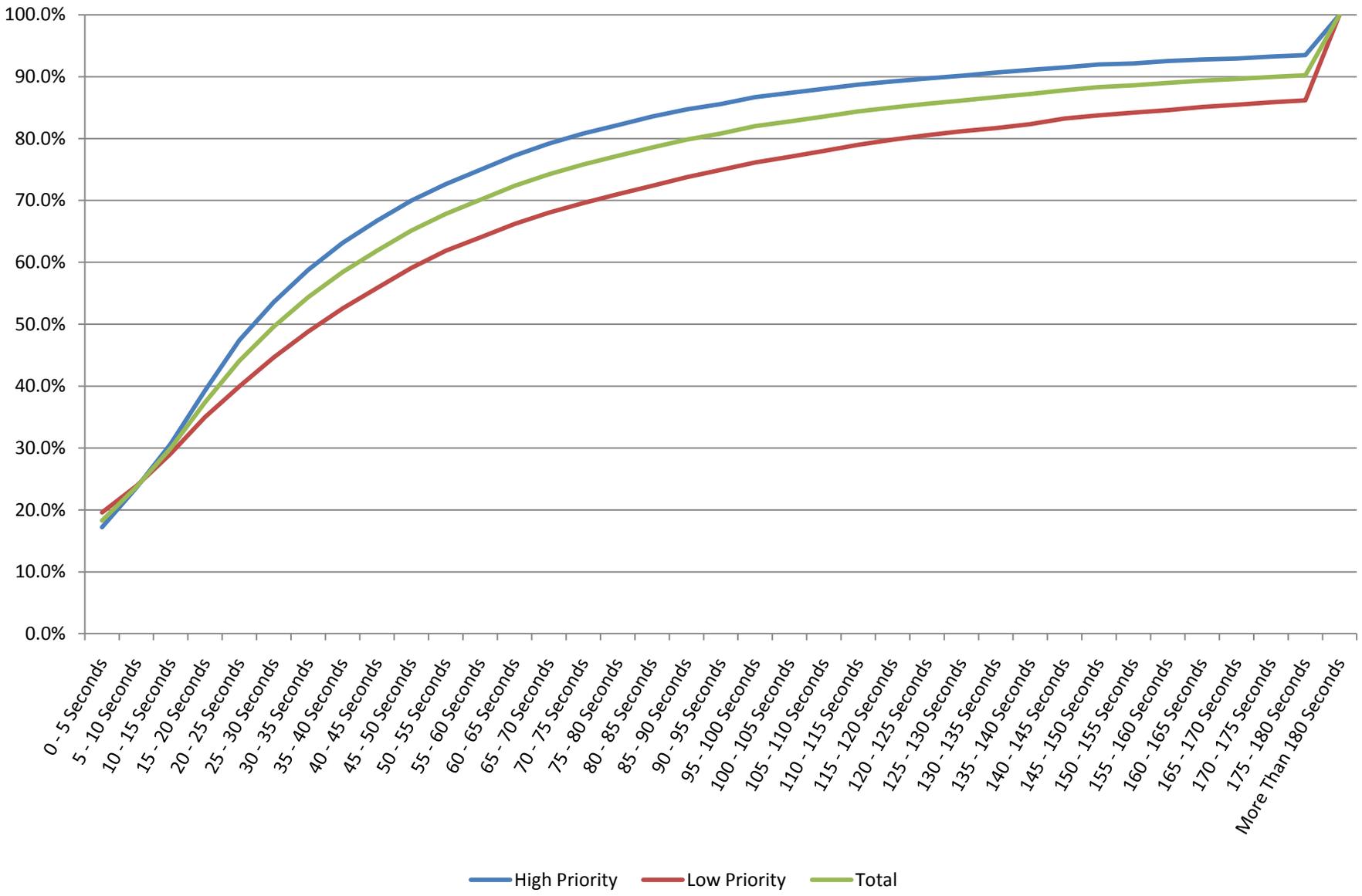
October 1, 2011 - October 31, 2011

	High Priority		Low Priority		Total	
	Call Count	Cumulative %	Call Count	Cumulative %	Call Count	Cumulative %
0 - 5 Seconds	1017	17.2%	926	19.6%	1943	18.3%
5 - 10 Seconds	376	23.6%	203	23.9%	579	23.7%
10 - 15 Seconds	417	30.7%	246	29.1%	663	30.0%
15 - 20 Seconds	509	39.3%	280	35.0%	789	37.4%
20 - 25 Seconds	481	47.4%	235	40.0%	716	44.1%
25 - 30 Seconds	364	53.6%	222	44.7%	586	49.6%
30 - 35 Seconds	308	58.8%	196	48.8%	504	54.4%
35 - 40 Seconds	256	63.1%	177	52.5%	433	58.4%
40 - 45 Seconds	211	66.7%	156	55.8%	367	61.9%
45 - 50 Seconds	193	70.0%	153	59.1%	346	65.1%
50 - 55 Seconds	157	72.6%	132	61.9%	289	67.8%
55 - 60 Seconds	135	74.9%	102	64.0%	237	70.1%
60 - 65 Seconds	138	77.3%	103	66.2%	241	72.3%
65 - 70 Seconds	113	79.2%	87	68.0%	200	74.2%
70 - 75 Seconds	97	80.8%	73	69.6%	170	75.8%
75 - 80 Seconds	81	82.2%	67	71.0%	148	77.2%
80 - 85 Seconds	80	83.5%	64	72.4%	144	78.6%
85 - 90 Seconds	68	84.7%	66	73.8%	134	79.8%
90 - 95 Seconds	52	85.6%	55	74.9%	107	80.8%
95 - 100 Seconds	66	86.7%	58	76.1%	124	82.0%
100 - 105 Seconds	40	87.4%	42	77.0%	82	82.8%
105 - 110 Seconds	40	88.0%	45	78.0%	85	83.6%
110 - 115 Seconds	39	88.7%	47	79.0%	86	84.4%
115 - 120 Seconds	31	89.2%	39	79.8%	70	85.0%
120 - 125 Seconds	28	89.7%	35	80.5%	63	85.6%
125 - 130 Seconds	25	90.1%	29	81.2%	54	86.1%
130 - 135 Seconds	31	90.7%	26	81.7%	57	86.7%
135 - 140 Seconds	27	91.1%	30	82.3%	57	87.2%
140 - 145 Seconds	23	91.5%	42	83.2%	65	87.8%
145 - 150 Seconds	27	92.0%	25	83.8%	52	88.3%
150 - 155 Seconds	11	92.1%	21	84.2%	32	88.6%
155 - 160 Seconds	22	92.5%	18	84.6%	40	89.0%
160 - 165 Seconds	14	92.8%	25	85.1%	39	89.4%
165 - 170 Seconds	11	92.9%	17	85.5%	28	89.6%
170 - 175 Seconds	17	93.2%	18	85.9%	35	89.9%
175 - 180 Seconds	15	93.5%	16	86.2%	31	90.2%
More Than 180 Seconds	385	100.0%	653	100.0%	1038	100.0%
Total	5905	N/A	4729	N/A	10634	N/A

Dispatched Incidents are calls for service created in the CAD due to a phone call from a Citizen.

Dispatched Incident Dispatching Time By Priority Level

October 1, 2011 - October 31, 2011



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Incident Times Per Nature Code

#L.1.

October 01, 2011 - October 31, 2011

Sandy Springs Police Department

Nature Code	Call	Processing Time		Dispatch Time		Response Time		Reaction Time	
	Count	Average	< 1 Min	Average	< 1 Min	Average	< 6 Min	Average	< 8 Min
911 HANG UP	452	00:12	97.8%	00:46	80.1%	01:40	88.1%	02:25	86.5%
ABANDONED VEHICLE	46	00:11	97.8%	01:14	84.8%	03:27	76.1%	04:52	73.9%
ACCIDENT NEGATIVE INJURIES	440	00:30	87.3%	02:07	58.0%	08:24	43.6%	10:53	42.0%
ACCIDENT PRIVATE PROP NEG INJ	68	00:33	85.3%	02:04	58.8%	08:16	44.1%	10:52	44.1%
ACCIDENT UNKNOWN INJURIES	39	00:00	100.0%	00:50	71.8%	04:43	64.1%	05:32	71.8%
ACCIDENT W ENTRAPMENT	2	00:00	100.0%	01:05	50.0%	02:20	100.0%	03:25	100.0%
ACCIDENT W INJURIES	44	00:03	100.0%	00:43	77.3%	03:52	79.5%	04:33	81.8%
ALARM CARBON MONOXID SYMPTOMA	2	00:00	100.0%	01:09	50.0%	02:28	100.0%	03:16	100.0%
ALARM DURESS OR PANIC	44	00:26	97.7%	01:27	79.5%	03:29	75.0%	04:55	75.0%
ALARM FIRE COMMERCIAL BUILDING	2	00:14	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
ALARM FIRE NON COMMERCIAL	1	00:12	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
ALARM HOLDUP	12	00:21	100.0%	00:45	83.3%	04:30	75.0%	05:38	75.0%
ALARM SILENT OR AUDIBLE	866	00:22	97.6%	01:12	73.6%	06:21	56.1%	07:35	57.9%
ANIMAL CALL	44	00:39	77.3%	03:32	56.8%	06:23	50.0%	08:50	45.5%
ARMED PERSON	8	00:42	75.0%	02:11	75.0%	05:00	75.0%	07:41	75.0%
ASSAULT IN PROGRESS	12	00:33	75.0%	00:35	91.7%	03:24	83.3%	04:31	83.3%
ASSAULT OR BATTERY	33	00:45	75.8%	01:56	72.7%	05:49	54.5%	08:31	48.5%
ASSIST CITIZEN FLAGDOWN	25	00:00	100.0%	00:02	100.0%	00:00	100.0%	00:02	100.0%
ASSIST OTHER AGENCY	6	00:00	100.0%	00:04	100.0%	02:57	83.3%	03:01	83.3%
BE ON THE LOOKOUT	5	00:48	60.0%	02:16	80.0%	00:03	100.0%	02:24	80.0%
BURGLARY	38	00:30	89.5%	01:35	57.9%	08:13	44.7%	10:19	47.4%
BURGLARY IN PROGRESS	9	00:35	88.9%	00:30	88.9%	03:59	77.8%	05:06	88.9%
BURGLARY JUST OCCURRED	1	00:00	100.0%	00:10	100.0%	03:09	100.0%	03:20	100.0%
BUSINESS CHECK	586	00:01	99.8%	00:02	99.7%	00:00	100.0%	00:04	99.7%
CHILD ABUSE OR NEGLECT	4	00:45	75.0%	00:50	75.0%	14:08	25.0%	15:45	25.0%
CIVIL DISPUTE 1 PARTY	40	00:41	75.0%	02:03	60.0%	07:48	52.5%	09:45	47.5%
CIVIL DISPUTE 2 OR MORE PARTIE	67	00:38	83.6%	02:49	59.7%	05:31	59.7%	08:51	61.2%
DAMAGE TO PROPERTY	88	00:37	83.0%	02:47	51.1%	08:18	51.1%	11:31	43.2%
DEMENTED PERSON	3	00:25	100.0%	01:27	66.7%	06:38	66.7%	08:31	66.7%
DISCHARGING FIREARMS	22	00:35	90.9%	03:05	72.7%	04:48	72.7%	08:12	81.8%
DISCHARGING FIREWORKS	2	00:59	100.0%	01:25	50.0%	03:17	50.0%	04:48	50.0%
DISORDERLY JUVENILE	34	00:39	79.4%	01:04	70.6%	05:36	61.8%	07:19	64.7%
DISORDERLY PERSON	38	00:34	84.2%	00:44	76.3%	04:45	68.4%	05:59	76.3%
DOMESTIC DISPUTE	171	00:37	83.0%	01:01	77.2%	05:51	61.4%	07:28	62.6%
ENTERING AUTO	83	00:29	86.7%	02:51	62.7%	09:50	38.6%	13:07	38.6%
ENTERING AUTO IN PROGRESS	1	00:56	100.0%	00:25	100.0%	03:06	100.0%	04:28	100.0%
ENTERING AUTO JUST OCCURRED	3	00:26	100.0%	00:38	66.7%	06:05	33.3%	07:11	66.7%
FIGHT	26	00:32	92.3%	00:36	88.5%	03:34	80.8%	04:33	84.6%
FIRE OUTSIDE SMALL	6	00:00	100.0%	00:46	66.7%	06:09	50.0%	06:36	50.0%
FIRE STRUCTURAL	27	00:00	100.0%	01:00	74.1%	03:26	85.2%	04:15	88.9%
FIRE TEST	1	00:59	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
FOUND PROPERTY	10	00:11	100.0%	03:19	60.0%	07:24	50.0%	10:55	50.0%
FRAUD	70	00:23	92.9%	03:27	55.7%	07:31	50.0%	11:20	44.3%
FRAUD IN PROGRESS	7	00:13	100.0%	00:54	71.4%	02:10	85.7%	03:18	100.0%
FUEL SPILL	1	00:00	100.0%	00:49	100.0%	15:05	0.0%	15:54	0.0%
GAS LEAK INSIDE STRUCTURE	2	00:00	100.0%	00:16	100.0%	02:21	100.0%	02:37	100.0%
GAS LEAK OUTSIDE STRUCTURE	3	00:00	100.0%	00:52	66.7%	04:27	66.7%	05:19	66.7%
HARASSMENT	24	00:37	87.5%	01:23	62.5%	09:43	41.7%	11:35	41.7%
HIT AND RUN ACCIDENT	66	00:34	78.8%	02:36	63.6%	09:30	39.4%	12:31	36.4%
HIT AND RUN ACCIDENT W INJURY	1	01:14	0.0%	00:49	100.0%	18:20	0.0%	20:23	0.0%
ILLEGAL DRUGS	32	00:15	96.9%	02:11	75.0%	02:07	84.4%	04:04	78.1%
ILLEGAL PARKING	36	00:27	88.9%	01:44	63.9%	08:13	50.0%	10:23	41.7%
IMPAIRED DRIVER	12	00:44	91.7%	00:48	83.3%	04:50	91.7%	05:54	91.7%
INFORMATION FOR OFFICER	439	00:23	86.8%	02:07	66.3%	03:20	79.0%	05:22	76.1%
LARCENY	128	00:28	87.5%	03:57	50.0%	10:07	34.4%	14:32	28.9%
LARCENY IN PROGRESS	3	00:17	100.0%	00:37	66.7%	05:03	66.7%	05:59	66.7%
LARCENY JUST OCCURRED	7	00:32	100.0%	00:55	85.7%	08:50	57.1%	10:07	42.9%
LITTERING ILLEGAL DUMPING	3	00:20	100.0%	02:25	33.3%	11:58	33.3%	14:44	33.3%
LOCKOUT W CHILD OR PET	5	00:00	100.0%	01:09	60.0%	03:44	60.0%	04:45	80.0%
LOITERING	15	00:27	93.3%	02:40	53.3%	06:53	53.3%	09:58	46.7%
LOST PROPERTY	25	00:22	96.0%	02:12	48.0%	05:38	64.0%	08:05	52.0%

MEDICAL RESPONSE 1 FD PD EMS	6	00:00	100.0%	00:38	83.3%	01:15	100.0%	01:22	100.0%
MEDICAL RESPONSE 2 FD EMS	3	00:00	100.0%	01:22	66.7%	03:41	66.7%	04:58	66.7%
MEDICAL RESPONSE 3 FD EMS PD	1	00:00	100.0%	01:39	0.0%	05:33	100.0%	07:12	100.0%
MEDICAL RESPONSE 4 FD EMS PD	46	00:03	100.0%	01:04	63.0%	04:40	63.0%	05:25	69.6%
MEDICAL RESPONSE 5 FD EMS	3	00:16	100.0%	00:04	100.0%	02:53	66.7%	03:06	66.7%
MEDICAL RESPONSE 5 FD EMS PD	19	00:02	100.0%	01:00	57.9%	04:15	68.4%	05:05	73.7%
MEDICAL RESPONSE 6 EMS	8	00:08	100.0%	00:37	75.0%	03:21	75.0%	04:00	75.0%
MISSING ADULT OR CHILD	15	00:32	73.3%	02:39	46.7%	05:12	60.0%	07:57	60.0%
MISSING OR RUNAWAY LOCATED	9	00:36	77.8%	02:54	66.7%	10:29	22.2%	13:55	22.2%
MOLESTATION	5	00:12	100.0%	01:33	60.0%	05:13	80.0%	06:20	80.0%
NOISE COMPLAINT	194	00:35	89.2%	02:12	56.2%	08:51	44.3%	11:13	42.3%
ODOR INVESTIGATION	4	00:00	100.0%	00:46	75.0%	06:50	50.0%	07:36	50.0%
PANHANDLING	7	00:21	85.7%	00:54	57.1%	07:22	57.1%	08:38	57.1%
PERSON DRUNK	16	00:29	87.5%	02:06	56.3%	05:48	62.5%	07:59	62.5%
PERSON HIT BY AUTO W INJURY	3	00:13	100.0%	00:42	66.7%	01:25	100.0%	02:20	100.0%
PERSON SCREAMING	7	00:29	100.0%	00:44	85.7%	03:36	85.7%	04:49	71.4%
PERSON SHOT	1	00:59	100.0%	01:20	0.0%	00:00	100.0%	02:20	100.0%
PERSON STABBED	1	00:00	100.0%	00:37	100.0%	05:11	100.0%	05:48	100.0%
PRE ALERT	5	00:26	100.0%	00:43	80.0%	00:00	100.0%	00:00	100.0%
PRISONER TRANSPORT	55	00:28	87.3%	12:02	40.0%	34:43	38.2%	47:14	34.5%
PROWLER	1	01:15	0.0%	00:23	100.0%	02:29	100.0%	04:07	100.0%
PUBLIC INDECENCY	5	00:23	100.0%	01:01	80.0%	04:28	80.0%	05:53	80.0%
RECKLESS DRIVING TRAFFIC VIOLA	215	00:35	84.7%	00:21	89.8%	00:22	97.7%	00:36	97.2%
REPO ENTRY ONLY	40	00:22	95.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
RESIDENTIAL CHECK	256	00:03	99.2%	00:13	96.9%	00:18	98.0%	00:31	97.7%
ROBBERY	1	00:47	100.0%	00:13	100.0%	06:47	0.0%	07:48	100.0%
ROBBERY IN PROGRESS	1	00:25	100.0%	00:53	100.0%	00:53	100.0%	02:11	100.0%
ROBBERY JUST OCCURRED	4	00:19	100.0%	00:11	100.0%	01:14	100.0%	01:45	100.0%
RUNAWAY JUVENILE	6	00:57	66.7%	01:20	50.0%	06:17	33.3%	08:35	33.3%
SERVICE CALL	3	00:37	100.0%	00:15	100.0%	00:00	100.0%	00:00	100.0%
SEXUAL ASSAULT	3	01:04	33.3%	06:27	66.7%	09:40	66.7%	17:12	66.7%
SHOPLIFTING ALREADY OCCURRED	5	00:31	80.0%	00:46	80.0%	04:50	80.0%	06:08	80.0%
SOLICITATIONS	45	00:19	93.3%	02:35	64.4%	07:31	60.0%	10:24	51.1%
STALKING	4	00:46	50.0%	00:59	50.0%	06:54	75.0%	08:26	75.0%
STOLEN VEHICLE LOCATED	1	00:25	100.0%	01:21	0.0%	06:21	0.0%	08:07	0.0%
STRANDED MOTORIST	224	00:17	92.4%	00:56	82.1%	03:52	73.7%	04:55	72.8%
SUICIDE ATTEMPT	14	00:06	100.0%	01:10	64.3%	06:01	42.9%	07:19	64.3%
SUICIDE THREAT	13	00:31	76.9%	01:14	61.5%	06:29	53.8%	08:15	38.5%
SUSPICIOUS ACTIVITY	78	00:38	83.3%	01:46	53.8%	05:10	65.4%	07:25	55.1%
SUSPICIOUS PACKAGE NO SYMPTOMS	1	00:00	100.0%	00:40	100.0%	04:59	100.0%	05:40	100.0%
SUSPICIOUS PERSON	152	00:24	90.8%	00:50	73.7%	03:59	69.7%	05:08	74.3%
SUSPICIOUS VEHICLE	104	00:24	90.4%	01:02	74.0%	03:58	70.2%	05:17	68.3%
TECHNICAL RESCUE	1	00:00	100.0%	00:38	100.0%	03:07	100.0%	03:45	100.0%
THREATS	27	00:40	77.8%	02:55	51.9%	08:54	40.7%	12:28	40.7%
TRAFFIC HAZARD	235	00:27	88.5%	01:51	61.3%	06:52	51.9%	08:53	53.6%
TRAFFIC STOP	1707	00:00	99.9%	00:00	99.9%	00:01	99.9%	00:01	99.9%
TRAFFIC STOP W SUSP ACTIVITY	1	01:21	0.0%	00:04	100.0%	00:00	100.0%	01:25	100.0%
TREE DOWN OBSTRUCTING ROADWAY	9	00:00	100.0%	00:25	100.0%	10:05	33.3%	10:31	33.3%
TROUBLE UNKOWN	19	00:39	84.2%	01:05	78.9%	04:08	68.4%	05:49	78.9%
VEHICLE FIRE	12	00:00	100.0%	00:36	83.3%	05:29	58.3%	06:04	66.7%
VEHICLE STOLEN	42	00:47	81.0%	01:07	59.5%	08:49	42.9%	10:30	42.9%
WANTED PERSON	29	00:05	96.6%	00:21	86.2%	01:38	89.7%	02:04	89.7%
WATER MAIN BREAK	1	00:00	100.0%	01:12	0.0%	14:04	0.0%	15:16	0.0%
WELFARE CHECK	122	00:38	80.3%	01:59	48.4%	06:58	45.1%	09:28	41.8%
WIRES DOWN OR ARCING	1	00:00	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
WORK TRAFFIC	103	00:20	87.4%	02:03	75.7%	02:37	83.5%	04:41	82.5%
Sandy Springs Police Department	8183	00:17	93.2%	02:47	78.5%	03:58	74.6%	06:52	74.1%

Sandy Springs Fire Rescue

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Nature Code	Call Count	Processing Time		Dispatch Time		Response Time		Reaction Time	
		Average	< 1 Min	Average	< 1 Min	Average	< 6 Min	Average	< 8 Min
ACCIDENT NEGATIVE INJURIES	1	00:00	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
ACCIDENT UNKNOWN INJURIES	38	00:00	100.0%	00:44	76.3%	04:49	63.2%	05:16	73.7%
ACCIDENT W ENTRAPMENT	1	00:00	100.0%	00:21	100.0%	04:30	100.0%	04:51	100.0%
ACCIDENT W INJURIES	51	00:00	100.0%	00:35	84.3%	04:08	68.6%	04:35	80.4%
ALARM CARBON MONOXID NONSYMPT	2	00:09	100.0%	00:06	100.0%	06:59	50.0%	07:15	50.0%
ALARM CARBON MONOXID SYMPTOMA	1	00:21	100.0%	00:34	100.0%	09:26	0.0%	10:22	0.0%
ALARM FIRE COMMERCIAL BUILDING	70	00:32	90.0%	00:18	97.1%	05:34	48.6%	06:13	61.4%
ALARM FIRE NON COMMERCIAL	50	00:35	88.0%	00:21	94.0%	03:49	64.0%	04:25	72.0%
ALARM MEDICAL	21	00:31	90.5%	00:26	95.2%	04:02	76.2%	04:50	85.7%
ANIMAL CALL	1	00:00	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
EXTRICATION OR ENTRAPMENT	2	00:00	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
FIRE BRUSH TREE	5	00:29	100.0%	00:02	100.0%	01:24	80.0%	01:27	100.0%
FIRE DUMPSTER TRASH	1	00:12	100.0%	00:11	100.0%	08:41	0.0%	09:05	0.0%
FIRE OUTSIDE SMALL	4	01:30	50.0%	00:18	100.0%	06:18	25.0%	07:28	50.0%
FIRE STRUCTURAL	25	00:43	84.0%	00:33	96.0%	05:30	64.0%	06:44	76.0%
FIRE TEST	37	00:21	83.8%	00:00	100.0%	00:00	100.0%	00:00	100.0%
FUEL SPILL	1	00:55	100.0%	00:11	100.0%	17:33	0.0%	18:39	0.0%
GAS LEAK INSIDE STRUCTURE	1	00:38	100.0%	00:11	100.0%	01:47	100.0%	02:37	100.0%
GAS LEAK OUTSIDE STRUCTURE	5	00:47	60.0%	01:01	60.0%	07:19	20.0%	09:09	20.0%
HAZARDOUS MATERIAL	1	00:21	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
HIT AND RUN ACCIDENT W INJURY	2	00:00	100.0%	00:32	100.0%	05:37	100.0%	06:09	100.0%
ILLEGAL BURN	2	00:41	100.0%	00:15	100.0%	09:06	0.0%	10:03	50.0%
INFORMATION FOR OFFICER	1	00:11	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
INVALID ASSIST	15	00:31	86.7%	00:26	100.0%	08:14	13.3%	09:13	33.3%
LOCKOUT W CHILD OR PET	2	00:38	100.0%	00:25	100.0%	04:09	50.0%	04:42	50.0%
MEDICAL RESPONSE 1 FD EMS	8	00:13	87.5%	00:07	100.0%	02:54	75.0%	03:15	87.5%
MEDICAL RESPONSE 1 FD PD EMS	1	00:00	100.0%	00:03	100.0%	09:36	0.0%	09:39	0.0%
MEDICAL RESPONSE 2 FD EMS	123	00:00	100.0%	00:07	98.4%	04:58	61.0%	05:05	80.5%
MEDICAL RESPONSE 3 FD EMS PD	6	00:00	100.0%	00:26	83.3%	08:30	16.7%	08:57	50.0%
MEDICAL RESPONSE 4 FD EMS	111	00:01	99.1%	00:21	92.8%	05:50	51.4%	06:11	73.9%
MEDICAL RESPONSE 4 FD EMS PD	43	00:01	100.0%	00:18	97.7%	04:37	67.4%	04:55	90.7%
MEDICAL RESPONSE 5 FD EMS	182	00:02	98.9%	00:23	94.5%	04:28	67.0%	04:47	79.1%
MEDICAL RESPONSE 5 FD EMS PD	17	00:00	100.0%	00:08	100.0%	04:49	70.6%	04:55	82.4%
MEDICAL RESPONSE 6 EMS	1	00:00	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
MESSAGE FOR FIRE	4	00:20	100.0%	00:37	75.0%	00:00	100.0%	00:00	100.0%
MUTUAL AID REQUEST	25	00:09	100.0%	00:01	100.0%	03:31	76.0%	03:39	80.0%
ODOR INVESTIGATION	2	00:34	50.0%	00:04	100.0%	05:54	50.0%	06:34	50.0%
PERSON HIT BY AUTO W INJURY	3	00:00	100.0%	00:14	100.0%	03:02	100.0%	03:16	100.0%
PERSON SHOT	1	00:00	100.0%	00:58	100.0%	00:00	100.0%	00:00	100.0%
PERSON STABBED	1	00:00	100.0%	00:05	100.0%	06:17	0.0%	06:22	100.0%
PERSON STUCK IN ELEVATOR	6	00:49	83.3%	00:29	100.0%	09:15	16.7%	10:35	16.7%
PRE ALERT	1	00:00	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
PRISONER TRANSPORT	1	00:00	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
SERVICE CALL	51	00:34	76.5%	00:41	82.4%	06:20	33.3%	07:35	45.1%
SMOKE INVESTIGATION OUTSIDE	3	01:12	66.7%	00:12	100.0%	02:50	100.0%	03:59	100.0%
SUICIDE ATTEMPT	21	00:00	100.0%	00:29	85.7%	06:33	42.9%	06:56	66.7%
SUSPICIOUS PACKAGE NO SYMPTOMS	2	00:28	100.0%	00:08	100.0%	02:16	100.0%	02:53	100.0%
TECHNICAL RESCUE	1	00:00	100.0%	00:45	100.0%	00:31	100.0%	01:16	100.0%
TRANSFORMER PROBLEM	1	00:00	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
TREE DOWN OBSTRUCTING ROADWAY	8	00:25	100.0%	00:24	87.5%	07:02	25.0%	07:50	25.0%
VEHICLE FIRE	13	00:31	84.6%	00:29	92.3%	04:16	69.2%	05:10	92.3%
WATERCRAFT IN DISTRESS	1	00:43	100.0%	00:46	100.0%	03:25	100.0%	04:54	100.0%
WIRES DOWN OR ARCING	1	00:07	100.0%	00:08	100.0%	03:54	100.0%	04:09	100.0%
Sandy Springs Fire Rescue	978	00:12	94.7%	00:21	93.6%	04:47	60.7%	05:14	74.6%

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RMA - Sandy Springs

<u>Nature Code</u>	<u>Call Count</u>	<u>Processing Time</u>		<u>Dispatch Time</u>		<u>Response Time</u>		<u>Reaction Time</u>	
		<u>Average</u>	<u>< 1 Min</u>	<u>Average</u>	<u>< 1 Min</u>	<u>Average</u>	<u>< 6 Min</u>	<u>Average</u>	<u>< 8 Min</u>
ACCIDENT NEGATIVE INJURIES	1	01:06	0.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
ACCIDENT UNKNOWN INJURIES	18	00:19	94.4%	00:23	88.9%	03:44	72.2%	04:22	83.3%
ACCIDENT W ENTRAPMENT	1	00:00	100.0%	00:13	100.0%	06:21	0.0%	06:34	100.0%
ACCIDENT W INJURIES	25	00:17	96.0%	00:31	84.0%	03:12	72.0%	03:39	84.0%
ALARM CARBON MONOXID SYMPTOMA	3	00:00	100.0%	00:18	100.0%	05:12	33.3%	05:30	33.3%
ALARM MEDICAL	20	00:03	95.0%	00:26	95.0%	03:06	80.0%	03:27	90.0%
FIRE STRUCTURAL	29	00:00	100.0%	00:40	72.4%	03:21	65.5%	03:37	75.9%
HIT AND RUN ACCIDENT W INJURY	2	00:00	100.0%	00:24	100.0%	06:10	50.0%	06:34	100.0%
INVALID ASSIST	1	00:27	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
MEDICAL RESPONSE 1 FD EMS	3	00:00	100.0%	00:27	100.0%	08:18	0.0%	08:45	33.3%
MEDICAL RESPONSE 1 FD EMS PD	12	00:27	100.0%	00:16	100.0%	06:25	33.3%	06:58	58.3%
MEDICAL RESPONSE 2 FD EMS	18	00:05	100.0%	00:25	94.4%	06:12	50.0%	06:39	50.0%
MEDICAL RESPONSE 3 FD EMS	1	00:00	100.0%	00:39	100.0%	06:48	0.0%	07:27	100.0%
MEDICAL RESPONSE 3 FD EMS PD	6	00:20	83.3%	00:29	83.3%	10:25	16.7%	11:15	33.3%
MEDICAL RESPONSE 4 FD EMS	132	00:31	91.7%	00:25	95.5%	07:05	34.8%	08:01	51.5%
MEDICAL RESPONSE 4 FD EMS PD	93	00:33	84.9%	00:32	83.9%	05:50	49.5%	06:42	63.4%
MEDICAL RESPONSE 5 FD EMS	204	00:35	86.8%	00:26	92.2%	06:35	45.1%	07:36	63.7%
MEDICAL RESPONSE 5 FD EMS PD	23	00:25	95.7%	00:27	91.3%	06:17	52.2%	07:02	60.9%
MEDICAL RESPONSE 6 EMS	101	00:29	91.1%	00:39	87.1%	09:09	26.7%	10:16	33.7%
MEDICAL RESPONSE EMS ONLY	4	00:00	100.0%	00:26	100.0%	08:47	75.0%	09:08	75.0%
PERSON HIT BY AUTO W INJURY	2	00:07	100.0%	00:07	100.0%	00:00	100.0%	00:00	100.0%
PERSON SHOT	1	00:00	100.0%	00:35	100.0%	17:08	0.0%	17:44	0.0%
PERSON STABBED	1	00:23	100.0%	00:06	100.0%	07:32	0.0%	08:01	0.0%
PRE ALERT	71	00:22	85.9%	00:19	93.0%	03:29	70.4%	03:53	74.6%
SERVICE CALL	1	00:42	100.0%	00:10	100.0%	00:00	100.0%	00:00	100.0%
SUICIDE ATTEMPT	21	00:39	71.4%	00:21	100.0%	09:02	38.1%	10:04	42.9%
SUICIDE THREAT	10	00:21	80.0%	00:35	80.0%	08:40	20.0%	09:36	30.0%
TECHNICAL RESCUE	1	00:27	100.0%	00:23	100.0%	09:04	0.0%	09:55	0.0%
RMA - Sandy Springs	805	00:27	89.4%	00:28	90.6%	06:20	46.3%	07:10	59.4%

Johns Creek Police Department

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Nature Code	Call Count	Processing Time		Dispatch Time		Response Time		Reaction Time	
		Average	< 1 Min	Average	< 1 Min	Average	< 6 Min	Average	< 8 Min
911 HANG UP	133	00:11	98.5%	00:30	83.5%	01:46	85.0%	02:14	89.5%
ABANDONED VEHICLE	14	00:33	85.7%	02:02	71.4%	05:45	42.9%	08:19	42.9%
ACCIDENT NEGATIVE INJURIES	174	00:27	91.4%	01:35	74.7%	08:40	39.7%	10:41	42.0%
ACCIDENT PRIVATE PROP NEG INJ	29	09:39	86.2%	03:01	69.0%	07:14	48.3%	19:38	34.5%
ACCIDENT UNKNOWN INJURIES	3	00:00	100.0%	00:22	100.0%	10:01	33.3%	10:24	33.3%
ACCIDENT W INJURIES	11	00:00	100.0%	00:26	100.0%	04:26	81.8%	04:53	90.9%
ALARM DURESS OR PANIC	23	00:22	100.0%	00:46	65.2%	05:39	56.5%	06:34	73.9%
ALARM FIRE COMMERCIAL BUILDING	2	00:43	50.0%	01:48	50.0%	00:00	100.0%	00:00	100.0%
ALARM FIRE NON COMMERCIAL	1	00:09	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
ALARM SILENT OR AUDIBLE	389	00:24	96.4%	01:14	78.7%	05:51	55.0%	07:11	58.9%
ANIMAL CALL	23	00:38	69.6%	02:41	60.9%	03:59	69.6%	07:01	65.2%
ARMED PERSON	6	00:49	83.3%	00:39	83.3%	05:32	66.7%	06:58	66.7%
ASSAULT IN PROGRESS	3	00:58	66.7%	00:21	100.0%	03:26	66.7%	04:30	66.7%
ASSAULT OR BATTERY	7	00:56	71.4%	00:55	71.4%	07:43	28.6%	09:35	28.6%
ASSIST CITIZEN FLAGDOWN	11	00:07	90.9%	00:01	100.0%	00:00	100.0%	00:08	100.0%
ASSIST OTHER AGENCY	2	00:14	100.0%	00:20	100.0%	02:27	100.0%	03:02	100.0%
BE ON THE LOOKOUT	4	01:46	25.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
BURGLARY	7	00:37	71.4%	00:28	100.0%	07:02	71.4%	08:08	71.4%
BURGLARY IN PROGRESS	2	00:47	100.0%	00:33	100.0%	07:09	50.0%	08:30	50.0%
BUSINESS CHECK	2146	00:01	100.0%	00:00	100.0%	00:00	100.0%	00:01	100.0%
CHILD ABUSE OR NEGLECT	3	02:31	66.7%	00:55	66.7%	00:00	100.0%	00:00	100.0%
CIVIL DISPUTE 1 PARTY	12	00:32	91.7%	02:11	75.0%	10:23	33.3%	13:05	41.7%
CIVIL DISPUTE 2 OR MORE PARTIE	18	00:37	88.9%	01:24	66.7%	05:41	55.6%	07:38	55.6%
DAMAGE TO PROPERTY	22	00:28	90.9%	01:40	68.2%	07:53	54.5%	09:48	59.1%
DELIVER EMERGENCY MESSAGE	4	00:22	100.0%	02:25	25.0%	15:40	25.0%	18:29	25.0%
DEMENTED PERSON	1	00:15	100.0%	00:36	100.0%	02:27	100.0%	03:18	100.0%
DISCHARGING FIREARMS	7	01:00	71.4%	01:43	28.6%	05:19	71.4%	07:21	57.1%
DISCHARGING FIREWORKS	9	00:23	88.9%	01:01	55.6%	03:57	88.9%	05:05	88.9%
DISORDERLY JUVENILE	27	00:32	85.2%	00:53	63.0%	08:17	51.9%	09:32	51.9%
DISORDERLY PERSON	10	00:28	90.0%	00:51	90.0%	05:33	60.0%	06:46	70.0%
DOMESTIC DISPUTE	36	00:49	83.3%	02:57	63.9%	08:01	38.9%	11:49	50.0%
ENTERING AUTO	19	00:26	94.7%	04:25	52.6%	11:14	31.6%	16:06	21.1%
ENTERING AUTO JUST OCCURRED	1	00:09	100.0%	00:26	100.0%	03:51	100.0%	04:27	100.0%
FIGHT	2	00:13	100.0%	00:39	100.0%	06:15	50.0%	07:08	50.0%
FIRE OUTSIDE SMALL	5	00:00	100.0%	00:17	100.0%	02:30	80.0%	02:41	80.0%
FIRE REPORTED OUT	1	00:00	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
FIRE STRUCTURAL	10	00:00	100.0%	02:33	90.0%	02:43	90.0%	03:03	100.0%
FOUND PROPERTY	4	00:47	75.0%	06:39	50.0%	05:31	50.0%	12:34	50.0%
FRAUD	36	00:18	94.4%	04:48	72.2%	07:26	58.3%	12:28	58.3%
GAS LEAK OUTSIDE STRUCTURE	3	00:00	100.0%	01:23	66.7%	05:10	66.7%	06:34	33.3%
HARASSMENT	11	00:47	72.7%	00:50	90.9%	09:42	9.1%	11:16	9.1%
HIT AND RUN ACCIDENT	24	00:33	79.2%	02:23	66.7%	08:42	45.8%	11:40	37.5%
ILLEGAL BURN	1	00:13	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
ILLEGAL DRUGS	6	00:36	83.3%	01:17	66.7%	09:57	33.3%	11:38	33.3%
ILLEGAL PARKING	13	00:10	100.0%	00:34	76.9%	04:18	69.2%	05:03	61.5%
IMPAIRED DRIVER	6	01:05	66.7%	01:00	66.7%	02:35	83.3%	03:33	83.3%
INFORMATION FOR OFFICER	123	00:18	91.1%	01:09	72.4%	03:02	82.1%	04:21	82.1%
LARCENY	33	00:26	84.8%	03:02	57.6%	09:04	36.4%	12:24	36.4%
LITTERING ILLEGAL DUMPING	2	01:07	50.0%	02:21	0.0%	04:06	50.0%	05:31	50.0%
LOCKOUT W CHILD OR PET	2	00:00	100.0%	00:56	50.0%	01:58	100.0%	02:16	100.0%
LOITERING	3	00:18	100.0%	00:38	66.7%	03:35	66.7%	04:32	66.7%
LOST PROPERTY	6	01:01	66.7%	00:21	100.0%	14:56	33.3%	16:14	33.3%
MEDICAL RESPONSE 4 FD EMS PD	18	00:04	100.0%	00:39	77.8%	04:08	77.8%	04:49	83.3%
MEDICAL RESPONSE 5 FD EMS	1	00:07	100.0%	00:14	100.0%	08:47	0.0%	09:09	0.0%
MEDICAL RESPONSE 5 FD EMS PD	4	00:00	100.0%	00:43	75.0%	05:54	50.0%	06:38	100.0%
MEDICAL RESPONSE 6 EMS	1	00:24	100.0%	01:24	0.0%	04:54	100.0%	06:42	100.0%
MESSAGE FOR FIRE	1	00:35	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
MISSING ADULT OR CHILD	6	00:23	100.0%	05:00	66.7%	08:21	33.3%	13:44	33.3%
MISSING OR RUNAWAY LOCATED	3	00:43	100.0%	00:57	66.7%	06:06	33.3%	07:47	33.3%
MOLESTATION	1	00:18	100.0%	00:22	100.0%	09:26	0.0%	10:06	0.0%
NOISE COMPLAINT	53	00:31	88.7%	02:13	52.8%	06:41	56.6%	09:05	52.8%
ODOR INVESTIGATION	1	00:00	100.0%	02:04	0.0%	03:56	100.0%	06:00	100.0%
PERSON DRUNK	4	00:21	100.0%	00:32	75.0%	08:25	75.0%	09:19	75.0%
PERSON HIT BY AUTO W INJURY	2	00:00	100.0%	00:26	100.0%	01:51	100.0%	02:17	100.0%
PERSON SCREAMING	1	01:00	100.0%	00:10	100.0%	06:06	0.0%	07:17	100.0%

PRISONER TRANSPORT	6	00:14	83.3%	12:26	66.7%	25:01	50.0%	37:43	50.0%
F #L.1.INDECENCY	4	01:00	75.0%	00:20	100.0%	03:38	75.0%	04:59	100.0%
RECKLESS DRIVING TRAFFIC VIOLA	31	00:32	90.3%	01:02	61.3%	01:17	87.1%	02:26	87.1%
REPO ENTRY ONLY	14	00:40	78.6%	00:00	100.0%	00:00	100.0%	00:00	100.0%
RESIDENTIAL CHECK	1168	00:01	99.9%	00:00	99.9%	00:01	99.8%	00:02	99.8%
ROBBERY JUST OCCURRED	1	00:56	100.0%	00:25	100.0%	02:46	100.0%	04:08	100.0%
RUNAWAY JUVENILE	5	00:40	80.0%	02:16	40.0%	06:55	40.0%	09:37	40.0%
SERVICE CALL	1	00:32	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
SHOPLIFTING ALREADY OCCURRED	1	01:06	0.0%	02:49	0.0%	00:00	100.0%	00:00	100.0%
SHOPLIFTING IN PROGRESS	1	00:08	100.0%	00:28	100.0%	00:52	100.0%	01:29	100.0%
SOLICITATIONS	16	00:33	87.5%	04:18	75.0%	09:28	56.3%	14:13	50.0%
STALKING	2	00:49	50.0%	01:10	50.0%	05:23	50.0%	07:24	100.0%
STRANDED MOTORIST	69	00:06	98.6%	00:26	92.8%	01:41	88.4%	02:08	89.9%
STRUCTURAL COLLAPSE	1	00:00	100.0%	00:31	100.0%	04:36	100.0%	05:07	100.0%
SUICIDE ATTEMPT	8	00:03	100.0%	00:52	62.5%	04:59	75.0%	05:55	75.0%
SUSPICIOUS ACTIVITY	30	00:36	86.7%	00:47	76.7%	06:58	60.0%	08:21	63.3%
SUSPICIOUS PERSON	52	00:33	80.8%	00:40	84.6%	03:56	73.1%	05:01	73.1%
SUSPICIOUS VEHICLE	85	00:15	90.6%	00:31	88.2%	02:05	84.7%	02:48	85.9%
THREATS	9	00:12	100.0%	03:56	44.4%	08:59	55.6%	13:09	44.4%
TRAFFIC HAZARD	42	00:24	90.5%	00:53	71.4%	03:35	73.8%	04:40	73.8%
TRAFFIC STOP	1232	00:00	100.0%	00:00	99.9%	00:00	100.0%	00:00	100.0%
TREE DOWN OBSTRUCTING ROADWAY	2	00:00	100.0%	00:15	100.0%	03:51	50.0%	04:06	50.0%
TROUBLE UNKOWN	4	01:06	75.0%	00:44	75.0%	06:27	50.0%	08:18	50.0%
VANDALISM	1	00:22	100.0%	00:30	100.0%	14:47	0.0%	15:39	0.0%
VEHICLE FIRE	6	00:00	100.0%	00:49	66.7%	02:38	100.0%	03:09	100.0%
VEHICLE FIRE COMMERCIAL	1	00:00	100.0%	00:22	100.0%	04:33	100.0%	04:55	100.0%
VEHICLE STOLEN	8	00:30	87.5%	01:50	50.0%	04:22	75.0%	06:00	75.0%
WANTED PERSON	4	00:03	100.0%	01:29	75.0%	00:00	100.0%	01:32	100.0%
WATER MAIN BREAK	2	00:00	100.0%	00:43	50.0%	00:45	100.0%	01:23	100.0%
WELFARE CHECK	39	00:39	74.4%	01:21	61.5%	07:51	46.2%	09:31	51.3%
WIRES DOWN OR ARCING	1	00:00	100.0%	00:58	100.0%	00:00	100.0%	00:00	100.0%
WORK TRAFFIC	72	00:04	98.6%	00:10	91.7%	00:53	93.1%	01:00	93.1%
Johns Creek Police Department	6464	00:10	97.4%	00:24	92.8%	01:34	89.2%	02:05	89.7%

Johns Creek Fire Department

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Nature Code	Call	Processing Time		Dispatch Time		Response Time		Reaction Time	
	Count	Average	< 1 Min	Average	< 1 Min	Average	< 6 Min	Average	< 8 Min
ACCIDENT UNKNOWN INJURIES	6	00:00	100.0%	00:33	83.3%	03:20	83.3%	03:44	100.0%
ACCIDENT W INJURIES	13	00:00	100.0%	00:27	84.6%	03:29	84.6%	03:55	100.0%
ALARM CARBON MONOXID NONSYMPT	2	00:07	100.0%	00:17	100.0%	04:48	50.0%	05:13	100.0%
ALARM FIRE COMMERCIAL BUILDING	25	00:35	92.0%	00:25	84.0%	04:04	60.0%	04:44	64.0%
ALARM FIRE NON COMMERCIAL	29	00:29	89.7%	00:24	93.1%	06:26	41.4%	07:09	55.2%
ALARM MEDICAL	3	00:27	100.0%	00:42	66.7%	03:56	66.7%	04:19	66.7%
FIRE BRUSH TREE	3	00:41	66.7%	00:23	100.0%	05:17	33.3%	06:13	33.3%
FIRE OUTSIDE SMALL	4	00:48	75.0%	00:09	100.0%	08:05	0.0%	09:02	0.0%
FIRE REPORTED OUT	2	01:02	50.0%	00:20	100.0%	09:32	0.0%	10:55	50.0%
FIRE STRUCTURAL	9	00:51	44.4%	00:31	77.8%	06:27	22.2%	07:51	55.6%
FIRE TEST	41	00:18	95.1%	00:00	100.0%	00:00	100.0%	00:00	100.0%
GAS LEAK OUTSIDE STRUCTURE	3	01:16	33.3%	00:44	100.0%	08:03	33.3%	10:04	33.3%
ILLEGAL BURN	1	00:00	100.0%	00:58	100.0%	06:46	0.0%	07:44	100.0%
INVALID ASSIST	3	00:13	100.0%	02:27	33.3%	06:27	33.3%	09:09	33.3%
LOCKOUT W CHILD OR PET	3	00:11	100.0%	00:40	66.7%	03:44	66.7%	04:18	100.0%
MEDICAL RESPONSE 1 FD EMS	1	00:00	100.0%	00:28	100.0%	00:00	100.0%	00:00	100.0%
MEDICAL RESPONSE 1 FD PD EMS	1	00:00	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
MEDICAL RESPONSE 2 FD EMS	35	00:00	100.0%	00:20	94.3%	06:39	42.9%	07:00	62.9%
MEDICAL RESPONSE 3 FD EMS PD	2	00:00	100.0%	00:41	50.0%	11:38	0.0%	12:19	0.0%
MEDICAL RESPONSE 4 FD EMS	41	00:00	100.0%	00:23	95.1%	05:50	53.7%	06:12	75.6%
MEDICAL RESPONSE 4 FD EMS PD	17	00:00	100.0%	00:28	88.2%	05:57	58.8%	06:26	82.4%
MEDICAL RESPONSE 5 FD EMS	55	00:06	98.2%	00:22	92.7%	04:58	52.7%	05:23	80.0%
MEDICAL RESPONSE 5 FD EMS PD	4	00:00	100.0%	00:15	100.0%	07:51	25.0%	08:07	75.0%
MESSAGE FOR FIRE	2	00:22	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
MUTUAL AID REQUEST	3	00:20	100.0%	00:00	100.0%	03:43	66.7%	03:56	66.7%
ODOR INVESTIGATION	1	00:17	100.0%	00:48	100.0%	10:49	0.0%	11:55	0.0%
PERSON HIT BY AUTO W INJURY	3	00:00	100.0%	00:48	66.7%	06:14	33.3%	07:02	100.0%
PERSON STUCK IN ELEVATOR	1	00:58	100.0%	00:10	100.0%	05:30	100.0%	06:39	100.0%
SERVICE CALL	14	00:18	100.0%	00:30	85.7%	06:18	42.9%	06:59	64.3%
SMOKE INVESTIGATION OUTSIDE	2	00:06	100.0%	00:51	50.0%	02:55	100.0%	03:53	100.0%
STRUCTURAL COLLAPSE	1	01:00	100.0%	01:02	0.0%	03:07	100.0%	05:10	100.0%
SUICIDE ATTEMPT	8	00:00	100.0%	00:23	87.5%	07:19	37.5%	07:43	50.0%
TREE DOWN OBSTRUCTING ROADWAY	2	00:03	100.0%	00:44	100.0%	08:04	0.0%	08:52	0.0%
VEHICLE FIRE	6	00:27	83.3%	01:21	83.3%	02:58	100.0%	03:22	100.0%
VEHICLE FIRE COMMERCIAL	1	01:17	0.0%	05:07	0.0%	04:40	100.0%	11:05	0.0%
WATER MAIN BREAK	1	00:28	100.0%	00:14	100.0%	00:00	100.0%	00:42	100.0%
WIRES DOWN OR ARCING	1	00:13	100.0%	00:30	100.0%	05:22	100.0%	06:05	100.0%
Johns Creek Fire Department	349	00:14	94.3%	00:25	90.3%	04:54	57.3%	05:25	73.6%

#L.1.

RMA - Johns Creek

<u>Nature Code</u>	<u>Call Count</u>	<u>Processing Time</u>		<u>Dispatch Time</u>		<u>Response Time</u>		<u>Reaction Time</u>	
		<u>Average</u>	<u>< 1 Min</u>	<u>Average</u>	<u>< 1 Min</u>	<u>Average</u>	<u>< 6 Min</u>	<u>Average</u>	<u>< 8 Min</u>
ACCIDENT UNKNOWN INJURIES	2	00:04	100.0%						
ACCIDENT W INJURIES	4	00:13	100.0%						
ALARM MEDICAL	2	00:00	100.0%						
FIRE STRUCTURAL	10	00:00	100.0%						
MEDICAL RESPONSE 1 FD EMS PD	1	00:33	100.0%						
MEDICAL RESPONSE 2 FD EMS	3	00:23	100.0%						
MEDICAL RESPONSE 3 FD EMS PD	1	00:00	100.0%						
MEDICAL RESPONSE 4 FD EMS	38	00:26	92.1%						
MEDICAL RESPONSE 4 FD EMS PD	27	00:35	88.9%						
MEDICAL RESPONSE 5 FD EMS	53	00:30	84.9%						
MEDICAL RESPONSE 5 FD EMS PD	5	00:16	100.0%						
MEDICAL RESPONSE 6 EMS	28	00:31	85.7%						
MEDICAL RESPONSE EMS ONLY	1	00:00	100.0%						
PERSON HIT BY AUTO W INJURY	1	00:00	100.0%						
PRE ALERT	18	00:36	83.3%						
STRUCTURAL COLLAPSE	1	00:00	100.0%						
SUICIDE ATTEMPT	8	00:54	50.0%						
SUICIDE THREAT	1	00:00	100.0%						
RMA - Johns Creek	204	00:28	87.7%						

Dunwoody Police Department

#L.1.

Nature Code	Call Count	Processing Time		Dispatch Time		Response Time		Reaction Time	
		Average	< 1 Min	Average	< 1 Min	Average	< 6 Min	Average	< 8 Min
911 HANG UP	115	00:15	97.4%	00:36	75.7%	02:24	81.7%	03:02	81.7%
ABANDONED VEHICLE	11	00:18	100.0%	01:11	72.7%	03:54	72.7%	05:24	63.6%
ACCIDENT NEGATIVE INJURIES	186	00:34	80.1%	02:05	53.8%	07:42	51.6%	09:57	51.6%
ACCIDENT PRIVATE PROP NEG INJ	54	00:34	87.0%	03:46	55.6%	08:34	42.6%	12:50	38.9%
ACCIDENT UNKNOWN INJURIES	8	00:00	100.0%	01:36	25.0%	03:07	100.0%	04:35	100.0%
ACCIDENT W INJURIES	17	00:11	100.0%	01:54	52.9%	03:46	70.6%	05:26	76.5%
ALARM DURESS OR PANIC	17	00:29	94.1%	03:01	52.9%	07:37	41.2%	10:50	41.2%
ALARM FIRE NON COMMERCIAL	12	00:00	100.0%	00:32	91.7%	03:48	75.0%	04:18	83.3%
ALARM HOLDUP	5	00:18	100.0%	00:54	80.0%	08:30	40.0%	09:44	20.0%
ALARM SILENT OR AUDIBLE	246	00:26	93.5%	01:38	70.3%	06:49	49.2%	08:38	51.6%
ANIMAL CALL	10	00:20	100.0%	00:58	40.0%	04:51	50.0%	05:48	50.0%
ARMED PERSON	6	00:54	66.7%	00:55	66.7%	03:32	83.3%	05:14	83.3%
ASSAULT IN PROGRESS	5	00:39	80.0%	01:23	60.0%	04:49	60.0%	06:52	60.0%
ASSAULT OR BATTERY	24	00:40	79.2%	02:05	41.7%	05:33	58.3%	08:15	41.7%
ASSIST CITIZEN FLAGDOWN	8	00:00	100.0%	00:00	100.0%	01:05	87.5%	01:06	87.5%
ASSIST OTHER AGENCY	4	00:46	75.0%	00:28	100.0%	07:56	50.0%	09:12	50.0%
BE ON THE LOOKOUT	5	00:46	60.0%	00:03	100.0%	00:40	100.0%	00:47	100.0%
BURGLARY	13	00:47	84.6%	01:01	69.2%	11:31	23.1%	13:20	23.1%
BURGLARY IN PROGRESS	4	00:35	100.0%	00:58	50.0%	05:53	25.0%	07:28	50.0%
BURGLARY JUST OCCURRED	1	00:18	100.0%	00:28	100.0%	09:32	0.0%	10:18	0.0%
BUSINESS CHECK	82	00:05	96.3%	00:19	95.1%	00:26	98.8%	00:39	97.6%
CHILD ABUSE OR NEGLECT	2	01:13	50.0%	01:05	50.0%	03:47	100.0%	06:06	100.0%
CIVIL DISPUTE 1 PARTY	12	00:53	75.0%	07:31	50.0%	18:21	25.0%	26:35	25.0%
CIVIL DISPUTE 2 OR MORE PARTIE	29	00:47	72.4%	01:47	55.2%	05:09	65.5%	07:31	58.6%
DAMAGE TO PROPERTY	36	00:41	88.9%	01:51	44.4%	08:24	47.2%	10:52	41.7%
DEMENTED PERSON	1	00:44	100.0%	01:45	0.0%	10:26	0.0%	12:55	0.0%
DISCHARGING FIREARMS	5	00:45	60.0%	01:13	60.0%	05:13	40.0%	06:27	40.0%
DISCHARGING FIREWORKS	10	00:52	70.0%	03:30	70.0%	03:33	70.0%	07:26	70.0%
DISORDERLY JUVENILE	12	01:07	50.0%	01:23	50.0%	05:55	66.7%	08:16	66.7%
DISORDERLY PERSON	13	00:27	92.3%	02:05	30.8%	04:06	69.2%	06:17	61.5%
DOMESTIC DISPUTE	51	00:43	74.5%	02:20	68.6%	05:40	58.8%	08:36	56.9%
ENTERING AUTO	41	00:33	80.5%	01:06	65.9%	07:34	56.1%	09:10	61.0%
ENTERING AUTO IN PROGRESS	1	00:57	100.0%	01:00	100.0%	01:30	100.0%	03:27	100.0%
ENTERING AUTO JUST OCCURRED	3	01:35	33.3%	00:55	33.3%	03:19	66.7%	04:32	66.7%
EXTRICATION OR ENTRAPMENT	1	00:00	100.0%	00:28	100.0%	03:14	100.0%	03:43	100.0%
FIGHT	8	00:59	62.5%	05:14	37.5%	05:35	62.5%	11:43	50.0%
FIRE BRUSH TREE	5	00:00	100.0%	00:03	100.0%	04:48	60.0%	04:52	80.0%
FIRE OUTSIDE SMALL	1	00:00	100.0%	04:40	0.0%	04:57	100.0%	09:38	0.0%
FIRE STRUCTURAL	2	00:00	100.0%	00:46	50.0%	06:35	50.0%	07:22	50.0%
FIRE TEST	1	00:00	100.0%	00:17	100.0%	00:00	100.0%	00:17	100.0%
FOUND PROPERTY	6	00:34	100.0%	01:25	50.0%	05:24	66.7%	07:24	66.7%
FRAUD	28	00:20	92.9%	05:31	60.7%	04:58	60.7%	09:49	64.3%
FRAUD IN PROGRESS	1	00:35	100.0%	01:48	0.0%	02:11	100.0%	04:35	100.0%
GAS LEAK OUTSIDE STRUCTURE	1	00:00	100.0%	00:17	100.0%	00:00	100.0%	00:00	100.0%
HARASSMENT	11	00:38	81.8%	02:36	54.5%	06:23	54.5%	09:25	36.4%
HIT AND RUN ACCIDENT	35	00:47	65.7%	01:49	51.4%	07:22	45.7%	09:53	40.0%
ILLEGAL DRUGS	7	00:23	100.0%	00:30	85.7%	02:53	85.7%	03:47	85.7%
ILLEGAL PARKING	7	00:40	71.4%	04:23	42.9%	08:02	28.6%	13:06	28.6%
IMPAIRED DRIVER	2	00:45	50.0%	00:10	100.0%	02:06	100.0%	02:47	100.0%
INFORMATION FOR OFFICER	128	00:27	85.2%	02:01	65.6%	04:42	74.2%	06:44	71.1%
INVALID ASSIST	2	00:00	100.0%	00:21	100.0%	12:05	0.0%	12:26	0.0%
LARCENY	47	00:41	83.0%	05:07	55.3%	07:40	46.8%	13:23	38.3%
LARCENY IN PROGRESS	2	00:17	100.0%	00:49	50.0%	04:23	100.0%	05:30	100.0%
LARCENY JUST OCCURRED	3	00:19	100.0%	00:30	100.0%	06:32	66.7%	07:23	66.7%
LOCKOUT W CHILD OR PET	9	00:00	100.0%	00:27	88.9%	04:35	55.6%	05:03	55.6%
LOITERING	6	00:39	83.3%	02:14	33.3%	04:32	66.7%	06:27	50.0%
LOST PROPERTY	9	00:19	100.0%	07:22	55.6%	05:29	55.6%	13:12	33.3%
MEDICAL RESPONSE 1 FD PD EMS	1	00:00	100.0%	00:19	100.0%	07:12	0.0%	07:32	100.0%
MEDICAL RESPONSE 4 FD EMS	1	00:00	100.0%	00:45	100.0%	11:28	0.0%	12:13	0.0%
MEDICAL RESPONSE 4 FD EMS PD	1	00:00	100.0%	00:12	100.0%	04:22	100.0%	04:35	100.0%
MEDICAL RESPONSE 5 FD EMS	2	00:00	100.0%	00:08	100.0%	04:27	50.0%	04:36	50.0%
MEDICAL RESPONSE 6 EMS	4	00:00	100.0%	00:01	100.0%	00:00	100.0%	00:01	100.0%
MEDICAL RESPONSE DUNWOODY	115	00:26	82.6%	01:49	68.7%	07:56	40.9%	10:04	41.7%
MISSING ADULT OR CHILD	7	00:38	85.7%	00:44	57.1%	03:11	71.4%	04:26	71.4%
MISSING OR RUNAWAY LOCATED	3	01:22	66.7%	11:51	0.0%	05:14	66.7%	18:29	33.3%

NOISE COMPLAINT	84	00:40	76.2%	02:01	54.8%	07:25	53.6%	10:00	51.2%
OCCLUSION INVESTIGATION	3	00:00	100.0%	05:25	0.0%	06:17	33.3%	11:43	33.3%
PANHANDLING	3	00:24	100.0%	00:51	66.7%	11:05	0.0%	12:21	0.0%
PERSON DRUNK	6	00:52	66.7%	00:50	66.7%	03:46	66.7%	05:10	83.3%
PERSON HIT BY AUTO W INJURY	1	00:00	100.0%	01:33	0.0%	03:24	100.0%	04:58	100.0%
PERSON SCREAMING	4	00:33	100.0%	00:54	75.0%	02:24	75.0%	03:03	75.0%
PRE ALERT	70	00:00	100.0%	01:22	67.1%	06:46	48.6%	08:06	50.0%
PRISONER TRANSPORT	19	00:04	100.0%	00:19	94.7%	12:17	68.4%	12:41	68.4%
PROWLER	2	00:32	100.0%	00:51	50.0%	08:50	0.0%	10:14	0.0%
PUBLIC INDECENCY	3	00:15	100.0%	00:32	66.7%	03:49	66.7%	04:36	66.7%
PURSUIT FOOT OR VEHICLE	1	00:00	100.0%	00:00	100.0%	00:00	100.0%	00:00	100.0%
RECKLESS DRIVING TRAFFIC VIOLA	46	00:44	67.4%	00:26	87.0%	00:18	100.0%	00:50	97.8%
REPO ENTRY ONLY	11	00:31	81.8%	00:00	100.0%	00:00	100.0%	00:00	100.0%
RESIDENTIAL CHECK	48	00:02	100.0%	00:02	97.9%	00:24	95.8%	00:28	97.9%
ROBBERY	1	01:04	0.0%	00:36	100.0%	10:10	0.0%	11:50	0.0%
ROBBERY IN PROGRESS	1	00:37	100.0%	00:52	100.0%	03:12	100.0%	04:41	100.0%
ROBBERY JUST OCCURRED	2	01:19	0.0%	00:57	50.0%	03:01	100.0%	05:19	100.0%
RUNAWAY JUVENILE	2	00:18	100.0%	08:19	0.0%	02:16	100.0%	03:41	100.0%
SERVICE CALL	10	00:00	100.0%	01:01	40.0%	08:19	30.0%	09:12	30.0%
SEXUAL ASSAULT	2	01:13	50.0%	01:21	0.0%	02:05	100.0%	02:47	100.0%
SHOPLIFTING ALREADY OCCURRED	35	00:34	85.7%	02:00	51.4%	08:25	54.3%	11:00	45.7%
SHOPLIFTING IN PROGRESS	4	00:26	100.0%	00:43	75.0%	03:46	75.0%	04:56	75.0%
SOLICITATIONS	25	00:24	92.0%	05:55	52.0%	07:46	44.0%	14:05	40.0%
STOLEN VEHICLE LOCATED	1	01:39	0.0%	03:49	0.0%	09:36	0.0%	15:05	0.0%
STRANDED MOTORIST	44	00:28	81.8%	04:23	63.6%	05:53	65.9%	09:28	63.6%
SUICIDE ATTEMPT	1	00:00	100.0%	02:50	0.0%	14:16	0.0%	17:06	0.0%
SUICIDE THREAT	1	01:13	0.0%	03:49	0.0%	00:00	100.0%	00:00	100.0%
SUSPICIOUS ACTIVITY	40	00:45	70.0%	01:48	62.5%	05:05	60.0%	07:04	62.5%
SUSPICIOUS PACKAGE NO SYMPTOMS	1	00:00	100.0%	06:45	0.0%	01:48	100.0%	08:34	0.0%
SUSPICIOUS PERSON	86	00:26	91.9%	01:22	73.3%	03:32	73.3%	05:19	72.1%
SUSPICIOUS VEHICLE	51	00:18	94.1%	01:26	74.5%	02:59	78.4%	04:19	78.4%
THREATS	14	01:11	57.1%	02:05	42.9%	11:08	35.7%	14:23	35.7%
TRAFFIC HAZARD	79	00:44	73.4%	01:22	62.0%	04:37	63.3%	06:00	64.6%
TRAFFIC STOP	594	00:00	100.0%	00:06	99.8%	00:00	100.0%	00:06	99.8%
TREE DOWN OBSTRUCTING ROADWAY	1	00:11	100.0%	00:29	100.0%	15:15	0.0%	15:56	0.0%
TROUBLE UNKOWN	3	01:15	33.3%	01:22	33.3%	04:36	66.7%	06:08	66.7%
VANDALISM	1	01:31	0.0%	03:54	0.0%	34:44	0.0%	40:10	0.0%
VEHICLE FIRE	3	00:00	100.0%	00:58	66.7%	04:16	66.7%	05:15	66.7%
VEHICLE STOLEN	19	00:35	73.7%	01:40	52.6%	09:34	47.4%	11:44	36.8%
VEHICLE THEFT IN PROGRESS	1	01:25	0.0%	01:01	0.0%	08:35	0.0%	11:02	0.0%
WANTED PERSON	8	00:04	100.0%	10:07	87.5%	00:35	100.0%	10:46	87.5%
WELFARE CHECK	27	00:37	74.1%	02:12	59.3%	08:42	44.4%	11:24	40.7%
WIRES DOWN OR ARCING	1	00:45	100.0%	00:31	100.0%	06:06	0.0%	07:23	100.0%
WORK TRAFFIC	8	00:23	75.0%	01:17	62.5%	02:26	87.5%	03:52	75.0%
Dunwoody Police Department	2872	00:23	88.5%	01:31	72.5%	04:33	69.2%	06:15	68.2%

Processing Time is calculated from the time the incident is created in the CAD until the incident is sent to the Dispatch Queue.
Dispatch Time is calculated from the time the incident is sent to the Dispatch Queue until the first unit is dispatched to the incident.
Response Time is calculated from the time the first unit is dispatched to the call until the first unit arrives on scene.
Reaction Time is calculated from the time the incident is created in the CAD until the first unit arrives on scene.

Incident Times Per Nature Code

#L.1.

October 01, 2011 - October 31, 2011

High Priority Calls

Call	Count	Processing Time		Dispatch Time		Response Time		Reaction Time	
		Average	< 1 Min	Average	< 1 Min	Average	< 6 Min	Average	< 8 Min
Sandy Springs Police Department	2861	00:22	93.1%	01:14	72.0%	05:17	64.0%	06:41	64.8%
Sandy Springs Fire Rescue	719	00:04	98.9%	00:20	93.9%	04:41	64.3%	05:00	79.8%
RMA - Sandy Springs	385	00:21	92.2%	00:26	90.6%	05:18	53.5%	05:58	66.0%
Johns Creek Police Department	1057	00:23	93.4%	01:06	79.2%	05:21	61.5%	06:39	65.2%
Johns Creek Fire Department	214	00:05	95.3%	00:27	89.7%	05:41	51.4%	06:09	73.4%
RMA - Johns Creek	74	00:24	90.5%						
Dunwoody Police Department	1007	00:29	87.5%	01:43	64.1%	05:39	60.3%	07:35	59.9%

Low Priority Calls

Call	Count	Processing Time		Dispatch Time		Response Time		Reaction Time	
		Average	< 1 Min	Average	< 1 Min	Average	< 6 Min	Average	< 8 Min
Sandy Springs Police Department	5322	00:15	93.3%	03:37	82.0%	03:16	80.3%	06:58	79.1%
Sandy Springs Fire Rescue	259	00:36	83.0%	00:24	92.7%	05:05	51.0%	05:54	60.2%
RMA - Sandy Springs	420	00:33	86.9%	00:29	90.5%	07:17	39.8%	08:17	53.3%
Johns Creek Police Department	5407	00:07	98.2%	00:16	95.4%	00:50	94.6%	01:12	94.5%
Johns Creek Fire Department	135	00:27	92.6%	00:21	91.1%	03:39	66.7%	04:15	74.1%
RMA - Johns Creek	130	00:30	86.2%						
Dunwoody Police Department	1865	00:20	89.1%	01:25	77.1%	03:57	74.0%	05:31	72.8%

All Calls

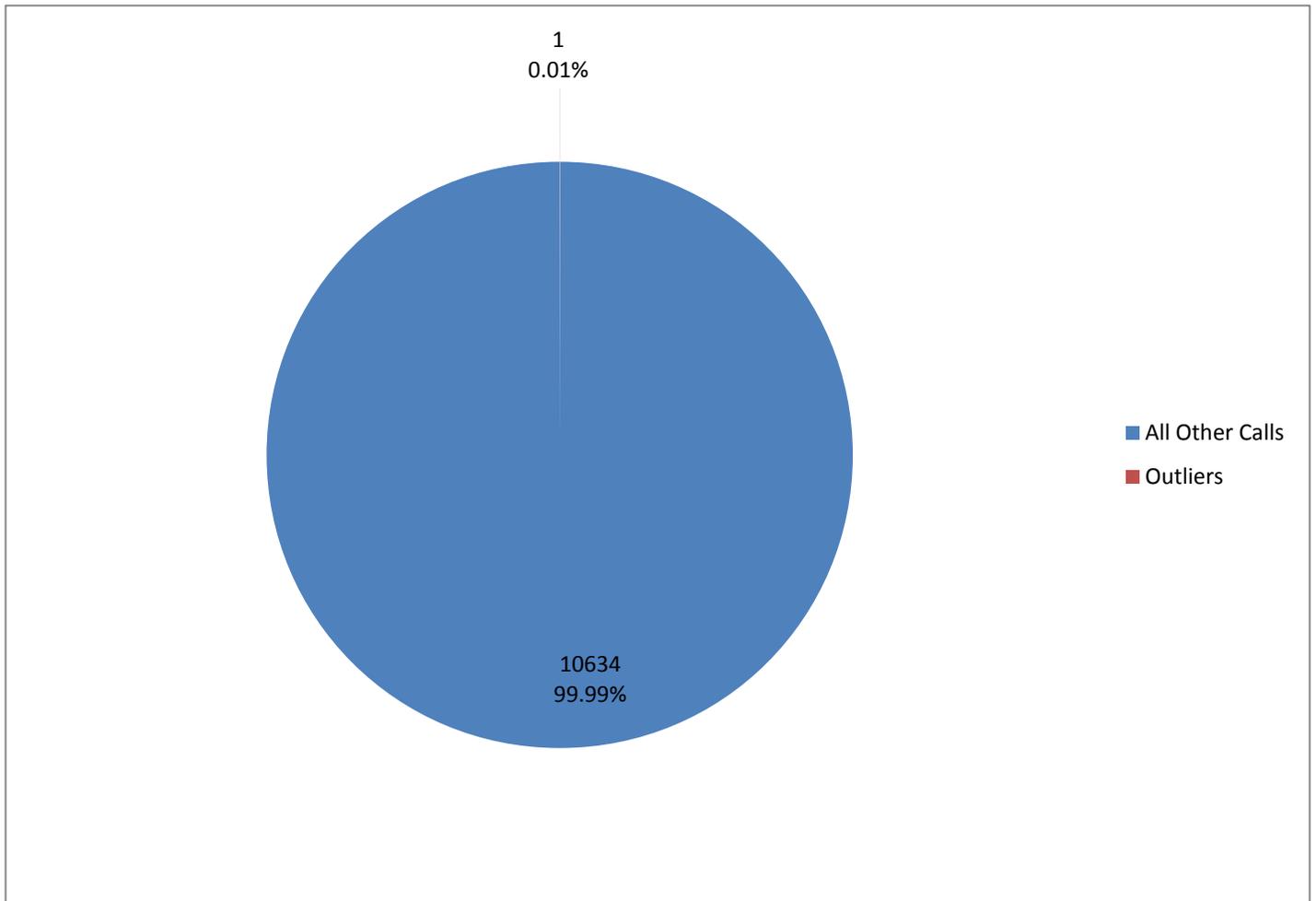
Call	Count	Processing Time		Dispatch Time		Response Time		Reaction Time	
		Average	< 1 Min	Average	< 1 Min	Average	< 6 Min	Average	< 8 Min
Sandy Springs Police Department	8183	00:17	93.2%	02:47	78.5%	03:58	74.6%	06:52	74.1%
Sandy Springs Fire Rescue	978	00:12	94.7%	00:21	93.6%	04:47	60.7%	05:14	74.6%
RMA - Sandy Springs	805	00:27	89.4%	00:28	90.6%	06:20	46.3%	07:10	59.4%
Johns Creek Police Department	6464	00:10	97.4%	00:24	92.8%	01:34	89.2%	02:05	89.7%
Johns Creek Fire Department	349	00:14	94.3%	00:25	90.3%	04:54	57.3%	05:25	73.6%
RMA - Johns Creek	204	00:28	87.7%						
Dunwoody Police Department	2872	00:23	88.5%	01:31	72.5%	04:33	69.2%	06:15	68.2%

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 Dispatch Time is calculated from the time the incident is sent to the Dispatch Queue until the first unit is dispatched to the incident.
 Response Time is calculated from the time the first unit is dispatched to the call until the first unit arrives on scene.
 Reaction Time is calculated from the time the incident is created in the CAD until the first unit arrives on scene.

Call Processing Time Outliers

October 1, 2011 - October 31, 2011

<u>Incident #</u>	<u>Case #</u>	<u>Call Time</u>	<u>Agency</u>	<u>Nature Code</u>	<u>Processing Time</u>
2011198407	2011003242	10/17/2011 12:48:49 PM	JCPD	ACCIDENT PRIVATE PROP NEG	20:44



Total Phone Calls Per Day

October 1, 2011 - October 31, 2011

	In. 911 Calls	Ab. 911 Calls	In. Admin Calls	Out. Admin Calls	Total
10/1/2011	293	0	165	184	642
10/2/2011	262	0	163	178	603
10/3/2011	327	0	306	270	903
10/4/2011	546	0	286	258	1090
10/5/2011	668	0	336	241	1245
10/6/2011	378	0	329	270	977
10/7/2011	542	0	325	335	1202
10/8/2011	318	0	241	197	756
10/9/2011	326	0	208	272	806
10/10/2011	423	0	280	274	977
10/11/2011	363	0	242	259	864
10/12/2011	361	0	268	246	875
10/13/2011	389	0	281	226	896
10/14/2011	453	0	287	311	1051
10/15/2011	426	0	255	308	989
10/16/2011	341	0	191	251	783
10/17/2011	381	0	316	299	996
10/18/2011	426	0	274	248	948
10/19/2011	336	0	282	237	855
10/20/2011	334	0	231	232	797
10/21/2011	481	0	255	326	1062
10/22/2011	338	0	223	214	775
10/23/2011	336	0	182	245	763
10/24/2011	445	0	330	284	1059
10/25/2011	413	0	297	316	1026
10/26/2011	422	0	316	304	1042
10/27/2011	588	0	276	226	1090
10/28/2011	498	26	290	307	1121
10/29/2011	377	69	219	339	1004
10/30/2011	294	40	192	245	771
10/31/2011	345	53	287	256	941
Total	12430	188	8133	8158	28909

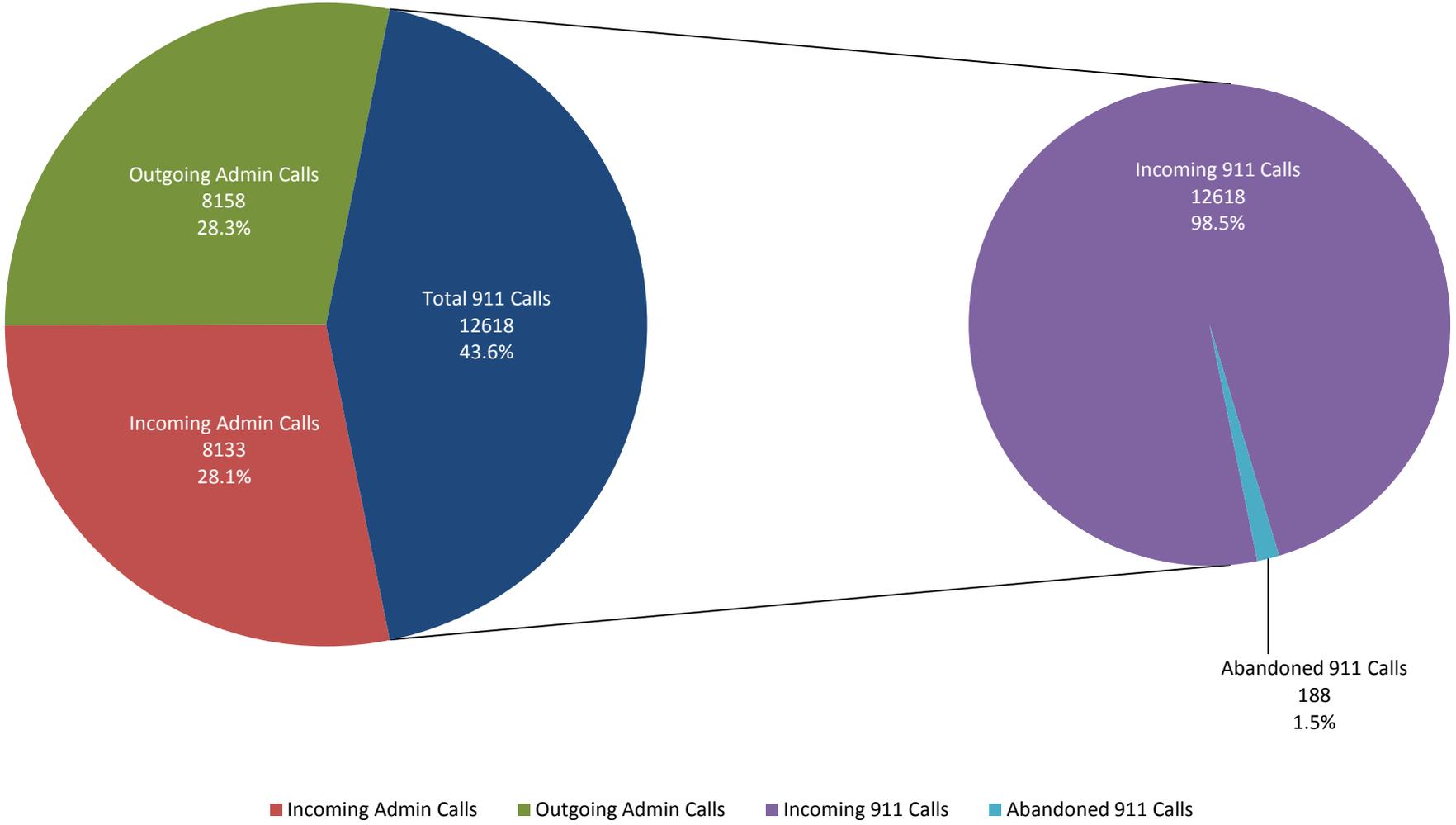
In. 911 Calls are 911 calls received by Chatcomm and answered by a Calltaker.

Ab. 911 Calls are 911 calls where the Caller disconnects the line before speaking with a Calltaker.

In. Admin Calls are all calls that are received by Chatcomm on an Administrative Phone Line.

Out. Admin Calls are all calls placed by Chatcomm to an outside phone line.

Total Phone Calls Per Day October 1, 2011 - October 31, 2011



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Average Phone Calls Per Day Of The Week

October 1, 2011 - October 31, 2011

	In. 911 Calls	Ab. 911 Calls	In. Admin Calls	Out. Admin Calls	Total
Monday	384.2	10.6	303.8	276.6	975.2
Tuesday	437.0	0.0	274.8	270.3	982.0
Wednesday	446.8	0.0	300.5	257.0	1004.3
Thursday	422.3	0.0	279.3	238.5	940.0
Friday	493.5	6.5	289.3	319.8	1109.0
Saturday	350.4	13.8	220.6	248.4	833.2
Sunday	311.8	8.0	187.2	238.2	745.2
Per Week	2845.9	38.9	1855.4	1848.7	6588.9

Average Phone Calls Per Hour Of The Day

October 1, 2011 - October 31, 2011

	In. 911 Calls	Ab. 911 Calls	In. Admin Calls	Out. Admin Calls	Total
0000 - 0100	13.4	0.1	5.4	8.2	18.9
0100 - 0200	11.5	0.1	4.5	5.4	16.1
0200 - 0300	8.3	0.0	3.6	5.6	11.9
0300 - 0400	4.9	0.0	3.6	4.6	8.5
0400 - 0500	3.9	0.1	4.2	4.1	8.2
0500 - 0600	3.5	0.1	7.0	3.6	10.7
0600 - 0700	5.4	0.0	9.1	5.5	14.5
0700 - 0800	12.0	0.4	10.3	10.2	22.7
0800 - 0900	16.8	0.2	14.3	12.9	31.2
0900 - 1000	17.8	0.1	14.5	11.2	32.4
1000 - 1100	20.8	0.2	12.9	14.2	33.9
1100 - 1200	22.0	0.3	14.1	13.9	36.3
1200 - 1300	21.5	0.4	16.6	13.4	38.6
1300 - 1400	25.5	0.2	17.6	14.9	43.3
1400 - 1500	23.4	0.6	15.8	15.4	39.8
1500 - 1600	26.3	0.3	18.0	16.8	44.6
1600 - 1700	26.4	0.3	16.0	16.1	42.6
1700 - 1800	27.2	0.4	14.5	14.7	42.1
1800 - 1900	25.6	0.3	14.6	16.4	40.4
1900 - 2000	22.4	0.2	12.6	15.6	35.3
2000 - 2100	17.9	0.9	10.6	12.1	29.5
2100 - 2200	18.6	0.2	8.6	11.3	27.4
2200 - 2300	14.0	0.4	8.0	9.3	22.4
2300 - 2400	12.0	0.2	5.9	7.5	18.1
Per Day	401.0	6.1	262.4	263.2	669.4

In. 911 Calls are 911 calls received by Chatcomm and answered by a Calltaker.

Ab. 911 Calls are 911 calls where the Caller disconnects the line before speaking with a Calltaker.

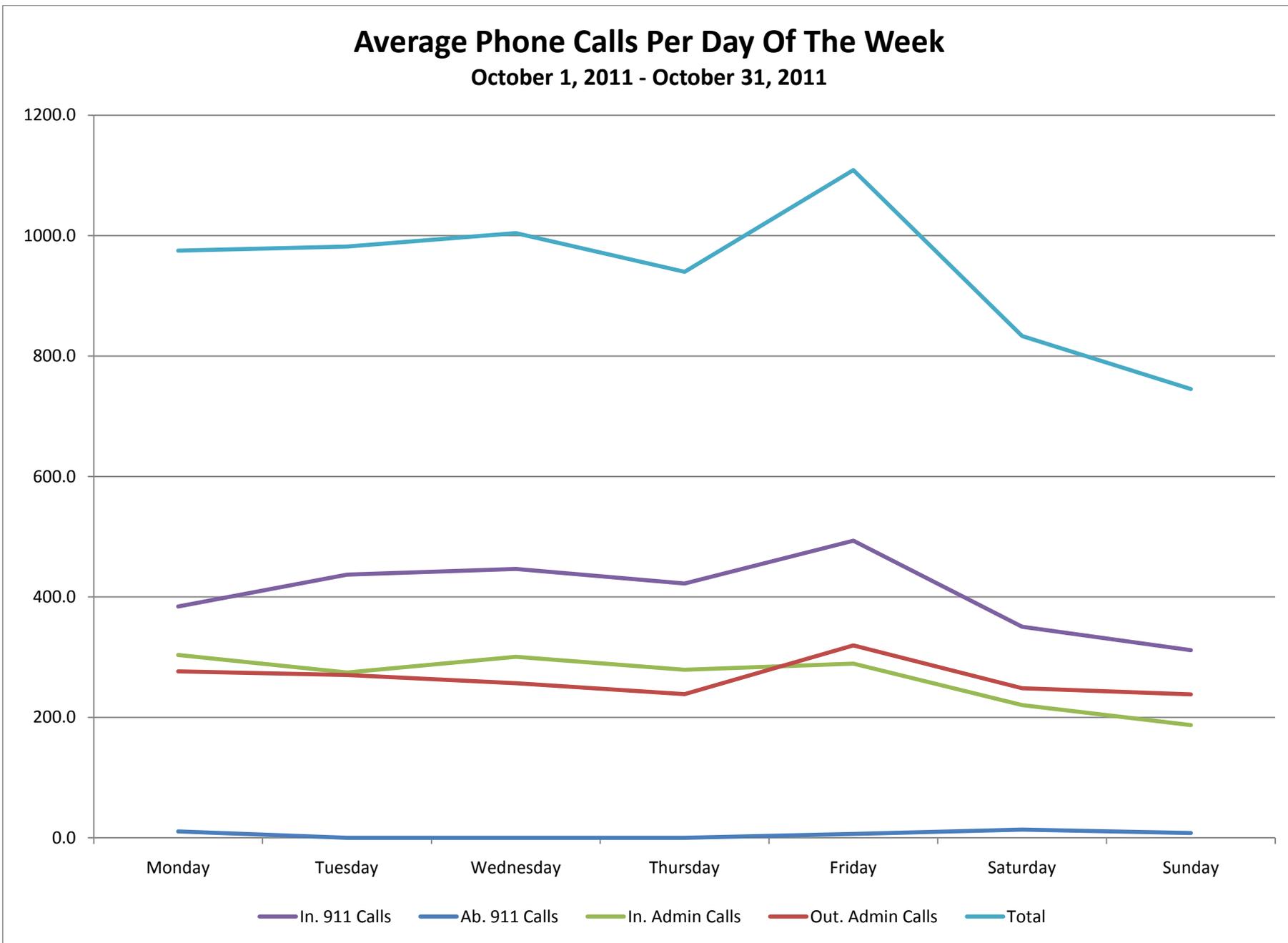
In. Admin Calls are all calls that are received by Chatcomm on an Administrative Phone Line.

Out. Admin Calls are all calls placed by Chatcomm to an outside phone line.

Average Phone Calls Per Day Of The Week

October 1, 2011 - October 31, 2011

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Average Phone Calls Per Hour Of The Day

October 1, 2011 - October 31, 2011



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Incident Count Per Agency

October 1, 2011 - October 31, 2011

	SSPD		JCPD		DPD	
	Call Count	% of Total	Call Count	% of Total	Call Count	% of Total
Dispatched Incidents	4885	59.7%	1601	24.8%	1888	65.7%
Officer-Initiated Incidents	3298	40.3%	4863	75.2%	984	34.3%
Total Incidents	8183	100.0%	6464	100.0%	2872	100.0%

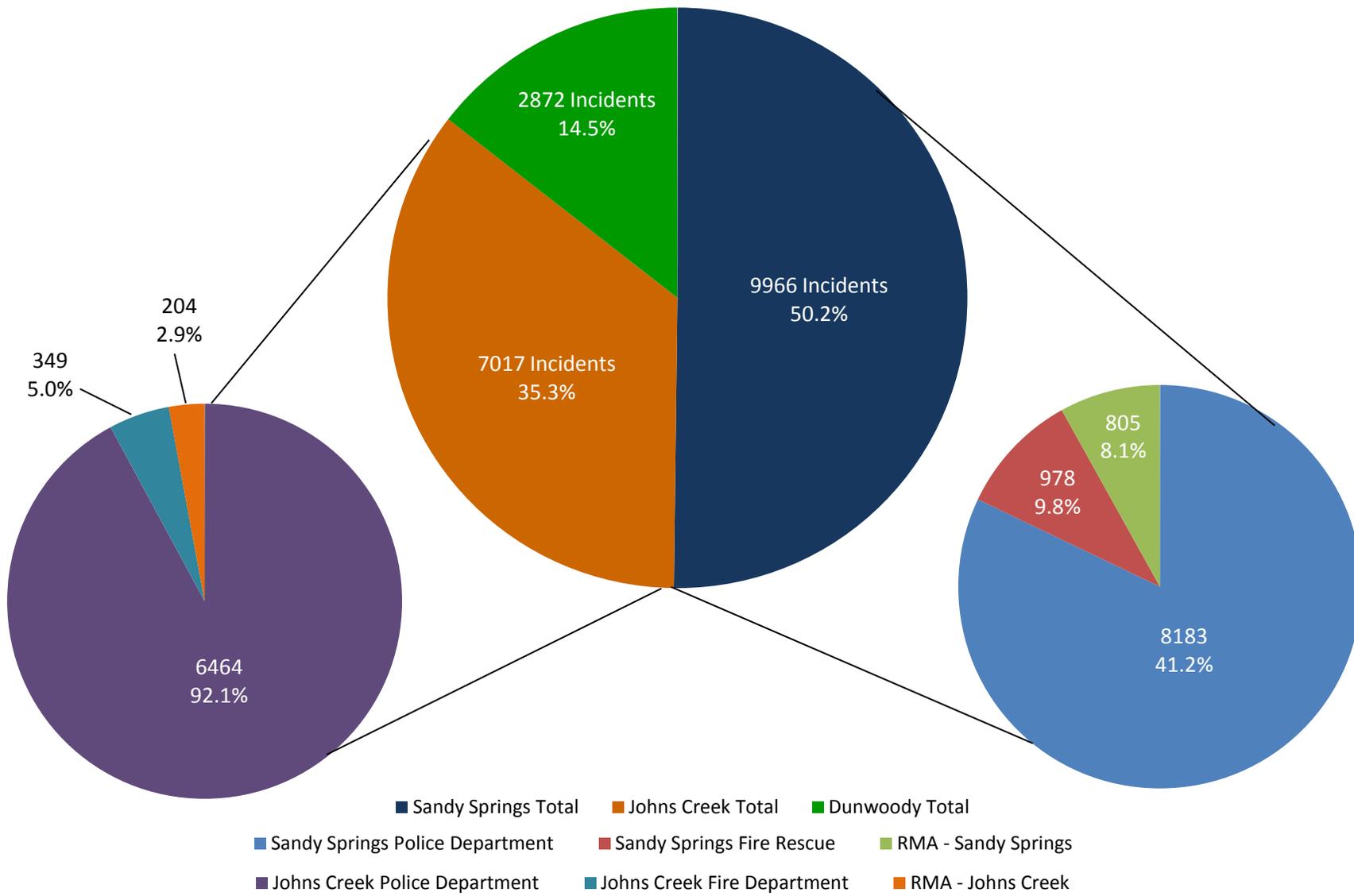
	SSFR		JCFD	
	Call Count	% of Total	Call Count	% of Total
Fire Incidents	316	32.3%	126	36.1%
Fire Alarm Incidents	123	12.6%	56	16.0%
Medical Incidents	539	55.1%	167	47.9%
Total Incidents	978	100.0%	349	100.0%

	RMA - Sandy Springs		RMA - Johns Creek	
	Call Count	% of Total	Call Count	% of Total
High Priority Incidents	385	47.8%	93	45.6%
Low Priority Incidents	420	52.2%	111	54.4%
Total Incidents	805	100.0%	204	100.0%

	Call Count	% of City's Total	% of Grand Total
Sandy Springs Police Department	8183	82.1%	41.2%
Sandy Springs Fire Rescue	978	9.8%	4.9%
RMA - Sandy Springs	805	8.1%	4.1%
All Sandy Springs Calls	9966	100.0%	50.2%
Johns Creek Police Department	6464	92.1%	32.6%
Johns Creek Fire Department	349	5.0%	1.8%
RMA - Johns Creek	204	2.9%	1.0%
All Johns Creek Calls	7017	100.0%	35.3%
Dunwoody Police Department	2872	100.0%	14.5%
All Dunwoody Calls	2872	100.0%	14.5%
Total	19855	N/A	100.0%

The agency totals are a reflection of all CAD incidents for each agency.

Incident Count Per Agency October 1, 2011 - October 31, 2011



Average Incidents Per Day Of The Week

October 1, 2011 - October 31, 2011

	SSPD	SSFR	RMA - SS	All SS Calls	JCPD	JCFD	RMA - JC	All JC Calls	DPD	All Calls
Monday	255.6	37.6	26.8	320.0	201.8	11.8	6.6	220.2	90.6	630.8
Tuesday	252.5	26.3	25.8	304.5	212.3	11.3	6.0	229.5	87.5	621.5
Wednesday	269.0	28.5	24.0	321.5	233.8	12.3	7.3	253.3	114.5	689.3
Thursday	284.5	35.0	29.0	348.5	210.0	13.0	6.0	229.0	95.5	673.0
Friday	285.3	36.8	33.0	355.0	223.5	10.0	7.3	240.8	108.8	704.5
Saturday	268.0	27.8	21.4	317.2	217.0	9.4	5.6	232.0	82.0	631.2
Sunday	240.0	29.0	23.4	292.4	170.4	11.4	7.4	189.2	76.8	558.4
Per Week	1854.9	220.9	183.4	2259.1	1468.7	79.1	46.1	1593.9	655.7	4508.7

Average Incidents Per Hour Of The Day

October 1, 2011 - October 31, 2011

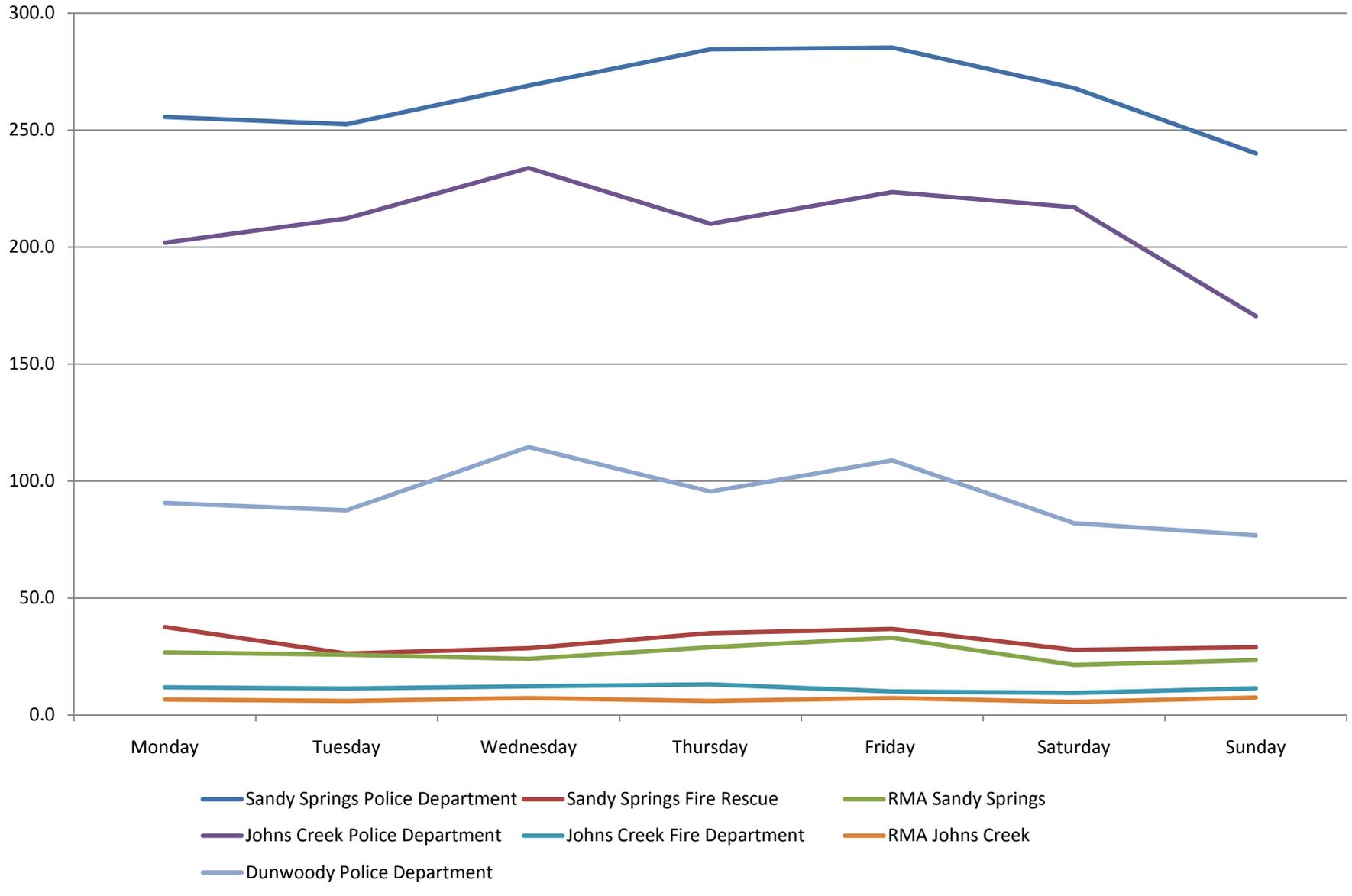
	SSPD	SSFR	RMA - SS	All SS Calls	JCPD	JCFD	RMA - JC	All JC Calls	DPD	All Calls
0000 - 0100	9.5	0.8	0.8	11.1	11.2	0.2	0.2	11.5	2.6	25.3
0100 - 0200	7.3	0.7	0.6	8.6	7.3	0.2	0.1	7.6	2.8	19.0
0200 - 0300	8.0	0.6	0.5	9.1	7.0	0.1	0.1	7.3	2.6	18.9
0300 - 0400	5.3	0.5	0.6	6.4	4.8	0.1	0.1	5.0	1.7	13.1
0400 - 0500	3.0	0.6	0.5	4.1	3.9	0.4	0.3	4.5	1.1	9.7
0500 - 0600	3.3	0.5	0.5	4.4	4.8	0.2	0.1	5.0	1.0	10.4
0600 - 0700	5.0	1.5	0.4	7.0	3.5	0.6	0.1	4.3	1.8	13.2
0700 - 0800	9.7	0.7	0.6	11.1	6.9	0.8	0.3	8.0	3.1	22.2
0800 - 0900	13.9	1.0	0.9	15.7	7.9	0.4	0.2	8.5	4.2	28.5
0900 - 1000	14.1	1.5	1.1	16.8	9.1	0.6	0.5	10.2	4.6	31.6
1000 - 1100	15.6	1.4	1.4	18.4	9.8	0.7	0.6	11.0	4.3	33.7
1100 - 1200	13.0	1.8	1.6	16.5	7.1	0.8	0.5	8.4	4.0	28.9
1200 - 1300	15.3	2.2	1.9	19.5	9.0	0.5	0.3	9.8	5.5	34.7
1300 - 1400	16.0	2.5	1.8	20.3	8.7	0.6	0.4	9.8	6.0	36.1
1400 - 1500	15.1	1.7	1.4	18.2	9.1	0.6	0.4	10.1	5.2	33.5
1500 - 1600	14.4	1.8	1.6	17.8	7.6	0.9	0.5	9.0	5.4	32.2
1600 - 1700	14.3	1.7	1.6	17.6	5.6	0.6	0.2	6.5	4.3	28.3
1700 - 1800	13.8	1.6	1.4	16.8	7.1	0.5	0.4	8.0	5.3	30.1
1800 - 1900	12.4	1.3	1.1	14.7	12.2	0.5	0.3	13.0	4.7	32.4
1900 - 2000	11.6	2.1	1.5	15.2	14.5	0.6	0.4	15.5	5.2	35.9
2000 - 2100	10.8	1.4	1.2	13.4	13.9	0.5	0.2	14.6	5.0	33.0
2100 - 2200	11.6	1.4	1.1	14.1	14.0	0.4	0.2	14.6	4.7	33.5
2200 - 2300	11.4	1.1	0.8	13.4	10.7	0.3	0.3	11.3	3.8	28.5
2300 - 2400	9.6	1.0	0.8	11.4	12.6	0.1	0.0	12.7	3.8	28.0
Per Day	264.0	31.5	26.0	321.5	208.5	11.3	6.6	226.4	92.6	640.5

Incidents are all calls for service created in the CAD for each agency.

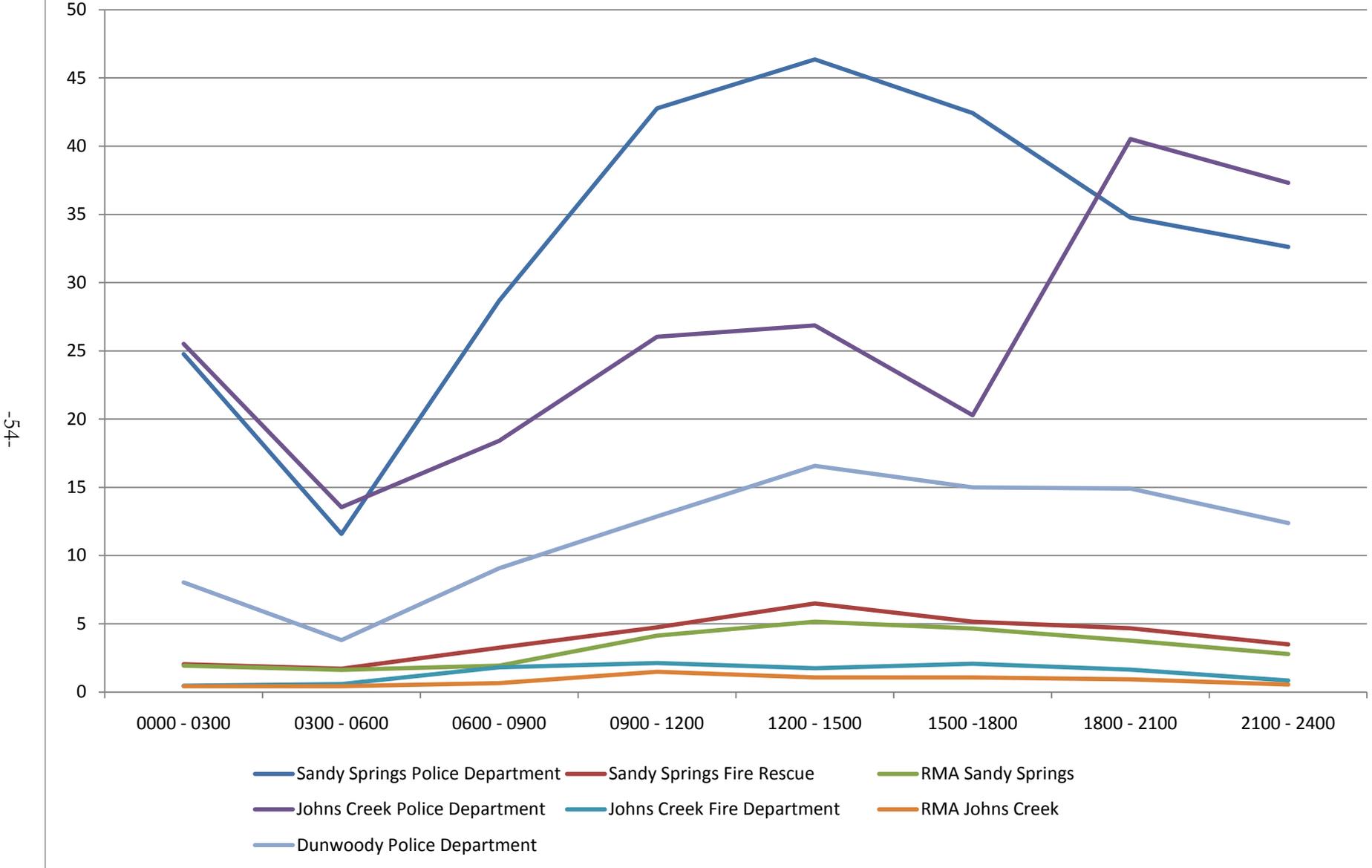
Average Incidents Per Day Of The Week

October 1, 2011 - October 31, 2011

-53-



Average Incidents Per Hour Of The Day October 1, 2011 - October 31, 2011



-54-

Response Time Per Agency

October 1, 2011 - October 31, 2011

Sandy Springs Police Department

	P	1	2	3	Total	% Of Calls	Cumulative %
0 - 6 Minutes	49	1782	4215	57	6103	74.6%	74.6%
6 - 10 Minutes	7	514	406	4	931	11.4%	86.0%
10 - 20 Minutes	4	409	462	3	878	10.7%	96.7%
Over 20 Minutes	1	95	175	0	271	3.3%	100.0%
Total	61	2800	5258	64	8183	100.0%	N/A

Sandy Springs Fire Rescue

	P	1	2	3	Total	% Of Calls	Cumulative %
0 - 6 Minutes	143	319	50	82	594	60.7%	60.7%
6 - 10 Minutes	61	148	45	51	305	31.2%	91.9%
10 - 20 Minutes	20	26	11	20	77	7.9%	99.8%
Over 20 Minutes	0	2	0	0	2	0.2%	100.0%
Total	224	495	106	153	978	100.0%	N/A

RMA Sandy Springs

	P	1	2	3	Total	% Of Calls	Cumulative %
0 - 6 Minutes	42	164	47	120	373	46.3%	46.3%
6 - 10 Minutes	25	114	56	114	309	38.4%	84.7%
10 - 20 Minutes	8	31	8	70	117	14.5%	99.3%
Over 20 Minutes	1	0	1	4	6	0.7%	100.0%
Total	76	309	112	308	805	100.0%	N/A

Johns Creek Police Department

	P	1	2	3	Total	% Of Calls	Cumulative %
0 - 6 Minutes	13	637	5094	23	5767	89.2%	89.2%
6 - 10 Minutes	1	201	126	1	329	5.1%	94.3%
10 - 20 Minutes	1	181	117	0	299	4.6%	98.9%
Over 20 Minutes	1	22	46	0	69	1.1%	100.0%
Total	16	1041	5383	24	6464	100.0%	N/A

Johns Creek Fire Department

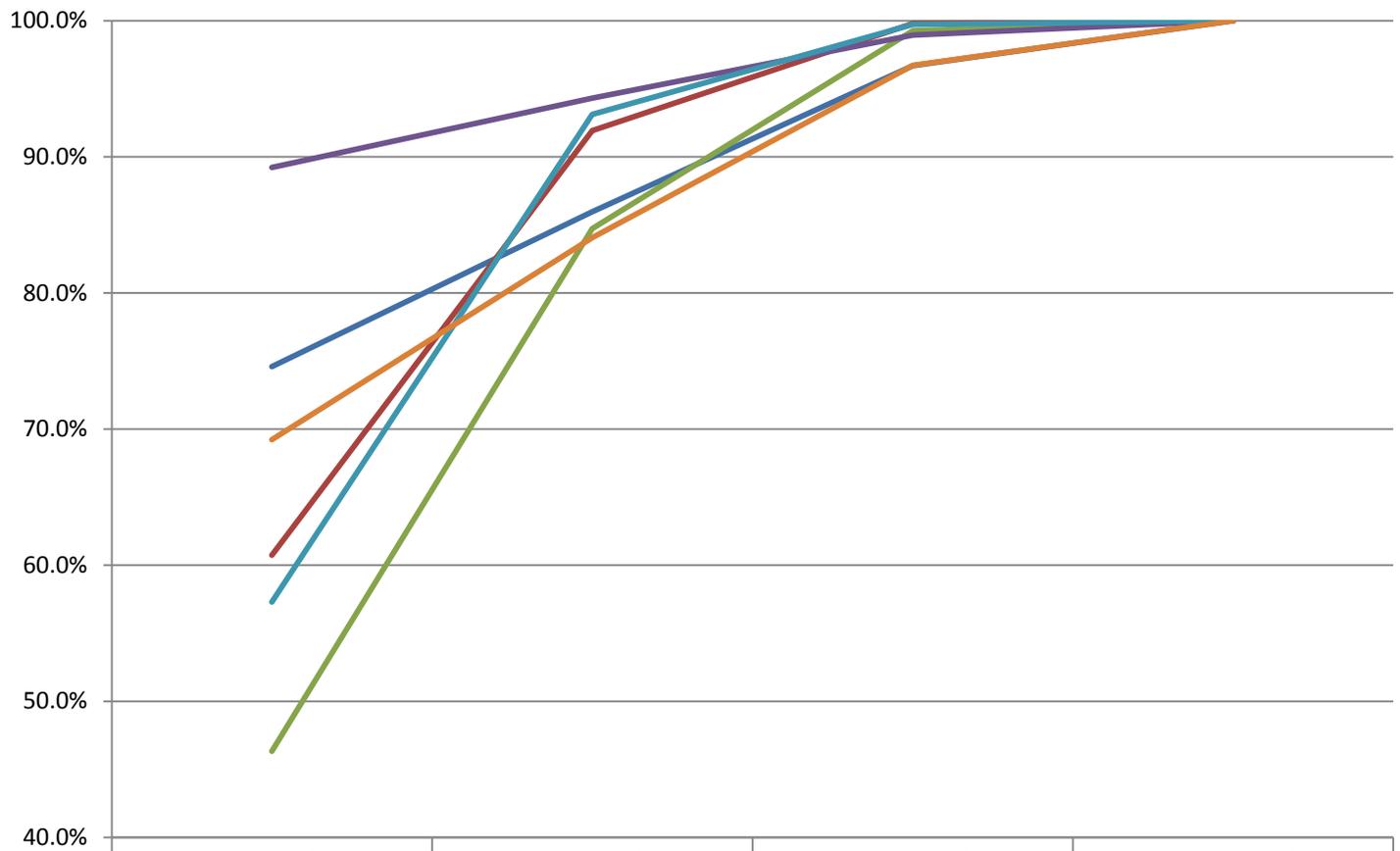
	P	1	2	3	Total	% Of Calls	Cumulative %
0 - 6 Minutes	33	77	24	66	200	57.3%	57.3%
6 - 10 Minutes	23	65	13	24	125	35.8%	93.1%
10 - 20 Minutes	8	7	4	4	23	6.6%	99.7%
Over 20 Minutes	0	1	0	0	1	0.3%	100.0%
Total	64	150	41	94	349	100.0%	N/A

Dunwoody Police Department

	P	1	2	3	Total	% Of Calls	Cumulative %
0 - 6 Minutes	20	587	1364	17	1988	69.2%	69.2%
6 - 10 Minutes	9	205	212	0	426	14.8%	84.1%
10 - 20 Minutes	0	151	213	0	364	12.7%	96.7%
Over 20 Minutes	1	34	59	0	94	3.3%	100.0%
Total	30	977	1848	17	2872	100.0%	N/A

Response Time is calculated from the time a unit is dispatched to an incident until a unit arrives on scene.

Response Time Per Agency October 1, 2011 - October 31, 2011

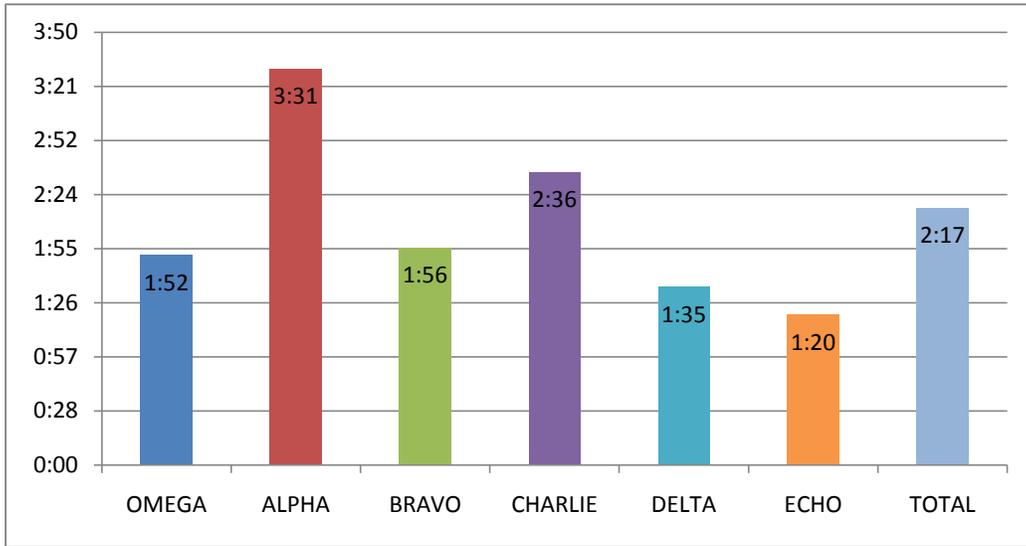


	0 - 6 Minutes	6 - 10 Minutes	10 - 20 Minutes	Over 20 Minutes
Sandy Springs Police Department	74.6%	86.0%	96.7%	100.0%
Sandy Springs Fire Rescue	60.7%	91.9%	99.8%	100.0%
RMA Sandy Springs	46.3%	84.7%	99.3%	100.0%
Johns Creek Police Department	89.2%	94.3%	98.9%	100.0%
Johns Creek Fire Department	57.3%	93.1%	99.7%	100.0%
Dunwoody Police Department	69.2%	84.1%	96.7%	100.0%

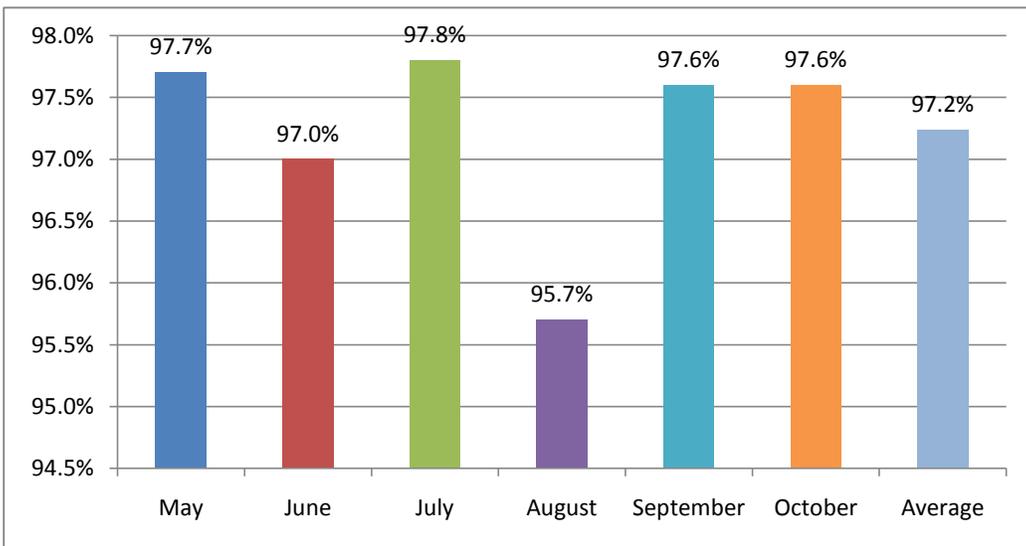
EMD Times & Compliance

October 1, 2011 - October 31, 2011

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTAL
Number of Cases	4	209	248	177	261	39	938
Percent Of Total	0.4%	22.3%	26.4%	18.9%	27.8%	4.2%	100.0%
Avg Time To Queue	1:52	3:31	1:56	2:36	1:35	1:20	2:17



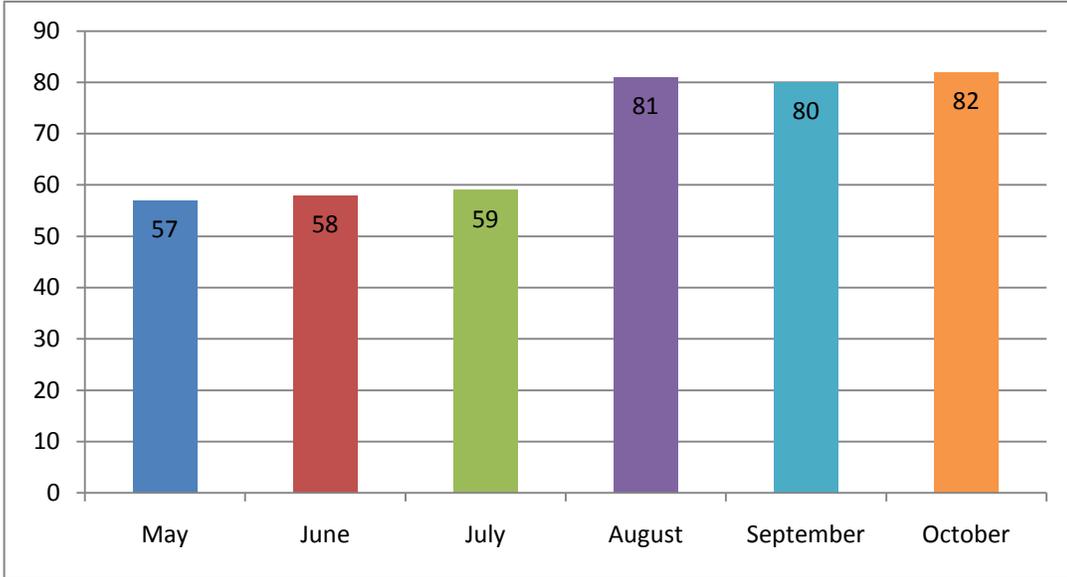
	May 2011	June 2011	July 2011	August 2011	September 2011	October 2011	Longterm Average
Compliance Percentage	97.7%	97.0%	97.8%	95.7%	97.6%	97.6%	97.2%



Time To Queue is calculated from the time the Calltaker starts EMD until a Determinant Code is given.
 The Compliance Percentage is determined by averaging all QIs processed for the month.

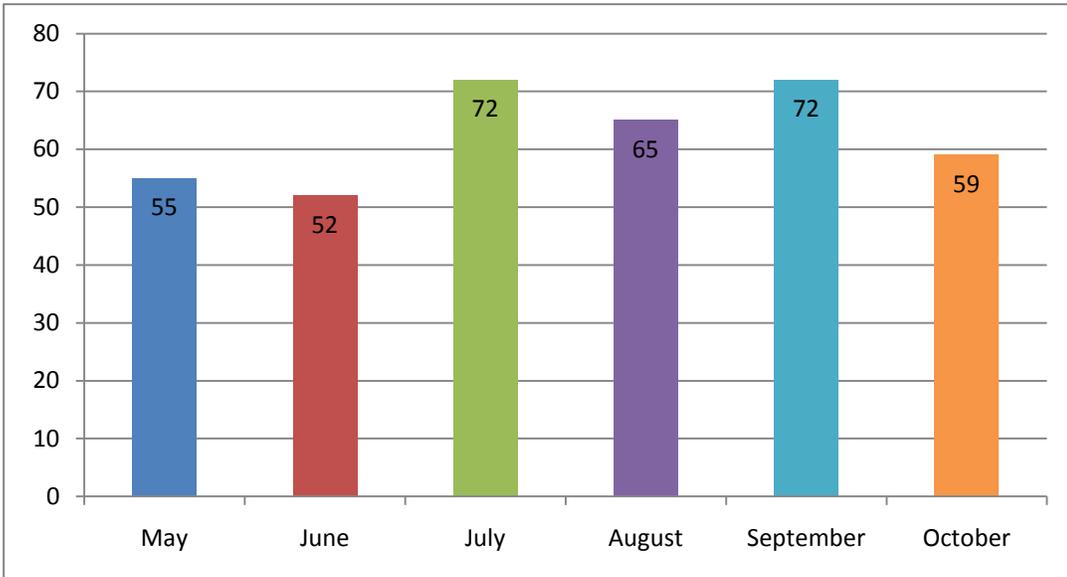
GCIC Confirmations Per Month

	May 2011	June 2011	July 2011	August 2011	September 2011	October 2011	Total
GCIC Confirmations	57	58	59	81	80	82	417



Record Requests Per Month

	May 2011	June 2011	July 2011	August 2011	September 2011	October 2011	Total
Record Requests	55	52	72	65	72	59	375



GCIC confirmations totals are for all agencies.
Record request totals are for all agencies & outside requestors.

**INTERGOVERNMENTAL AGREEMENT
FOR THE PROVISION OF
9-1-1 EMERGENCY COMMUNICATIONS SERVICES
BETWEEN DUNWOODY, GEORGIA
AND THE CHATTAHOOCHEE RIVER 911 AUTHORITY**

**THIS INTERGOVERNMENTAL AGREEMENT is entered into by and between
Dunwoody, Georgia (“Dunwoody” or “City”) and the Joint Public Safety and Judicial
Facilities Authority for the Cities of Sandy Springs, Georgia and Johns Creek, Georgia (the
“Authority”), this 18th day of April, 2011.**

WITNESSETH

WHEREAS, Dunwoody is a municipality created by the 2008 Georgia General Assembly pursuant to Ga. L. 2008, p. 3526 ; and

WHEREAS, the Georgia Constitution, Article IX, §2, ¶3 authorizes cities to provide services relating to fire and police protection; and

WHEREAS, in December of 2008, Dunwoody entered into an Intergovernmental Agreement (the “Dunwoody 911 IGA”) with DeKalb County to provide 911 Emergency Communications Services within the boundaries of Dunwoody, which established the cost of enhanced 911 emergency call reception and public safety dispatch services to be provided by DeKalb County; and

WHEREAS, DeKalb County continues to provide 911 communications services to Dunwoody pursuant to the terms of the Dunwoody 911 IGA, which will terminate upon 180 days notice; and

WHEREAS, the City of Sandy Springs and the City of Johns Creek have created a joint public safety and judicial facility authority known as “The Joint Public Safety and Judicial Facilities Authority for the Cities of Sandy Springs, Georgia and Johns Creek, Georgia,” doing business as the Chattahoochee River 911 Authority; and

WHEREAS, the Authority operates a joint consolidated public safety answering point in its emergency communications center (the “911 Center”) on a 24-hour basis, 365 (366 during leap years) days per year, from which the 911 communication services contemplated under this Agreement will be rendered for Sandy Springs, Johns Creek, and Dunwoody; and

WHEREAS, Dunwoody desires to receive 911 communication services from the 911 Center; and

WHEREAS, this Agreement establishes the cost of 911 communication services to be provided by the Authority to Dunwoody pursuant to this Agreement; and

WHEREAS, Dunwoody desires to maintain a mutually beneficial, efficient, and cooperative relationship that will promote the interests of the citizens of Dunwoody, Sandy Springs, and Johns Creek; and

WHEREAS, Dunwoody and the Authority have authorized the execution of this Agreement through appropriate Resolutions adopted by their governing bodies; and

NOW, THEREFORE, in consideration of the following mutual obligations, Dunwoody and the Authority agree as follows:

**ARTICLE 1
PURPOSE AND INTENT**

The purpose of this Agreement is to provide the vital and necessary communications link between Dunwoody's citizens, the Dunwoody Police Department, other public safety agencies serving Dunwoody, and the Authority's consolidated 911 call reception and radio dispatching of requests for public safety services.

The Authority will operate a joint consolidated public safety answering point in its emergency communications center (the "911 Center").

**ARTICLE 2
DEFINITIONS**

911 Emergency Communications means the receipt of incoming calls for service through the enhanced 911 telephone system for emergency and non-emergency requests for medical, police, fire, and other public safety services, and initiation of the appropriate response action. The service also includes the coordination of requests for support and auxiliary services from field units and refers crimes and incidents not requiring on-scene investigation by a field unit to the appropriate police precinct or agency. At the present time, the DeKalb County 800 MHz trunked radio system is the primary method of dispatching calls for service to Dunwoody field units.

Cutover Date means the point at which Dunwoody 9-1-1 calls are routed to and received and processed for dispatch by ChatComm. The targeted cutover date is September 1, 2011 at 00:00 hours.

Subscriber means that Dunwoody shall be provided the agreed-upon 911 emergency communications services, but shall not be required to make any financial capital outlay contributions, either retroactively or in the future, to the Authority during the duration of this Agreement. Furthermore, the Subscriber status shall not in any way provide Dunwoody with a seat or vote on the Authority Board. The purchase of equipment as stated in 10.5 and 10.6 shall not be considered financial capital outlay or contributions.

**ARTICLE 3
TERM OF AGREEMENT**

- 3.1 This Agreement shall commence on March 1, 2011 and shall terminate at 24:00 hours on August 31, 2014.
- 3.2 Following the initial term of this Agreement as defined above, this Agreement shall automatically continue on an annual basis unless at least six (6) months prior to each

anniversary of the Cutover Date, either Party provides written notice of its intention not to renew this Agreement.

ARTICLE 4 COMPENSATION AND CONSIDERATION

- 4.1 Dunwoody shall pay the Authority the sum of one million, seventy-five thousand dollars (\$1,075,000.00) annually, payable in twelve (12) equal monthly installments of eighty-nine thousand five hundred eighty-three dollars and thirty-three cents (\$89,583.33). The Authority will invoice Dunwoody for the monthly installment on the first (1st) day of each month for services performed during the previous month, with the first invoice for monthly installment one month after the cutover date. Dunwoody agrees to pay the monthly installment no later than fifteen days after the date of the invoice for services. In the event that services are to be rendered by the Authority for less than a full calendar month, Dunwoody shall only pay a pro-rated portion of the standard full monthly payment. For example, should services need to be rendered for fifteen (15) days of a 31-day month, Dunwoody would be responsible for paying only fifteen times the daily rate of the standard eighty-nine thousand five hundred eighty-three dollars and thirty-three cents (\$89,583.33) monthly installment, or forty-three thousand three hundred forty-six dollars and seventy-seven cents (\$43,346.77).
- 4.2 Should Dunwoody fail to meet its financial obligations under this Agreement, the Authority shall not withhold any 911 services from the citizens of Dunwoody as a remedy against the City of Dunwoody, unless the Authority has obtained a valid court order authorizing the cessation of services or has terminated the Agreement pursuant to the notice requirements of Section 3.2.
- 4.3 The Authority shall not have the power to force Dunwoody to pay more than one million, seventy-five thousand dollars (\$1,075,000.00) annually. Specifically, this means that Dunwoody shall not be required to make any financial capital outlay contributions, either retroactively or in the future, to the Authority during the duration of this Agreement unless an enhancement is mutually-agreed upon, in writing, prior to expenditure. The purchase of equipment pursuant to 10.5 and 10.6 shall not be considered in this amount and shall not be considered to be a financial capital outlay or contribution.
- 4.4 Should Dunwoody's actual call volume exceed that of the data provided to the Authority by 10% or more and the Service Level Metrics are unable to be achieved, then the Parties agree to augment staffing levels to meet the additional demand for services. The incremental cost associated with the mutually-agreed upon staff augmentation will be added to Dunwoody's monthly installments. The data made available by Dunwoody to the Authority indicated approximately thirty-eight thousand four-hundred and twenty five (38,425) total incidents annually, or three-thousand two-hundred and two (3,202) monthly.

ARTICLE 5 SERVICES

- 5.1 The Authority shall provide Dunwoody citizens 911 services at the same Service Level Metrics provided to citizens of Sandy Springs and Johns Creek, unless there is agreement between the Parties to do otherwise. After the Cutover Date, the Authority's response to 911 calls shall meet the performance standards set forth in **Schedule A**. Those standards shall be used for determining the Authority's compliance under this Agreement, notwithstanding the adoption of more stringent standards by any other administrative or governmental entity having legal authority over such matters.
- 5.2 At the present time, DeKalb County Fire and Rescue provides all fire, rescue, and emergency medical services to Dunwoody. All calls for fire, rescue, or emergency medical services (EMS) shall be transferred to DeKalb County's PSAP for dispatch of appropriate Fire and EMS resources.
- 5.3 The Authority shall design, procure, install, configure, test, make operational, and refresh all required technology systems and equipment to support the integration and provision of the equivalent level of technology services as received by Sandy Springs and Johns Creek to Dunwoody. The Authority shall provide 24 hours a day/365 day a year support and operation of those technology systems through combinations of on-site staff, resources at other locations, and vendor support agreements. The Authority will make every effort to implement technology configurations that are highly reliable and avoid single points of failure whenever reasonably possible.
- 5.4 Beginning on the first day of the fifth month of PSAP operation, the sanctions set forth in **Schedule B** shall be employed as penalties for deficient performance by the Authority. All penalties incurred by the Authority shall be deducted from Dunwoody's next payment to the Authority pursuant to the terms of this Agreement. Dunwoody shall take into consideration unforeseen events and unpredictable service overloads before imposing any penalty. These events will be monitored and reviewed by Dunwoody and the Authority to decide if the events caused an unforeseen impact on the performance metrics.

ARTICLE 6 ANCILLARY SERVICES

- 6.1 The Authority must provide a variety of ancillary services incumbent on a large metropolitan public-safety answering point. These services will be provided to Dunwoody, at the equivalent level of services received by Sandy Springs and Johns Creek, pursuant to this Agreement and shall include, but not necessarily be limited to, technical operations, administration, quality assurance and training, cost allocation, facilities maintenance, fiscal management, general operating supplies, human resources, information systems, maintenance, public information, purchasing, utilities and other critical services attendant to the operation of a public-safety answering point.
- 6.2 The Authority will provide, at the equivalent level of services received by Sandy Springs and Johns Creek, assistance with the collection of 9-1-1 fee on telephone service in the corporate limits of Dunwoody for Wired (Land Lines) Service Providers, Wireless Service Providers, and any other telephone provider allowed by state and/or federal law that are charging the 9-1-1 fee on telephone service.
- 6.3 Fees hereunder shall be collected directly by the City of Dunwoody.

**ARTICLE 7
RETAINED POWERS OF THE PARTIES**

- 7.1 The Authority retains all discretion in the hiring of its employees and in maintaining policies and procedures for the efficient running of the Authority.
- 7.2 Dunwoody shall retain exclusive control over Dunwoody employees, including, but not limited to, all police officers and any and all fire or rescue personnel that may be hired by Dunwoody during the term of this Agreement.

**ARTICLE 8
EMPLOYMENT STATUS**

- 8.1 The Authority shall ensure sufficient personnel are dedicated to both handling Dunwoody's call volume in order to meet the Service Level Metrics outlined in **Schedule A**, as well as providing Dunwoody with at least one dedicated police dispatch position 24 hours per day, 7 days per week.
- 8.2 All telecommunicators serving Dunwoody are and will continue to be employees of the Authority or its contractor for all purposes, including but not limited to: duties and responsibilities, employee benefits, grievances, payroll, pension, promotion, annual or sick leave, standards of performance, training, workers' compensation, and disciplinary functions.
- 8.3 All telecommunicators serving Dunwoody shall be subject to any and all policies and procedures developed by the Technical Advisory Council (TAC) and maintained by the Authority.
- 8.4 The Authority or its contractor shall have the right to terminate the employment—for any reason—of any employee who is serving Dunwoody, so long as the Authority continues to meet the Service Level Metrics outlined in **Schedule A**.

**ARTICLE 9
RECORDKEEPING AND REPORTING**

- 9.1 Except as limited by any provision of state or federal law, Dunwoody may request, review, and access data and Authority records to ensure compliance with this Agreement at no cost to Dunwoody.
- 9.2 As provided in **Schedule A**, the Authority will provide, at no cost to Dunwoody, monthly reports detailing 911 Emergency Call Answering Performance as measured through standard traffic and performance reports out of the 911 telephone switch, and Dispatchable Call Processing and Dispatching Performance as measured through the 911 telephone and computer aided dispatch systems. Monthly reports shall be provided to Dunwoody within ten (10) business days after the last day of each month.

- 9.3 Annual reports to Dunwoody detailing, at a minimum, the Authority's performance for the previous calendar year, including those metrics specified in **Schedule A**, as well as a quality assurance report shall be provided to Dunwoody, at no cost, no later than January 31st of each year.
- 9.4 Additionally, as provided in **Schedule A**, the Authority will provide, at no cost to Dunwoody, periodic reports detailing General Managerial and Operational Performance as measured through the Quality Assurance program.
- 9.5 Dunwoody owns all data, maps, and related service call information within the corporate limits of Dunwoody. This initial information and all future updates shall be provided to the Authority for the efficient and accurate dispatch of Dunwoody calls for service at no additional cost, subject to any appropriate data-sharing agreement between the Parties. Should the quality of the data and maps provided by Dunwoody delay the Authority's ability to process calls for dispatch, the Parties will consider exclusions to the sanctions detailed in **Schedule B**.
- 9.6 The Authority shall be responsible for honoring and responding to all Open Records Requests in accordance with state law and providing a copy of both the request and response to Dunwoody at no cost to the City.

ARTICLE 10 TRANSITION

- 10.1 The Authority shall provide an entirely seamless transition and integration between the 911 services being provided to Dunwoody by the DeKalb system to the services provided by the Authority's system.
- 10.2 The Authority shall be responsible for coordinating the cutover with all appropriate telecommunications companies and service providers to ensure that beginning on the Cutover Date all 911 service calls are directed to the Authority. This transition shall include testing of call locations throughout Dunwoody following the cutover.
- 10.3 The Authority shall be responsible for coordinating with DeKalb County or another mutually agreed-upon radio system for the dispatching of Dunwoody's calls for service on the DeKalb County 800 MHz trunked radio system. Dunwoody shall be financially responsible for any radio subscription fees for its mobile and portable radios.
- 10.4 Time is of the essence and the transition from Dunwoody's current service provider to the Authority shall occur on the specified Cutover Date. Failure to coordinate cutover on the specified Cutover Date shall result in financial penalties as outlined in **Schedule B**.
- 10.5 All one-time costs associated with the transition, including materials purchased in order to provide 911 communication services for the Dunwoody, should be accounted for separately and invoiced separately to Dunwoody as provided in **Schedule C**. In total this amount will not exceed \$570,000.00.

- 10.6 All materials purchased in order to provide 911 communication services for Dunwoody as provided in **Schedule C** shall become the property of Dunwoody if this Agreement has been terminated pursuant to the notice requirements of Section 3.2.

**ARTICLE 11
CITY-AUTHORITY RELATIONS**

- 11.1 The Authority shall be the primary public safety answering point and sole provider of 911 emergency communication services within Dunwoody, with the exception of fire and EMS dispatching, so long as this Agreement remains in effect.
- 11.2 The Authority shall provide critical incident notifications to designated Dunwoody officials. Prior to the cutover date, the Parties shall determine which incident types are to require critical incident notifications.
- 11.3 The Authority shall notify Dunwoody in the event of any media inquiry. The Authority shall not speak on behalf of Dunwoody.

**ARTICLE 12
DUNWOODY'S STATUS**

- 12.1 Dunwoody shall be a Subscriber to the Authority's services. As such, Dunwoody shall not, so long as it is merely a Subscriber to the Authority's services, have any voting representative(s) on the Authority's Board of Directors.
- 12.2 The Authority shall provide reasonable notice, in the same manner and timeliness provided to Sandy Springs and Johns Creek, to Dunwoody of any meeting of the Authority's Board of Directors. Dunwoody shall have the right to send a non-voting representative to the meetings of the Authority's Board of Directors.
- 12.3 Dunwoody shall participate in the meetings of the Authority's Technical Advisory Council. Dunwoody's representatives include, but are not necessarily limited to, the Chief of Police of the Dunwoody Police Department or his or her designee and Dunwoody's Information Technology Manager or his or her designee.
- 12.4 Dunwoody shall participate in the meetings of the Authority's Information Technology Committee meetings. Dunwoody's representatives include, but are not necessarily limited to, Dunwoody's Information Technology Manager or his or her designee.
- 12.5 The Chief of Police of the Dunwoody Police Department shall work with the Authority to set protocol for Dunwoody police dispatch procedures. Once initial dispatch procedures have been established, it is recognized that from time to time, Dunwoody will need to make adjustments or changes in the dispatch procedures for their field resources. The Authority shall implement any change as soon as practical but no longer than within thirty (30) days of a written request unless mutually-agreed upon significant technological or operational changes are required.

**ARTICLE 13
EVENT OF DEFAULT**

13.1 An event of default shall mean a material breach of this Agreement by the Authority as follows:

13.1.1 The Authority does not maintain sufficient personnel, as determined in Article 8, in the 911 Center for a period of longer than five (5) days.

13.1.2 The Authority's failure to meet the metrics specified in **Schedule A** for any three (3) months in a twelve (12) month period during the Term of this Agreement shall constitute a material breach of this Agreement, subjecting the Agreement to termination for cause by Dunwoody pursuant to the provisions of Article 14. Any event that constitutes an exigent circumstance will not count against that month's performance metric. For the purposes of this Agreement, an "exigent circumstance" shall constitute a natural or man-made event that creates an unanticipatable surge of 911 emergency telephone calls.

13.2 An event of default shall mean a material breach of this Agreement by Dunwoody as follows:

13.2.1 Failure of Dunwoody to pay the compensation referred to in Article 4 in a timely manner more than twice in a single calendar year.

ARTICLE 14 TERMINATION

14.1 Dunwoody and the Authority shall each have the power to terminate this Agreement for cause. Should either Party choose to terminate this Agreement under this paragraph, written notice must be provided at least thirty (30) days prior to the effective date of termination.

14.2 Dunwoody and the Authority shall each have the power to terminate this Agreement without cause upon written notice, no less than six (6) months before the effective date of the termination.

ARTICLE 15 NOTICES

All required notices shall be given by first class mail, except that any notice of termination shall be mailed via U.S. Mail, return receipt requested. Notices shall be addressed to the parties at the following addresses:

If to the Authority: Office of the Executive Director
Chattahoochee River 9-1-1 Authority
859 Mount Vernon Highway, Suite 400
Sandy Springs, GA 30328

With a Copy to: Attorney for the Authority
Ray S. Smith, III
JOYCE THRASHER KAISER & LISS, LLC
Five Concourse Parkway, Suite 2350
Sandy Springs, GA 30328

With a Copy to: City Manager
City of Sandy Springs
7840 Roswell Road, Building 500
Sandy Springs, GA 30350

With a Copy to: City Manager
City of Johns Creek
12000 Findley Road, Suite 400
Johns Creek, GA 30097

With a Copy to: City Attorney
City of Sandy Springs
7840 Roswell Road, Building 500
Sandy Springs, GA 30350

With a Copy to: City Attorney
City of Johns Creek
12000 Findley Road, Suite 400
Johns Creek, GA 30097

If to Dunwoody: City Manager
City of Dunwoody
41 Perimeter Center East, Suite 250
Dunwoody, Georgia 30346

With a Copy to: City Attorney
City of Dunwoody
41 Perimeter Center East, Suite 250
Dunwoody, Georgia 30346

**ARTICLE 16
EXTENSION OF AGREEMENT**

- 16.1 This Agreement may be extended at any time during the effective term of this Agreement by mutual consent of both parties, so long as such extension is approved by official action of Dunwoody and by official action of the Authority.
- 16.2 Pursuant to Article 3, following the initial term of this Agreement, this Agreement shall automatically continue on an annual basis unless at least six (6) months prior to each anniversary of the Cutover Date, Dunwoody gives written notice of its intention not to renew this Agreement or the Agreement is terminated pursuant to Article 14.

**ARTICLE 17
NON-ASSIGNABILITY**

Neither party may assign any of the obligations or benefits of this Agreement, except as otherwise provided herein.

**ARTICLE 18
ENTIRE AGREEMENT**

The Parties acknowledge one to the other, that the terms of this Agreement constitute the entire understanding and agreement of the parties regarding the subject matter of the Agreement and supersedes all prior oral or written agreements or understandings. Any representation, oral or written, not incorporated in this Agreement shall not be binding upon Dunwoody or the Authority. All parties must sign any subsequent changes in the Agreement for such subsequent changes to have binding legal effect.

**ARTICLE 19
SEVERABILITY, VENUE, AND ENFORCEABILITY**

- 19.1 If a court of competent jurisdiction renders any provision(s), or portion(s) of any provision(s), of this Agreement to be invalid or otherwise unenforceable, that provision or portion of a provision will be severed and the remainder of this Agreement will continue in full force and effect as if the invalid provision or portion of the provision were not part of this Agreement.
- 19.2 No action taken pursuant to this Agreement should be deemed to constitute a waiver of compliance with any representation, warranty, covenant, or agreement contained in this Agreement and will not operate or be construed as a waiver of any subsequent breach, whether of a similar or dissimilar nature.
- 19.3 This Agreement is governed by the laws of the State of Georgia without regard to conflicts of law principles thereof.
- 19.4 Should any Party institute suit concerning this Agreement, the Parties agree that the venue shall be in the Superior Court of DeKalb County, Georgia or the Superior Court of Fulton County, Georgia.
- 19.5 The agents of the Parties have both participated in the drafting of this Agreement. As such, should any provision of this Agreement require judicial interpretation, it is agreed that the court interpreting or construing this Agreement need not apply the presumption that the terms hereof should be more strictly construed against one party by reason of the rule of construction that a document is to be construed more strictly against the party who itself or through its agent prepared the same.

**ARTICLE 20
BINDING EFFECT**

This Agreement shall inure to the benefit of, and be binding upon, the respective Parties' successors.

**ARTICLE 21
INDEMNITY**

- 20.1 To the extent allowed by law, the Authority shall indemnify and hold the City harmless from claims, demands or causes of action which may arise from activities associated with this Agreement.
- 20.2 The immunity and indemnification provisions of this Agreement shall survive termination of this Agreement for any claims that may be filed after the termination date of this Agreement, provided the claims are based upon actions that occurred during the performance of this Agreement.

**ARTICLE 22
AMENDMENT**

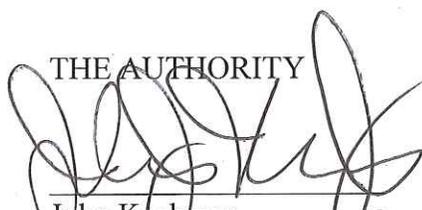
This Agreement may be modified at any time during the term of this Agreement by mutual written consent of both Parties. Any such mutual written consent must be reached through the official procedures of the Parties.

**ARTICLE 23
COUNTERPARTS**

This Agreement may be executed in several counterparts, each of which shall be an original and all of which shall constitute but one and the same instrument.

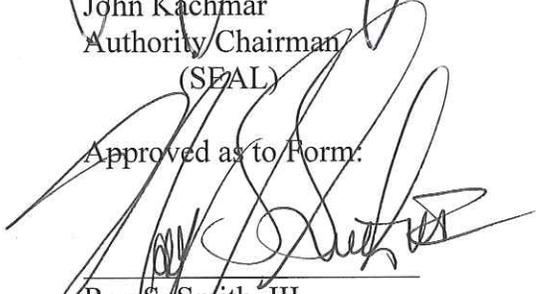
IN WITNESS WHEREOF, the Authority and Dunwoody have executed this Agreement through their duly authorized officers on this 15th day of April, 2011.

THE AUTHORITY



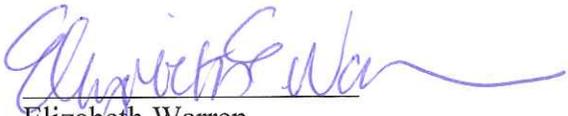
John Kachmar
Authority Chairman
(SEAL)

Approved as to Form:



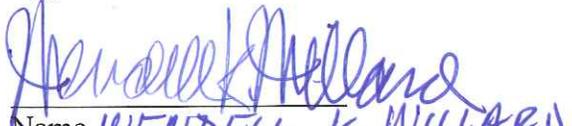
Ray S. Smith, III
Authority Attorney

ATTEST:



Elizabeth Warren
Authority Secretary

Approved as to Substance:



Name WENDELL K. WILLARD
Title Board Member

DUNWOODY, GEORGIA



Ken Wright
Mayor

Approved as to Form:



Brian Anderson
City Attorney

ATTEST:



Sharon Lowery
City Clerk (SEAL)

Approved as to Substance:



Warren Hutmacher
City Manager

SCHEDULE A

SERVICE LEVEL METRICS

Service levels delivered by the Authority will be measured and evaluated in three domains:

- 911 emergency call answering performance
- Dispatchable high priority call processing performance and dispatchable call processing performance for all calls that ChatComm is responsible for triaging
- General managerial and operational performance

911 Emergency Call Answering Performance

The speed of answering 911 calls from the public is a key metric in evaluating the responsiveness and effectiveness of a Public Safety Answering Point (PSAP). The initial staffing model developed in collaboration with the cities of Sandy Springs, Johns Creek, and Dunwoody was designed to allow a 911 call answer speed of ten (10) seconds or less for 90% of 911 calls received at the PSAP and thirty (30) seconds or less for 99% of those calls. The call answering time interval shall be defined as that period of time from the recorded time that a call for service is processed through the 911 ANI/ALI controller and commences the ring cycle to the time at which the call is answered and caller interrogation activities begin.

The Authority will make every possible effort to minimize the wait time for the small percentage of callers who have to wait at all, and track statistics for callers who disconnect prior to call answer.

This performance metric will be measured through standard traffic and performance reports out of the 911 telephone switch and reported on a monthly basis to Dunwoody.

Dispatchable Call Processing and Dispatching Performance

Once a 911 call is answered, the time interval from call answer to an incident being available for dispatch to field personnel is the second key metric in evaluating the responsiveness and effectiveness of a PSAP. These incidents are referred to as dispatchable calls. Other 911 calls do not result in a unique incident that is dispatched to field units but instead add further information to existing incidents or are unrelated to incident activity. The initial staffing model developed in collaboration with the cities of Sandy Springs, Johns Creek, and Dunwoody was designed to allow a call processing time of sixty (60) seconds or less for 90% of the dispatchable high priority calls and ninety (90) seconds or less for 95% of those calls. Additionally, the initial staffing model was designed to allow a call processing time of ninety (90) seconds or less for 90% of all calls. ChatComm shall be held to these standards only for those calls that it is responsible for triaging.

The call processing time will only be measured for calls that result in dispatched incidents. The time interval measured shall be defined as that period of time from the call being answered to the time that the computer aided dispatch (CAD) incident entry process is sufficiently complete that the incident is queued for dispatch. The Authority shall continue to transfer all fire and emergency medical services calls to DeKalb County 911 for the dispatch of appropriate resources.

This performance metric will be measured through performance reports out of the 911 telephone and computer aided dispatch systems and reported on a monthly basis to Dunwoody.

In instances where the performance metric for dispatchable call processing and dispatching performance in the Agreement between the Authority and Dunwoody differs from that contained in the Agreement between the Authority and its contractor, the shorter call processing times for high priority calls or all calls shall be enforceable for the purposes of this Agreement.

General Managerial and Operational Performance

Both Parties have an interest in developing a number of additional performance metrics to evaluate the effectiveness of the PSAP operation. A Continuous Quality Improvement Program is a key element of providing continuing assessment of PSAP operations so that performance expectations are met on a consistent basis. The Authority will work with Dunwoody during implementation to define a Quality Assurance program for the PSAP that meets the combined needs and interests of the Authority and Dunwoody. This program will identify both hard and soft metrics for such things as:

- Responsiveness to Requests from the Field
- Complete and Accurate Documentation
- Access to Management Performance Reports and System Data
- Responsiveness to Operational Needs and Stakeholder Public Safety Agencies

Following the commencement of live operations, the Authority will incorporate Dunwoody calls for service into the agreed-upon and established Quality Assurance program and provide periodic reports as outlined in that program.

SCHEDULE B**PENALTY PROVISIONS**

Failure to meet the following Service Level Metrics identified in **Schedule A** shall result in financial penalties levied against the Authority:

- 911 Emergency Call Answering Performance – 90% of 911 calls answered within ten (10) seconds
- Dispatchable Call Processing and Dispatching Performance – 90% of dispatchable high priority calls ready for dispatch within sixty (60) seconds and 90% of all dispatchable calls ready for dispatch within ninety (90) seconds for those calls that ChatComm is responsible for triaging.

The intent of the financial penalty calculation mechanism is to reinforce the importance of the Service Level Metrics with a financial penalty. Failure to meet either one of these Service Level Metrics by a value 10% lower than the target performance results in a reduction of Dunwoody's monthly payment by 10%. Therefore, if both the Metrics were not met by this margin in a given month, Dunwoody's monthly payment would be lowered by 20%.

If the Metrics are missed by other percentage increments, the mathematical relationship to establish the penalty would be 0.1% of the monthly payment for each 0.1% that the Authority falls below the established 90% Metric. The table on the following page provides a visualization of this penalty provision applied against Dunwoody's monthly payment.

Continued on next page

Penalty Calculation Table					
10% of Dunwoody Payment	\$8,958.33 Monthly	\$107,500.00 Annual	10% of Dunwoody Payment	\$8,958.33 Monthly	\$107,500.00 Annual
9-1-1 Emergency Call Answering Standard 90% or Better			Dispatchable Call Processing Standard 90% or Better		
89.9%	\$89.58	\$1,075.00	89.9%	\$89.58	\$1,075.00
89.8%	\$179.17	\$2,150.00	89.8%	\$179.17	\$2,150.00
89.7%	\$268.75	\$3,225.00	89.7%	\$268.75	\$3,225.00
89.6%	\$358.33	\$4,300.00	89.6%	\$358.33	\$4,300.00
89.5%	\$447.92	\$5,375.00	89.5%	\$447.92	\$5,375.00
89.4%	\$537.50	\$6,450.00	89.4%	\$537.50	\$6,450.00
89.3%	\$627.08	\$7,525.00	89.3%	\$627.08	\$7,525.00
89.2%	\$716.67	\$8,600.00	89.2%	\$716.67	\$8,600.00
89.1%	\$806.25	\$9,675.00	89.1%	\$806.25	\$9,675.00
89.0%	\$895.83	\$10,750.00	89.0%	\$895.83	\$10,750.00
88.9%	\$985.42	\$11,825.00	88.9%	\$985.42	\$11,825.00
88.8%	\$1,075.00	\$12,900.00	88.8%	\$1,075.00	\$12,900.00
88.7%	\$1,164.58	\$13,975.00	88.7%	\$1,164.58	\$13,975.00
88.6%	\$1,254.17	\$15,050.00	88.6%	\$1,254.17	\$15,050.00
88.5%	\$1,343.75	\$16,125.00	88.5%	\$1,343.75	\$16,125.00
88.4%	\$1,433.33	\$17,200.00	88.4%	\$1,433.33	\$17,200.00
88.3%	\$1,522.92	\$18,275.00	88.3%	\$1,522.92	\$18,275.00
88.2%	\$1,612.50	\$19,350.00	88.2%	\$1,612.50	\$19,350.00
88.1%	\$1,702.08	\$20,425.00	88.1%	\$1,702.08	\$20,425.00
88.0%	\$1,791.67	\$21,500.00	88.0%	\$1,791.67	\$21,500.00
87.9%	\$1,881.25	\$22,575.00	87.9%	\$1,881.25	\$22,575.00
87.8%	\$1,970.83	\$23,650.00	87.8%	\$1,970.83	\$23,650.00
87.7%	\$2,060.42	\$24,725.00	87.7%	\$2,060.42	\$24,725.00
87.6%	\$2,150.00	\$25,800.00	87.6%	\$2,150.00	\$25,800.00
87.5%	\$2,239.58	\$26,875.00	87.5%	\$2,239.58	\$26,875.00
87.4%	\$2,329.17	\$27,950.00	87.4%	\$2,329.17	\$27,950.00
87.3%	\$2,418.75	\$29,025.00	87.3%	\$2,418.75	\$29,025.00
87.2%	\$2,508.33	\$30,100.00	87.2%	\$2,508.33	\$30,100.00
87.1%	\$2,597.92	\$31,175.00	87.1%	\$2,597.92	\$31,175.00
87.0%	\$2,687.50	\$32,250.00	87.0%	\$2,687.50	\$32,250.00
86.9%	\$2,777.08	\$33,325.00	86.9%	\$2,777.08	\$33,325.00
86.8%	\$2,866.67	\$34,400.00	86.8%	\$2,866.67	\$34,400.00
86.7%	\$2,956.25	\$35,475.00	86.7%	\$2,956.25	\$35,475.00
86.6%	\$3,045.83	\$36,550.00	86.6%	\$3,045.83	\$36,550.00
86.5%	\$3,135.42	\$37,625.00	86.5%	\$3,135.42	\$37,625.00
86.4%	\$3,225.00	\$38,700.00	86.4%	\$3,225.00	\$38,700.00
86.3%	\$3,314.58	\$39,775.00	86.3%	\$3,314.58	\$39,775.00
86.2%	\$3,404.17	\$40,850.00	86.2%	\$3,404.17	\$40,850.00
86.1%	\$3,493.75	\$41,925.00	86.1%	\$3,493.75	\$41,925.00

SCHEDULE C**START UP AND TRANSITION COSTS**

In order to provide for the transition, startup, and operations of 911 communication services for Dunwoody, certain materials and labor will be required. As outlined in Section 10.5 of the Agreement, these should be accounted for separately and invoiced separately to Dunwoody.

The following list of materials is anticipated to be purchased for startup and operation. For any specific piece listed below, if item is unavailable, the closest equivalent item shall be purchased and Dunwoody shall be notified of the replacement.

- One (1) additional 9-1-1 trunk
- One (1) data point to point T1 between ChatComm & Dunwoody
- Two (2) CISCO 2911 routers & fxs cards
- One (1) Maxima II dispatch chair (solid arm rest)
- One (1) EMD Medical Priority full license
- Six (6) data cables (patch panel in half wall by new position, other end terminated in server room)
- Two (2) 20AMP electric circuits, TL plugs
- Two (2) extended demark cables (1-911 & 1- Data cabling)
- One (1) calltaker position furniture, LED lighting, equipment access doors, fans
- Two (2) Plantronics P10 connectors
- Six (6) Plantronics H91N headsets
- Five (5) Plantronics H81N headsets
- One (1) Dell PowerEdge 200 (Query server), Windows server 2008
- Two (2) Dell T3400 workstations (Admin & CAD), Windows 7
- Five (5) Dell 2007FP 20 inch flat screen monitors
- Three (3) Dell AX510 flat bar speakers
- Five (5) DVI-D 2 meter extension cables
- Six (6) USB 2 meter extension cables
- Three (3) Audio 6 ft extension cables
- Three (3) Motorola consolettes (1 – primary, 2 – backup)
- Two (2) Motorola MC3000 telephone remote desktop units
- Positron –
 - One (1) 911 trunk card
 - Two (2) administrative telephone lines to be added
 - One (1) calltaker workstation
 - Positron Gateway Shelf
 - Positron CAMA Interface Module
 - Backroom Position Access License
 - PBX Access License - Per Workstation
 - Power 911 Client Access License
 - Power 911 Add On Recorder for Radio
 - Power 911 Server Access License
 - Positron Admin Interface Module (AIM)
 - VIPER enabling Kit
 - Power MIS License

- Radio/Telephone interface card
- Satellite Box with Phone Jack & Volume Control
- IWS Workstation Computer (Elite8000)
- IWS Workstation software
- CAD (Sungard)
 - One (1) CAD console license
 - One (1) CAD Map display license
 - One (1) LAN client license for message switch
 - One (1) CAD AVL client license
 - One (1) CAD Resource Monitor display
 - Upgrade to message switch from 200 to 250 licenses
 - Thirty five (35) digital dispatch upgrade licenses for Mobiles
 - One (1) MCT client – Digital Dispatch
 - Thirty six (36) MCT Mapping clients
 - Thirty six (36) MCT AVL
 - Thirty six (36) Trimble AVL GPS receiver bundled packages