



PERFORMANCE METRICS

***CALL ANSWER 90%/10 sec**

In 2014, the yearly average of 911 calls answered within 10 seconds was 92.0%.

353,627 Total Calls

***CALL PROCESSING 90%/60 sec High Priority**

In 2014, 93.0% for High Priority Calls and 89.4% of all calls were processed within 60 seconds

Total dispatched incidents was 137,847



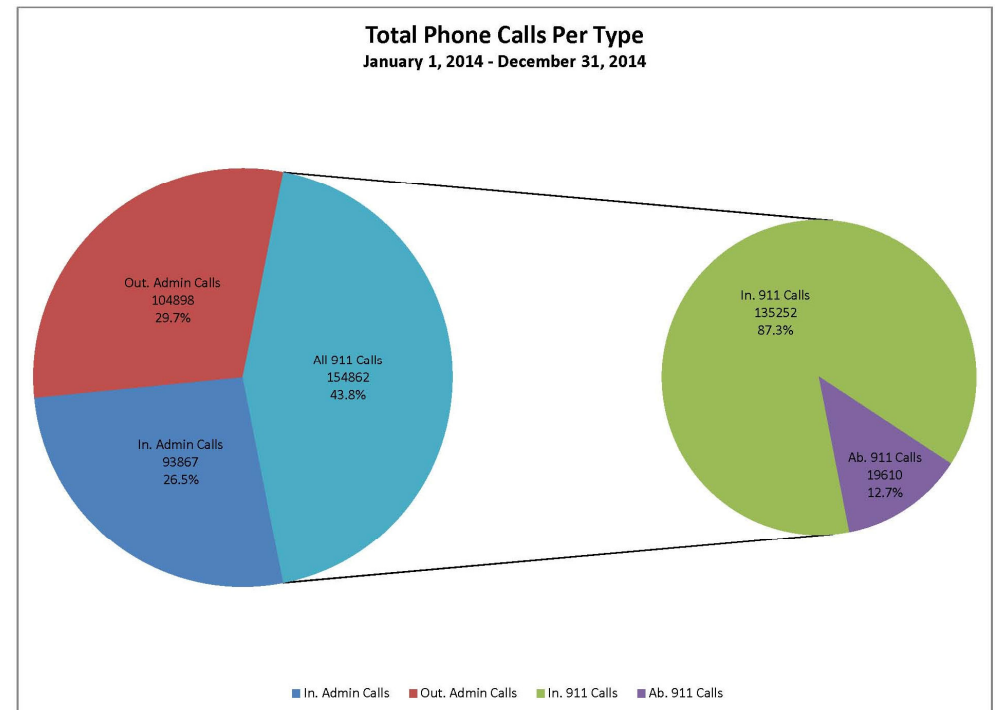
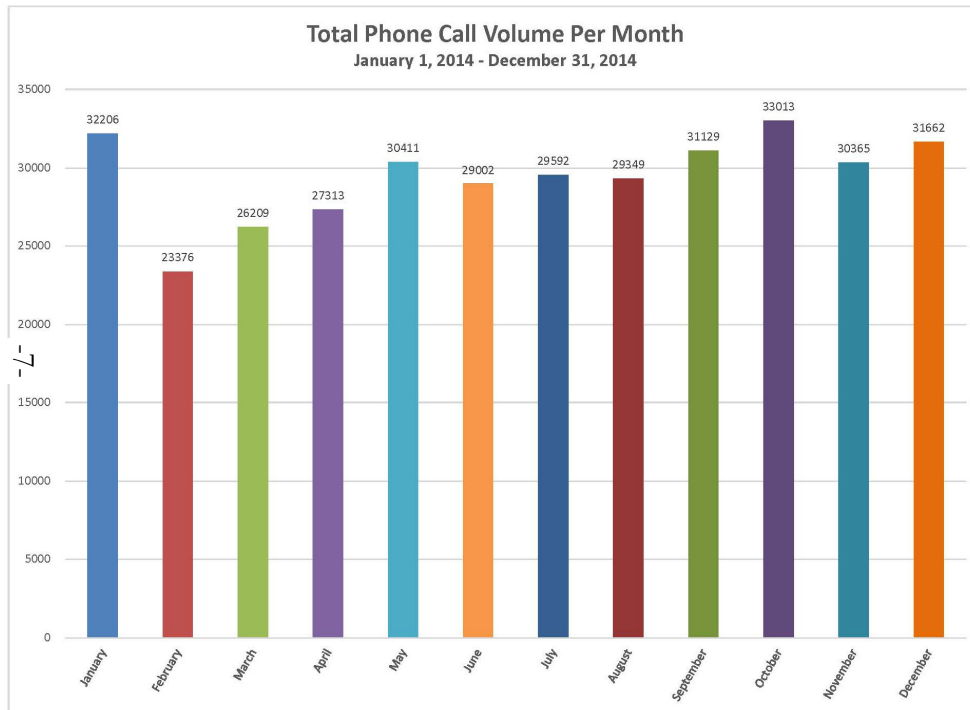
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2014 CHATCOMM ACTIVITY TOTALS

•911 Answer Time 0:10	92.0%	-3.1% from 2011	
•911 Call Process 1:00	93.0%	-1.2% from 2011	
•Total Calls	353,627	+20.8% from 2011	
	•Incoming 911	135,252	
	•Abandoned 911	19,610	
	•Incoming Admin	93,867	
	•Outgoing Admin	95,915	
•Total Incidents	288,913	+35.4% from 2011	
	•Dunwoody PD	54,262	+2.0% from 2013
•Complaints	30 (15 sustained)		
•Language Line	1682		

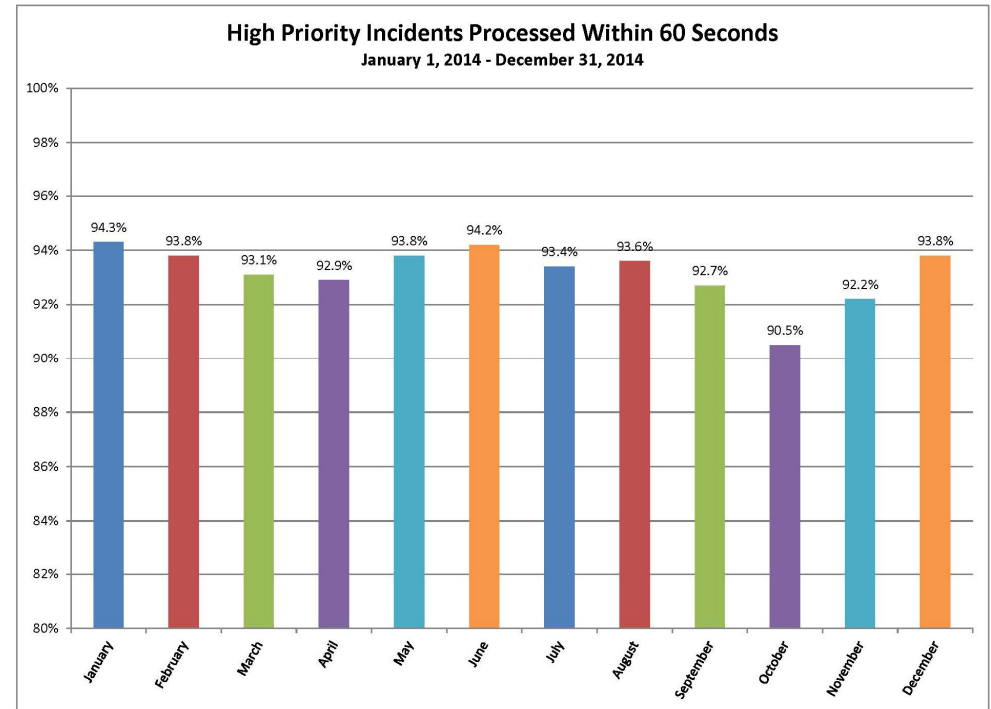
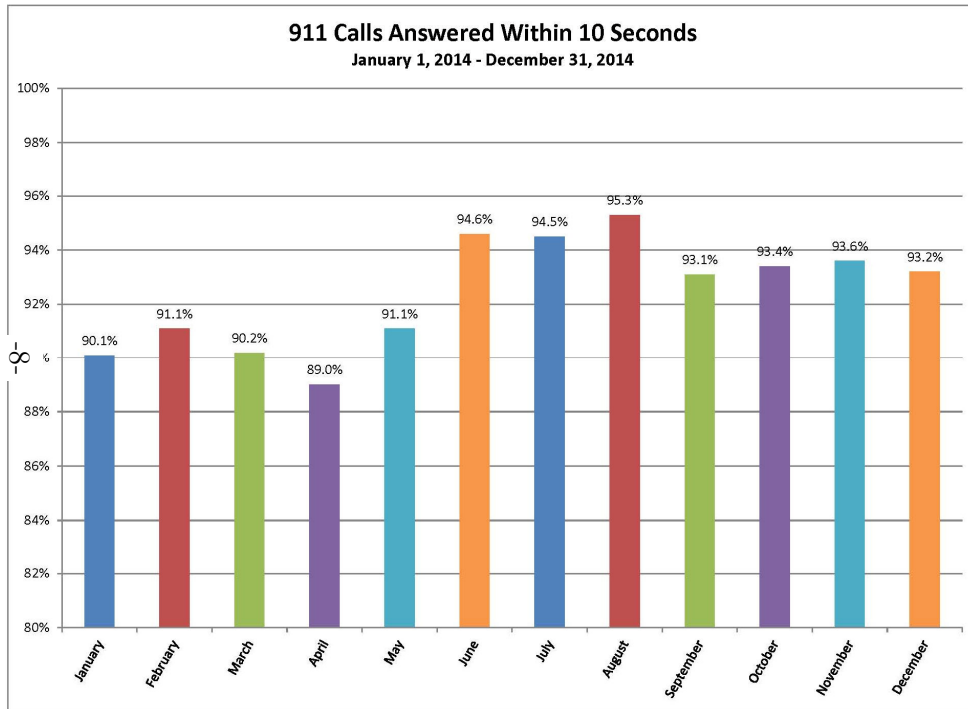


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- **Dunwoody handled 54,262 incidents in 2014.**

ChatComm Activity

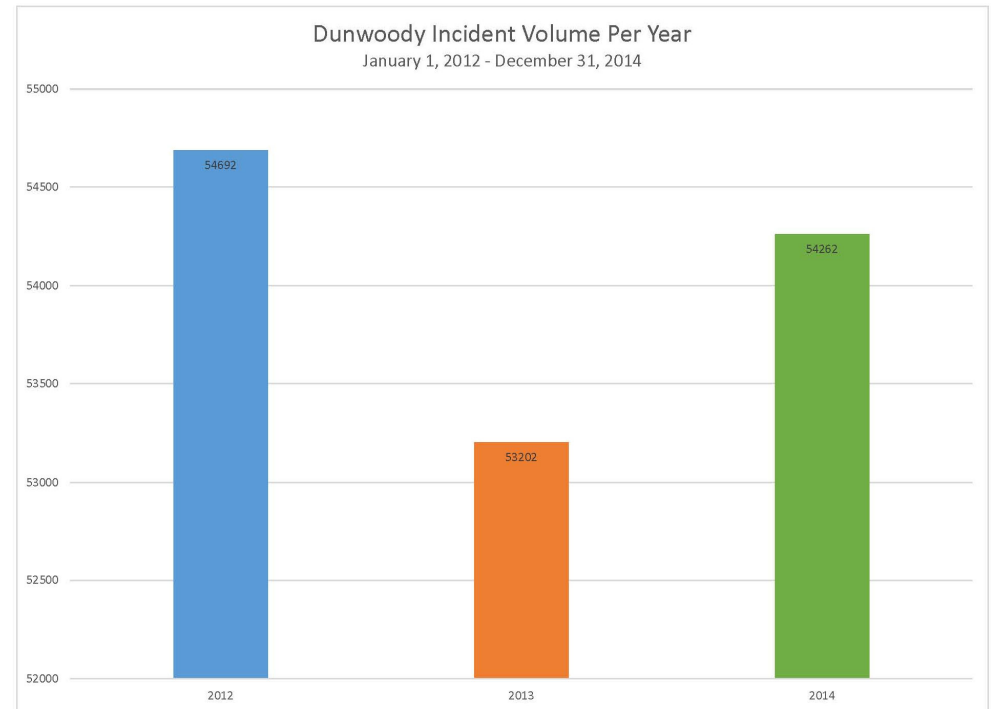
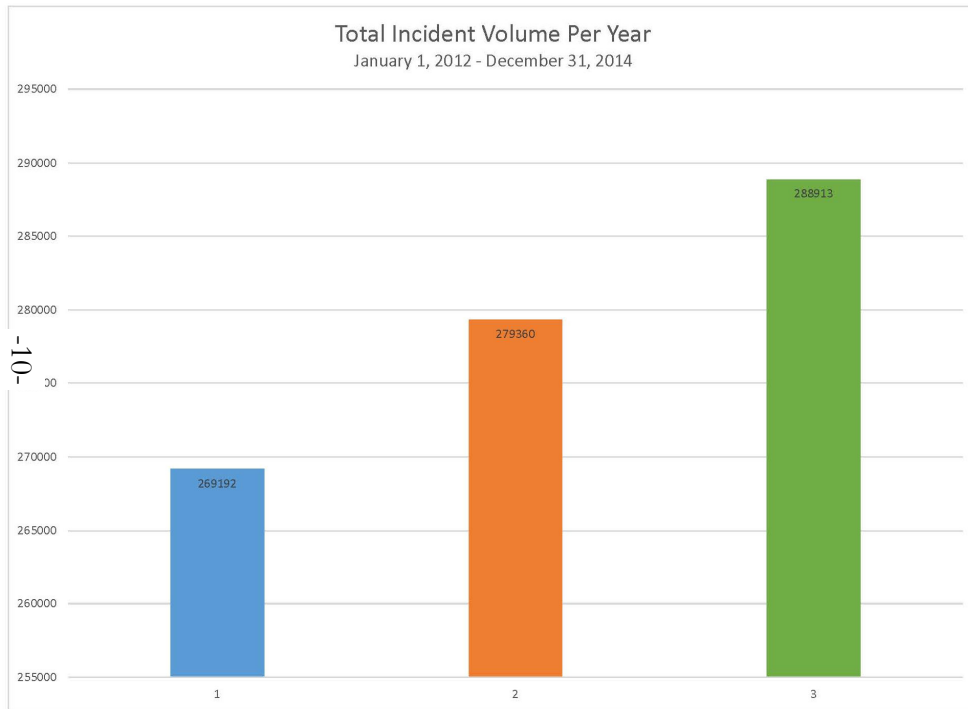
- **Sandy Springs 46.0%**
- **Johns Creek 29.3%**
- **Dunwoody 18.8%**
- **Brookhaven 5.9%**

- **54,262 DPD Police Incidents.**
 - **Increase of 2.0% over 2013**
 - **29,487 were Self-Initiated**
 - **24,775 were Dispatched**

+2.7% compared to 2013
+1.2% compared to 2013

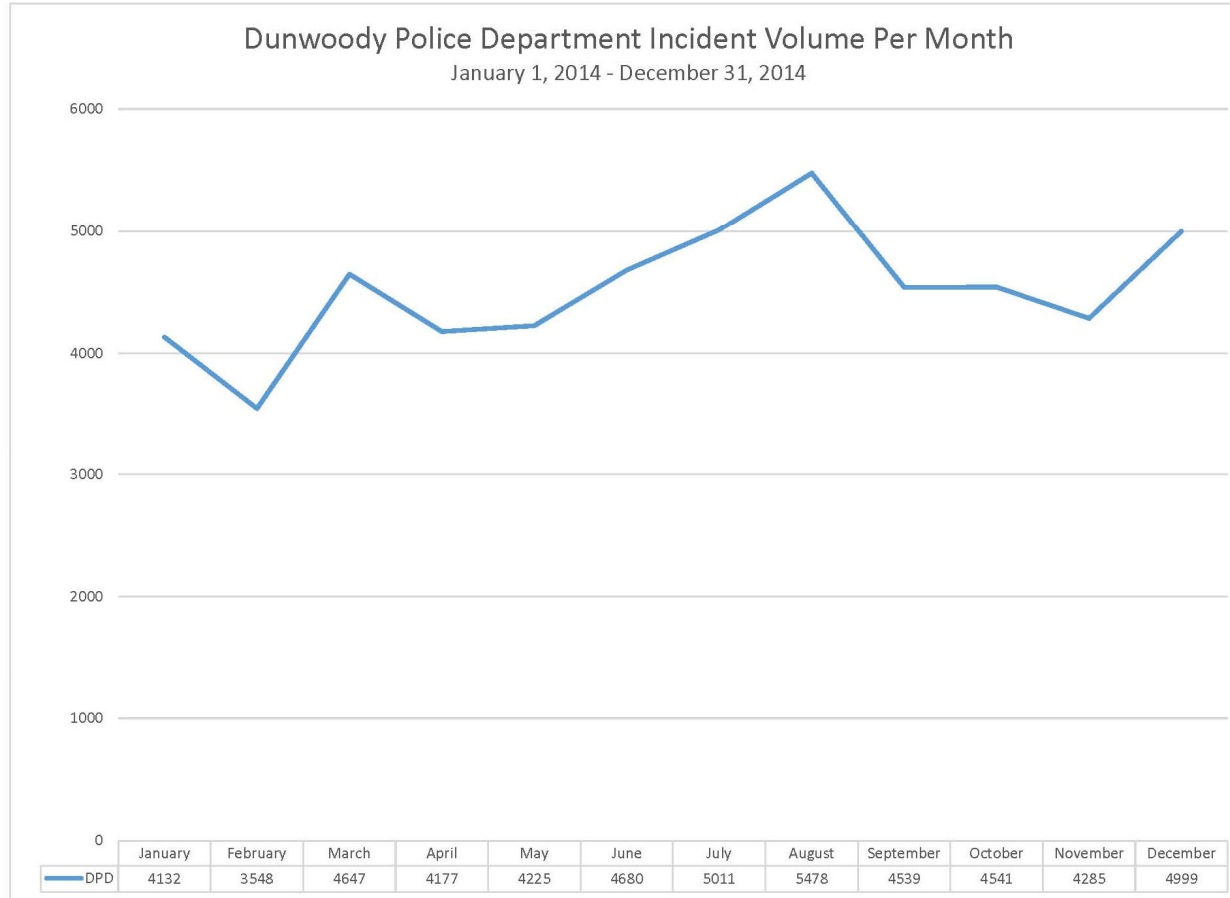


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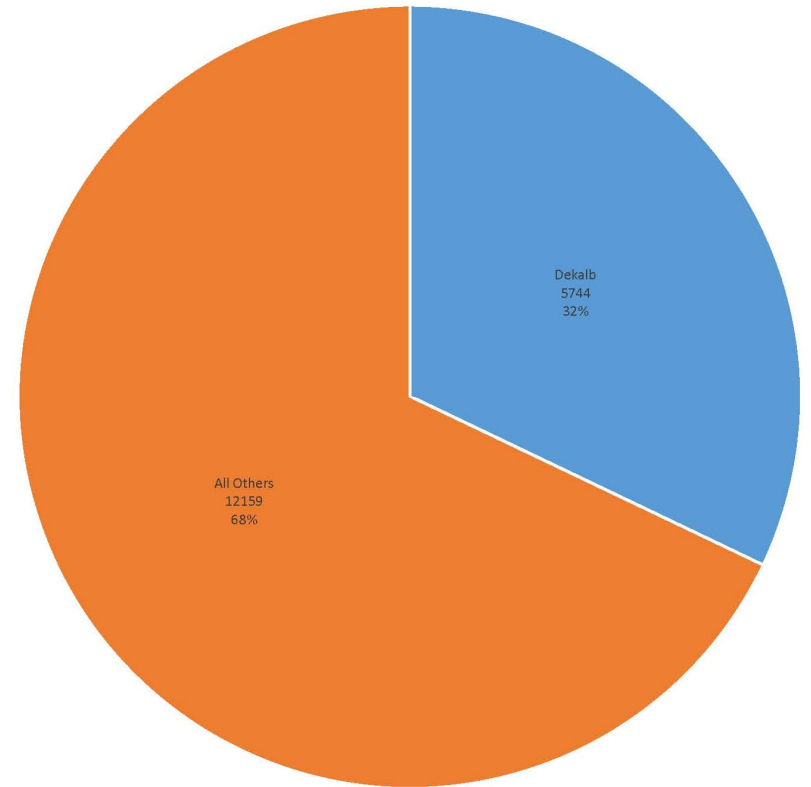
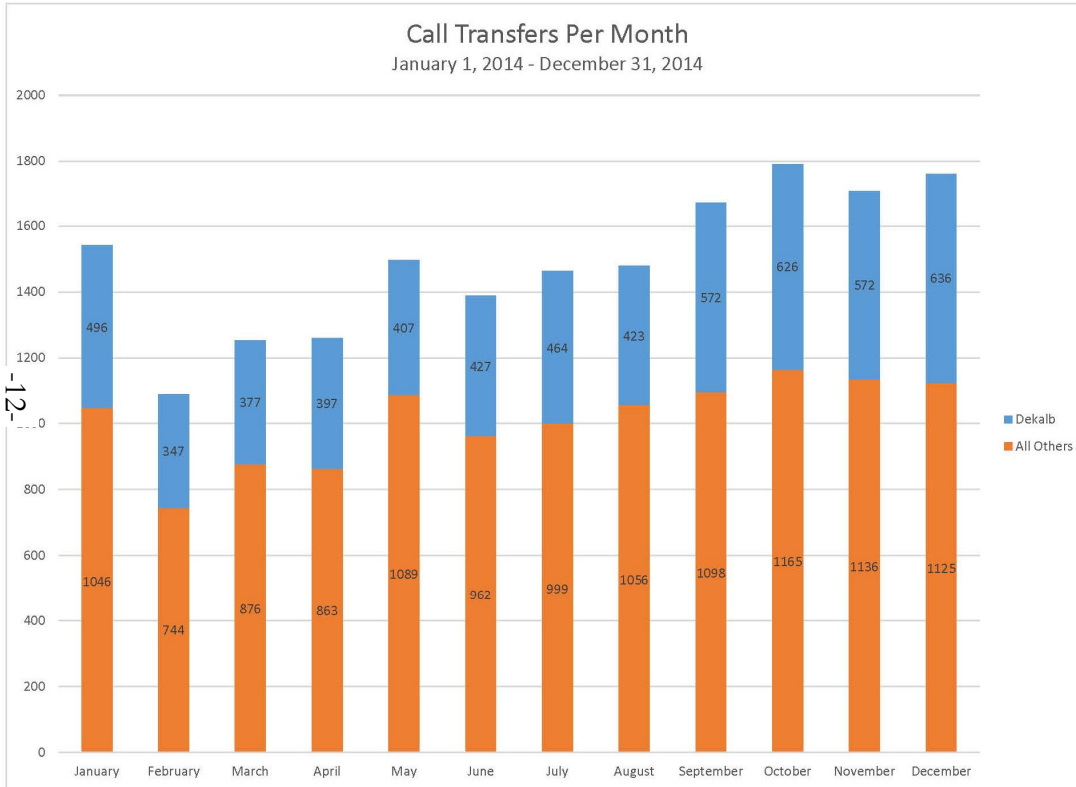


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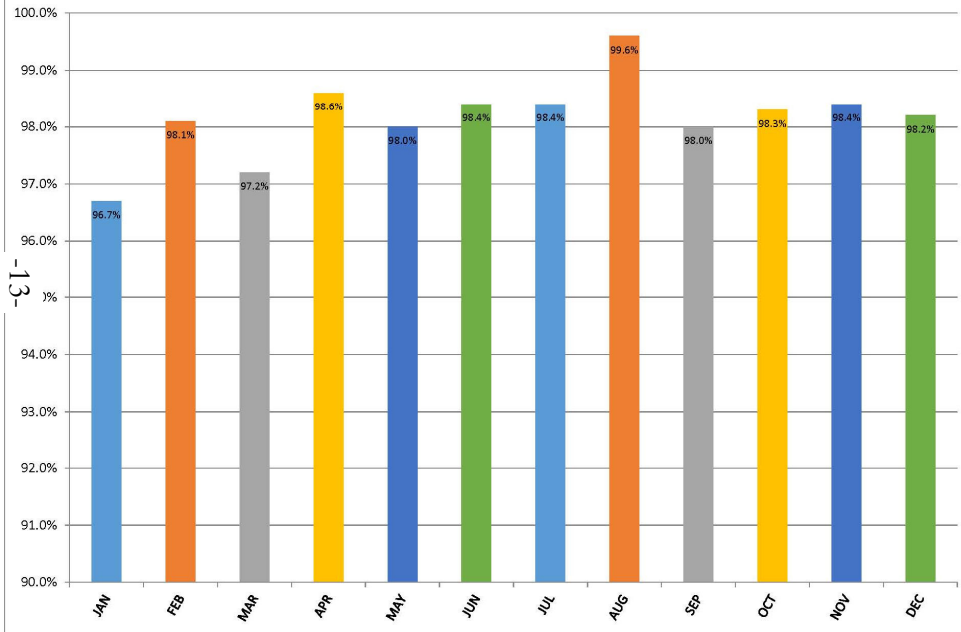
Call Transfers Per Month
January 1, 2014 - December 31, 2014



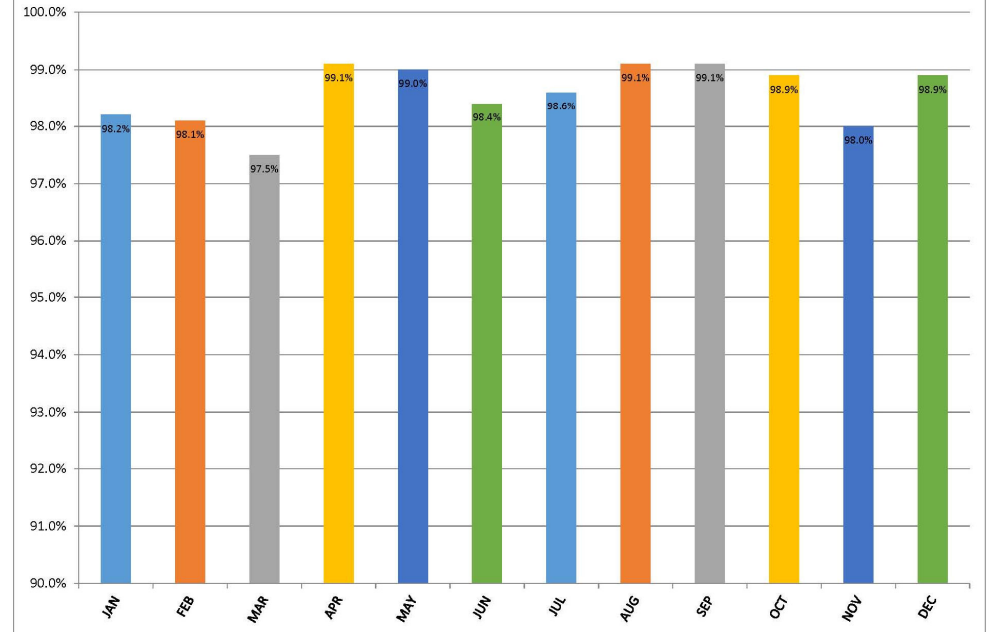


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EMD Compliance
January 1, 2014 - December 31, 2014



EFD Compliance
January 1, 2014 - December 31, 2014





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2014 Accomplishments

*** EMD Reaccredited – July**

⊗ CALEA Accredited – November