CITY OF DUNWOODY 2017 YEAR IN REVIEW

Stephen Pierce, Director

Shireka Graham, Deputy Director

9-1-1 CALLS

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PERFORMANCE METRICS AND CALL VOLUME

CALL ANSWER TIME = UNDER 10 SECONDS/90% OF THE TIME
CALL PROCESSING TIME = UNDER 60 SECONDS FOR HIGH PRIORITY CALLS/90% OF THE TIME

City of Dunwoody 2017 Year in Review

Performance Metrics

▶ Our call answer time for 2017 was 93.2% with a total of 267,406 incoming calls.

▶ Our call processing time was 96% of high priority calls being processed in under 60 seconds with a total of 163,746 dispatched incidents.

Call Volume

▶In 2017 Chatcomm handled 384,888 phone calls.

▶Of the handled calls, 173,498 were 9-1-1 calls and 211,390 were administrative calls.

▶80% of all incoming calls were from cell phones.

CHATCOMM 2017
9-1-1 Calls Overview
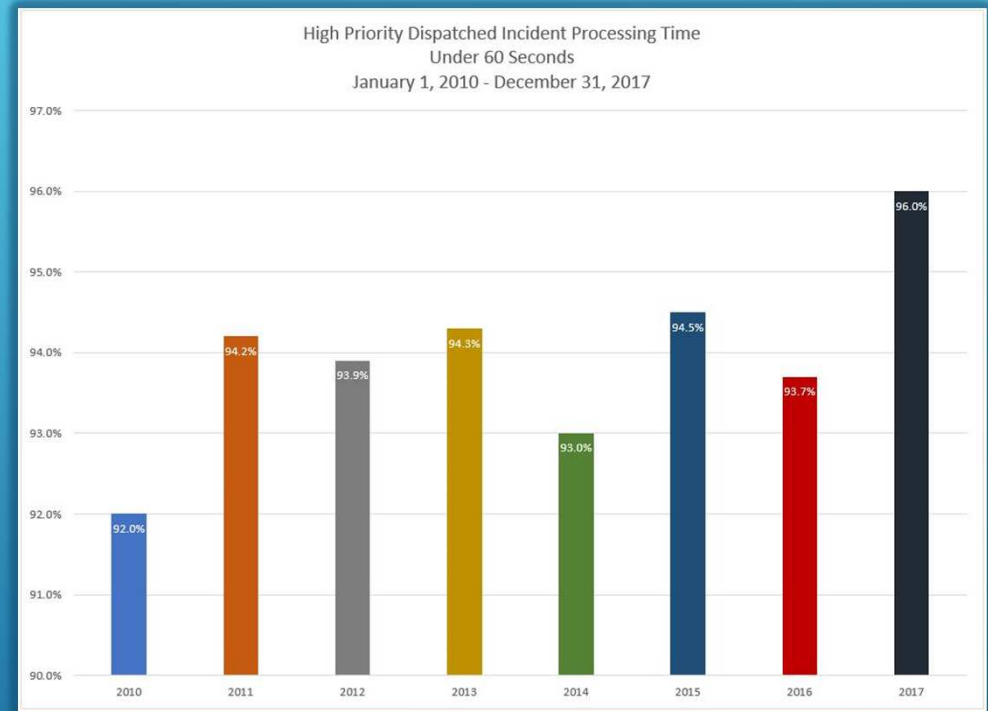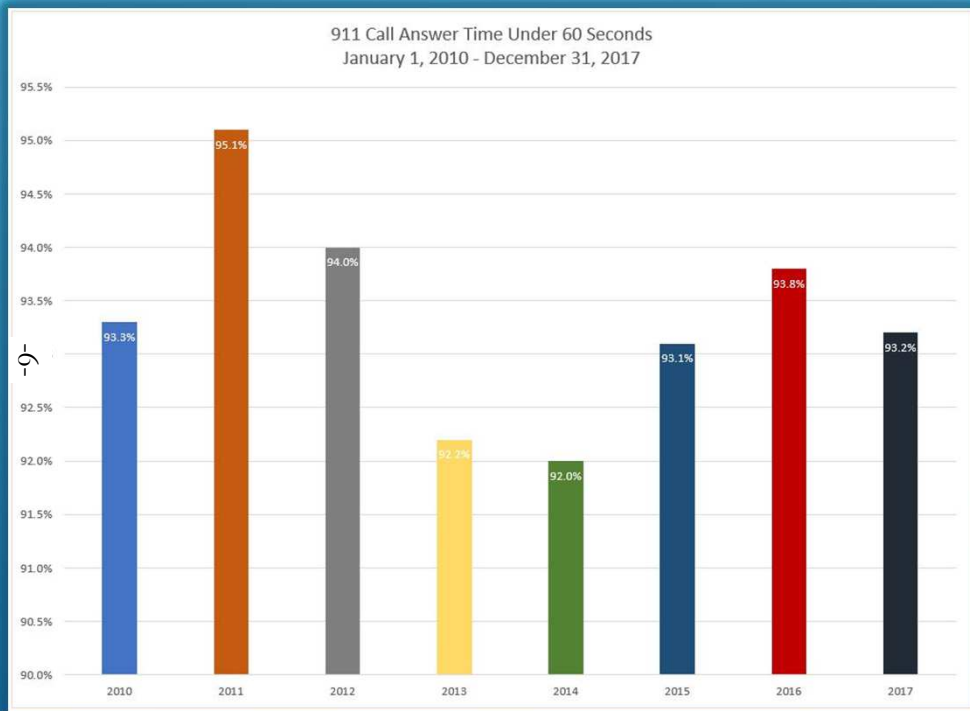
911 Answer Time :10 - 93.2% -0.1% from 2010
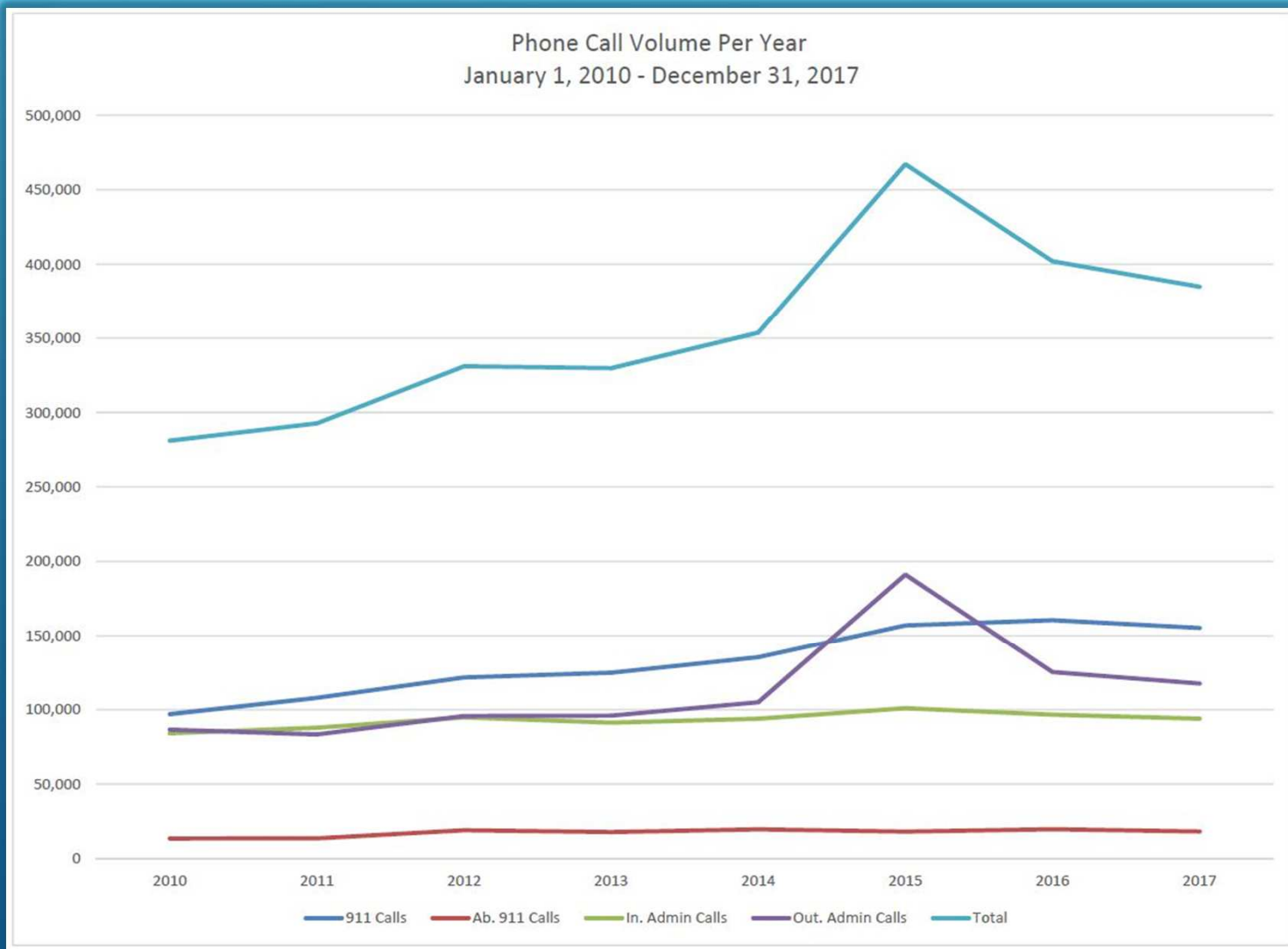
911 Call Process 1:00 -   96%   +4% from 2010

Total Calls -   384,888 +37% from 2010

- 911 incoming   155,315
- Abandoned   18,183
- Admin-in   93,908
- Admin-out   117,482

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PERFORMANCE METRICS
2017

911 Call Answer Time Under 60 Seconds
January 1, 2010 - December 31, 2017

High Priority Dispatched Incident Processing Time
Under 60 Seconds
January 1, 2010 - December 31, 2017

Phone Call Volume Per Year
January 1, 2010 - December 31, 2017

CALLS FOR SERVICE

DUNWOODY

Dunwoody Police handled 61,867 incidents in 2017

- Which is an increase of 13% from 2012 and an 8% increase from last year.

- 25,051 of those incidents were Dispatched by ChatComm.

- The remaining 36,816 were Officer-Initiated incidents.

Dunwoody Police Department Top 10 Dispatched Incidents By Type	Total
ACCIDENT NEGATIVE INJURIES	2383
INFORMATION FOR OFFICER	2130
ALARM RESIDENTIAL	1837
911 HANG UP	1766
ALARM COMMERCIAL	1203
TRAFFIC HAZARD	906
WELFARE CHECK	831
RECKLESS DRIVING TRAFFIC VIOLA	750
EMD PREALERT	714
HIT AND RUN ACCIDENT	637
Others	11894
Total	25051

Dunwoody Police Department Top 10 Self-Initiated Incidents By Type	Total
BUSINESS CHECK	13318
TRAFFIC STOP	10358
RESIDENTIAL CHECK	5016
DIRECTED PATROL	3219
INFORMATION FOR OFFICER	1010
SUSPICIOUS VEHICLE	461
WORK TRAFFIC	349
SUSPICIOUS PERSON	313
STRANDED MOTORIST	278
PRISONER TRANSPORT	275
Others	2219
Total	36816

CHATCOMM 2017
Calls For Service Overview

Total Incidents -   366,616 +93% from 2010

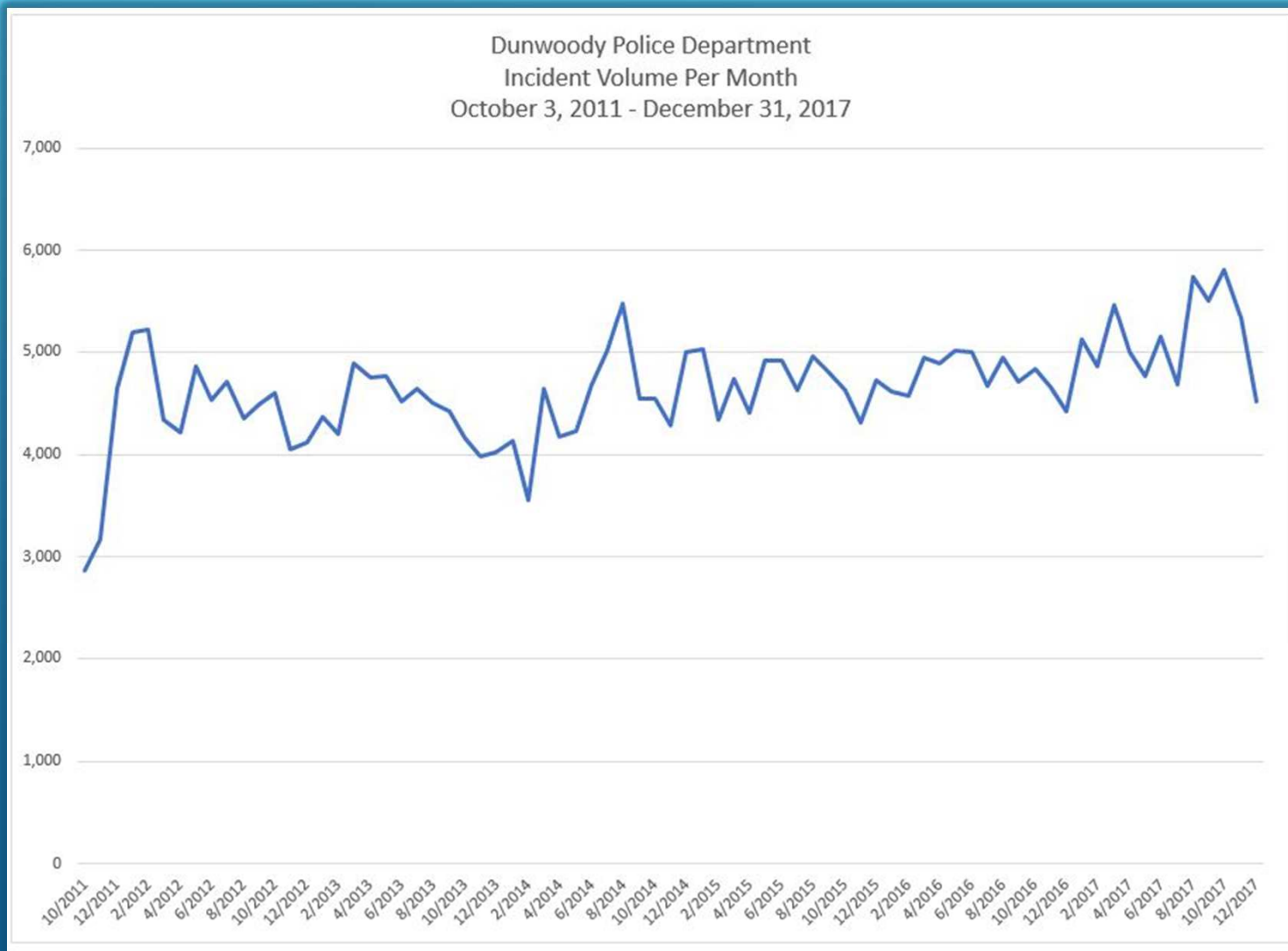### By City

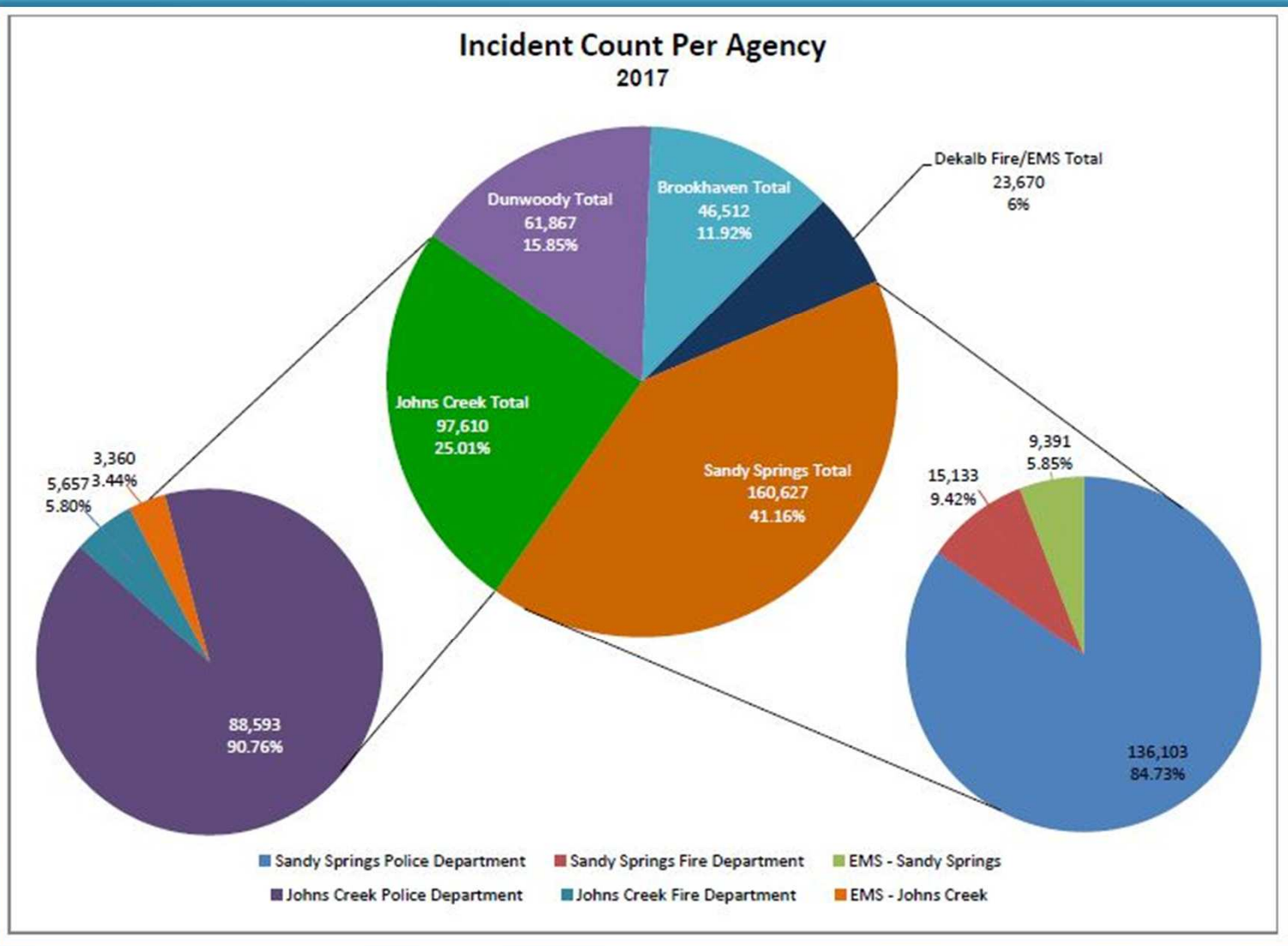- City of Sandy Springs   160,627   43.8%
- City of Johns Creek   97,610   26.6%
- City of Dunwoody   61,867   16.9%
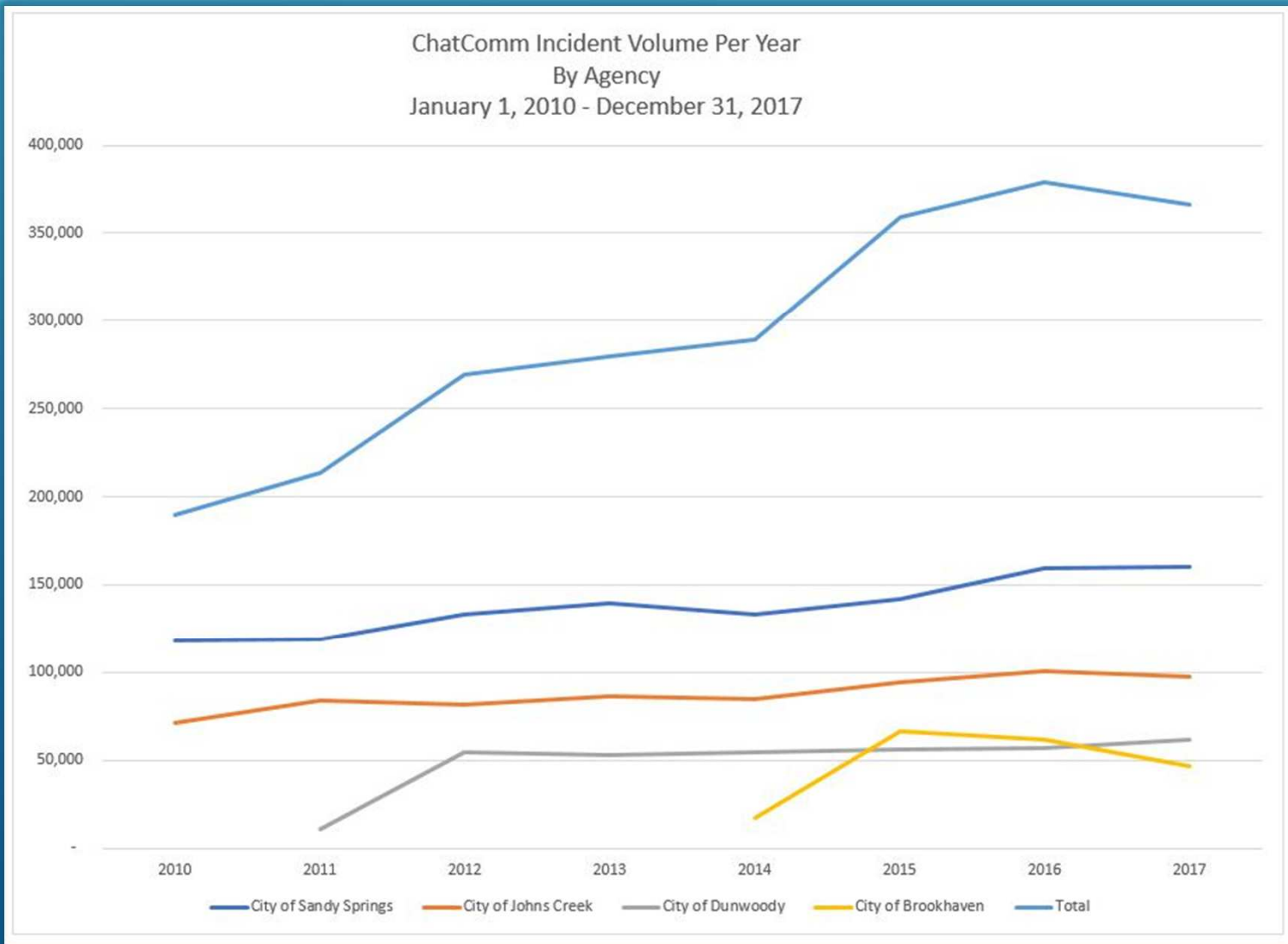- City of Brookhaven   46,512   12.7%

By Type

- Total Dispatched   163,746
- Total Officer-Initiated   202,870

City of Dunwoody 2017 Year in Review

Dunwoody Police Department
Incident Volume Per Month
October 3, 2011 - December 31, 2017

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Incident Count Per Agency
2017

Dunwoody Total
61,867
15.85%

Brookhaven Total
46,512
11.92%

Dekalb Fire/EMS Total
23,670
6%

Johns Creek Total
97,610
25.01%

Sandy Springs Total
160,627
41.16%

3,360
3.44%
5,657
5.80%

88,593
90.76%

15,133
9.42%

9,391
5.85%

136,103
84.73%

■ Sandy Springs Police Department ■ Sandy Springs Fire Department ■ EMS - Sandy Springs
■ Johns Creek Police Department ■ Johns Creek Fire Department ■ EMS - Johns Creek

City of Dunwoody 2017 Year in Review

ChatComm Incident Volume Per Year
By Agency
January 1, 2010 - December 31, 2017

CHATCOMM TRANSFERS

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Call Transfer Volume per Agency 2017

Number of Transfers :   16,488

Agency	# Calls	%
Roswell E911	2,601	15.78%
Dekalb Co E911	2,283	13.85%
Atlanta E911	2,132	12.93%
LANG LINE CC	1,961	11.89%
Gwinnett E911	1,899	11.52%
Cobb Co E911	1,744	10.58%
Chamblee E911	1,361	8.25%
Alpharetta E911	1251	7.59%
Doraville E911	626	3.80%
Forsyth E911	288	1.75%
Fulton Co E911	110	0.67%
LANG LINE AGENCY	78	0.47%
Suwanee E911	61	0.37%
Decatur E911	36	0.22%
Smyrna E911	23	0.14%
GA St Patrol	15	0.09%
Kennesaw E911	5	0.03%
SS Fulton Co Animal Control	4	0.02%
Brown and Brown Wrecker	2	0.01%
Perimeter Mall Security	2	0.01%
Poison Control	2	0.01%
Brookhaven Public Works	1	0.01%
DeKalb County Jail	1	0.01%
Forsyth Co GCIC	1	0.01%
SS Call Center	1	0.01%

In 2016 Chatcomm averaged 425 call transfers per month to DeKalb County.

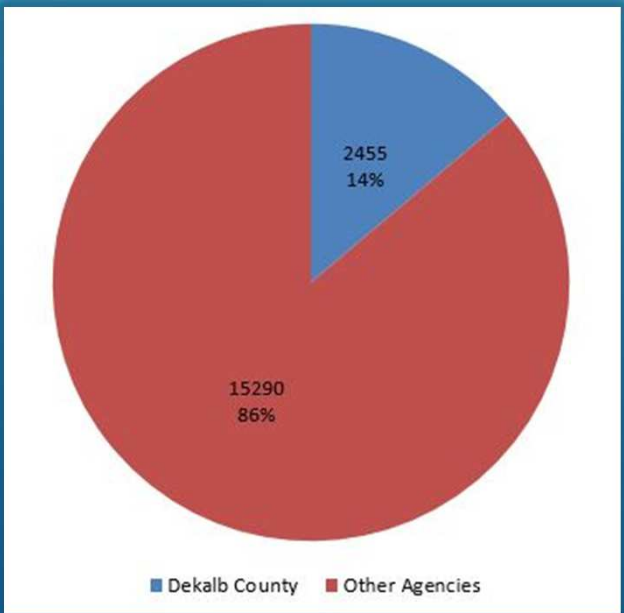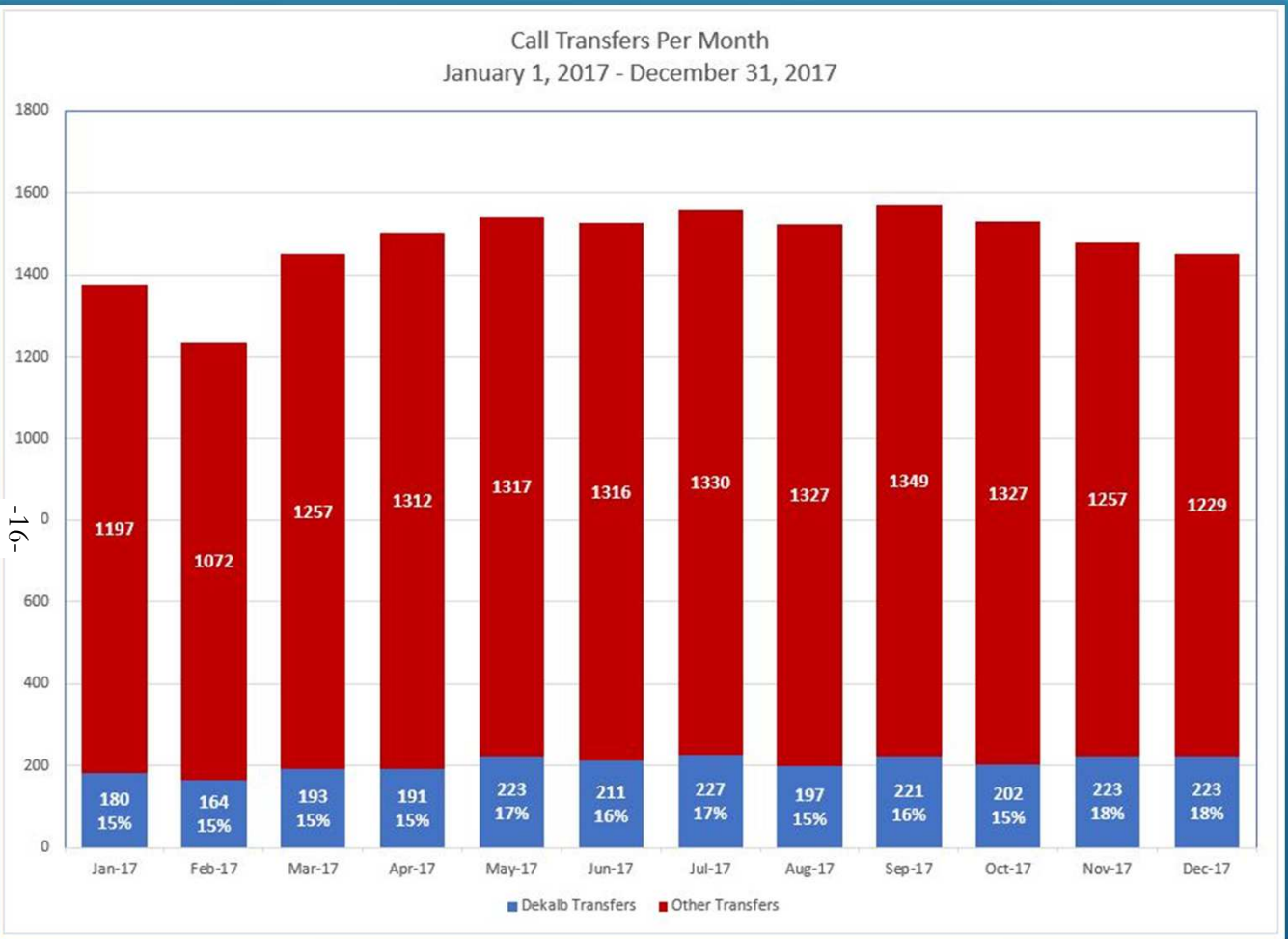Overall in 2017 Chatcomm transferred 17,745 calls to other agencies.

2017

2016

2017

In 2017 that average was reduced to 200 calls per month.

DEKALB COUNTY CALL TRANSFERS

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#2.

Call Transfers Per Month
January 1, 2017 - December 31, 2017

City of Dunwoody 2017 Year in Review

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DEKALB COUNTY CAD-TO-CAD

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In 2017, ChatComm transferred 23,670 total calls for service to Dekalb County.

- DeKalb County Fire   13,114 calls

- DeKalb EMS   10,556 calls

- During the Year CAD to CAD was not available 16 times.

In 2016 The Dunwoody Police Department responded to 481 Processed Medical Calls for Service

2016

2017

In 2017 Dunwoody Police responded to 154 Processed medical calls for service. This is a result of a change in dispatch policy effective May 1, 2017. Resulting in officers remaining in service for Law Enforcement related calls.
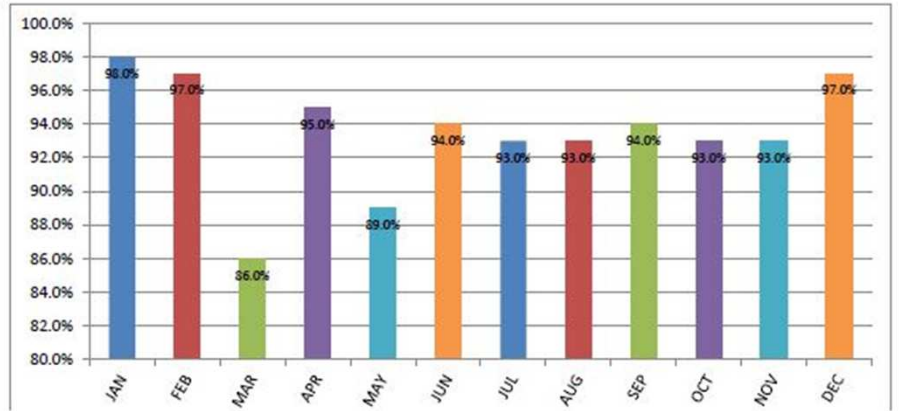
MEDICAL CALLS

City of Dunwoody 2017 Year in Review
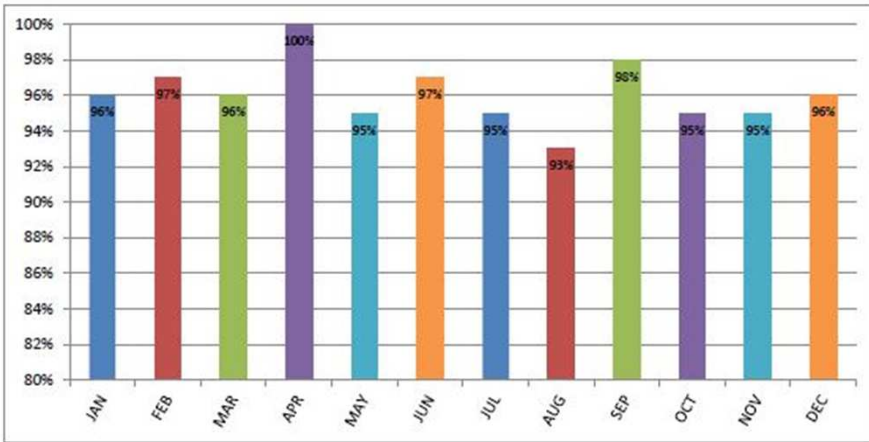
ADDITIONAL DATA

CHATCOMM ACCOMPLISHMENTS AND PROJECTS

-20-

- Upgraded Dunwoody and Brookhaven's Metro E Connection speed

- Completed the Auto-Callback Feature which handled 3,197 calls from October 19, 2017 – December 31, 2017

- Received our second Accreditation in November 2017 and continues to remain in compliance with CALEA and IAED standards

- Improved our Reporting process with Crystal Server and a new Reporting Helpdesk

- Added Video Surveillance to improve center security

- Created databases for better Asset and GCIC Confirmation tracking

- Completed Trunk redundancy and implemented a new Overflow procedure

- Completed the PageGate transition for CIN pages

Questions?

City of Dunwoody 2017 Year in Review