

ANALYSIS POINTS

THE CHALLENGES

IN PROVIDING

SAFETY

RESULTS

ARE ALL THAT

WE

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Title:
**SPECIFICATIONS FOR PROVIDING
 911 EMERGENCY DISPATCH SERVICES
 FOR THE COUNTY OF SALEM**

**ADDITIONAL INFORMATION
 TO BID PACKET**

Date:
May 13, 2016

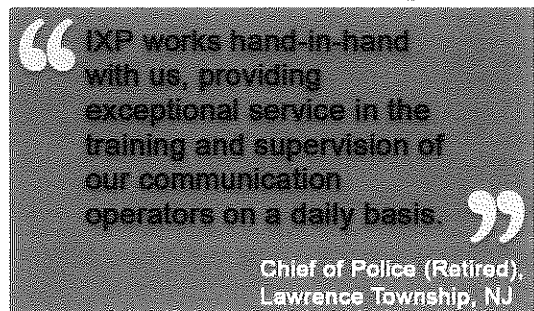
INTRODUCTION

IXP takes 911 private. We provide on-site managed services for emergency dispatch centers while saving communities approximately 15-25% of their staffing costs. In addition to these cost savings, Salem County will benefit from a partnership with IXP in many ways:

- A local jobs program that gives residents and displaced local workers the opportunity for a public safety career with nationally transferable skills and certification.
- Confidence in our ability to support your mission critical operation having successfully done so with three municipalities in New Jersey and others across the nation.
- Ability to meet accreditation and industry standards such as the Commission on Accreditation for Law Enforcement Agencies (CALEA®).
- Extensive training that exceeds the New Jersey Office of Emergency Telecommunications Services (OETS) and meets the national standards of the International Association of Emergency Dispatch (IAED) for Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD).
- Enhanced service levels driven by quality control and performance based metrics.
- Elimination of human resources challenges such as recruiting, hiring, training, benefits, payroll, scheduling, discipline and separation.
- A dedicated project management team for Salem County with over 130 years of public safety experience.
- A proven methodology to develop and implement a transition plan ensuring seamless continuity of services.
- Ability to provide IT support as a managed service as well as technology solutions consulting services.

We are currently delivering managed services for emergency dispatch operations to Lawrence Township, East Windsor (live operations begin on May 15, 2016) and Hightstown in New Jersey and large operations in Georgia and Connecticut. Our skilled Telecommunicators handle over 3 million emergency calls. In addition, we staff on-site IT support personnel who handle thousands of trouble tickets per year and maintains equipment at several dispatch centers. Our clients are referenceable and attest to the benefits of improved service and budget relief that the IXP managed services has delivered.

With IXP as a partner, Salem County residents and leadership can expect a substantial and predictable savings and a professionally run dispatch operations familiar with the area.



SALEM COUNTY'S BUSINESS CHALLENGE

Salem County Communications Center provides emergency communications for all the municipalities' calls for police, fire and EMS within the County, with the exception of Penns Grove police dispatch. Deep reductions in ratables (\$525 million in 5 years) have caused a budget crisis for the County. For 2016, there is an estimated \$1.2 million gap for a balanced budget, even after a 2% tax hike. Departments and personnel have taken salary freezes and additional areas of savings are being considered. Julie Acton, Freeholder Director, recently stated "The Freeholders continue to focus on managing the County's debt. We strive to think outside the box and come up with alternatives so we can continue our positive financial status."

As a cost reduction alternative, Salem County is examining the cost savings that would come with privatization of the Communications Center dispatch and IT support. IXP is offering a price proposal to provide dispatch services at a significant savings to the County.

IXP SOLUTION

IXP is proposing to provide skilled, experienced and certified Telecommunicators, Supervisors and a Center Manager to staff and operate the Salem County Communications Center at a fixed price contract for a two-year period. We estimate that our price will save Salem County approximately \$869,915 over the life of the two-year contract. Privatization of the center will give Salem County financial predictability for the staffing cost of the center and will include costs such as recruiting, hiring, training, salaries, routine overtime, benefit-costs, uniforms and personnel equipment (i.e. headsets, laptops, cell phone stipend). IXP encourages all existing Telecommunicators to apply.

“IXP has done a phenomenal job at organizing and developing our new combined 911 dispatch center. Their staff is knowledgeable, hardworking, and committed. This was a complex project, and the City of Danbury was proud to have IXP as our partner.”

Mayor Mark Boughton
Danbury, CT

As a unique benefit to Salem County, IXP has experience providing IT support and maintenance duties as a managed service in a dispatch center. We currently provide IT support functions for emergency communication centers in metro Atlanta, Danbury (CT), the South Shore Regional Emergency Communications Center (SSRECC) in Hingham (MA), Lawrence Township, and East Windsor (NJ). We have delivered technology, consolidation, and other emergency communication consulting services to over 75 centers across the nation including the NYPD, FDNY and Exelon Corporation, the country's fifth largest utility provider.

SCOPE OF WORK

IXP will provide 911 dispatch services to the Salem County Communications Center in a more cost efficient manner without sacrificing quality or performance. IXP will utilize its experience and resources to transition these services quickly and seamlessly in the current Communication Center space. Below, we have outlined our approach to each of the specifications listed in the County's bid packet.

DESCRIPTION OF SERVICES

A. STAFFING

IXP's philosophy is to provide a service to your County that is professional, courteous, responsive, accessible and seamless. We will apply our successful processes and practices of recruiting, hiring and training to establish a staffing schedule to meet the County's workload. This staffing model will embrace the strategy identified in the Bid Invitation. The Salem County Administrator or his designee will supervise and direct all IXP personnel.

B. TRAINING AND CERTIFICATION

All IXP personnel working at Salem County 911 Communications Center will have achieved training and certification by the Office of Emergency Telecommunications Services (OETS) in the New Jersey Department of Law and Public Safety as required by N.J.A.C. 17:24-2.2. The County of Salem will keep copies of their training certifications on file. Further, IXP will cross-train the Telecommunicators in all phases of operations and rotate assignments to maintain a high level of flexible expertise. Skill sets, experience and activity may alter shift configurations over the course of the contract, but IXP will always maintain a staffing model that is driven by Salem County's needs and contractual guidelines.



IXP personnel working at Salem County 911 Communications Center will have at least one (1) year of experience working in the public safety communications and dispatching environment. Telecommunicators will have experience in work involving the transmitting, and relaying of video display and/or radio messages, and in the receiving, relaying, and recording of complaints and requests for emergency assistance, which shall have included the use of video display, data processing, automatic number identification, automatic location identification, switching equipment, or other computer oriented-equipment. Following the transition period, IXP would like the option to recruit and hire Telecommunicators that do not have a minimum of one (1) year experience. We adhere to all NJ training standards and requirements and follow a process of transitioning new hires carefully into full operations. IXP's extensive and successful training program provides over 200 hours of training and certification. IXP absorbs all costs associated with recruiting, hiring and training.

C. RECRUITING, TESTING AND HIRING PROCESSES

With the staffing structure in place, IXP will collaborate with the County to confirm position job descriptions; job requirements; and recruiting, testing, background check and hiring processes to fill the Telecommunicator positions. Current County Telecommunicators are encouraged to apply for positions with IXP. Job candidates who successfully complete the recruitment, screening and testing (if needed) processes will then be vetted by the IXP background process, including criminal record checks and drug screening, to determine suitability for employment in the 911 Communications Center. Our hiring model is to have local law enforcement perform the criminal background check allowing the Salem County Sheriff's Department or local police departments to have the final decision when evaluating an IXP candidate. We would like to give the County the option of participating in the background process and final determination of hiring. Following the successful completion of the hiring process, we proceed with finalizing the employment process and moving a new-hire into training and work responsibilities. The Salem County Administrator will have the final decision on all IXP candidates. Any rejection of an IXP employee will result in the immediate removal and replacement of that employee with another experienced, vetted and trained candidate from a pool of pre-qualified candidates or part-time IXP Telecommunicators.

IXP's priority is to hire locally, which gives County residents and displaced workers the opportunity for a public safety career with nationally transferable skills and certification. IXP performs ongoing recruiting through local advertising and job fairs. IXP's Human Resources operates all hiring logistics, promotions and personnel management, including HR issues. IXP maintains a high retention rate with minimal turnover through a wide array of employee recognition and reward programs, positive motivation and solid management. These programs include yearly efforts to compensate staff for excellence through a bonus program.

D. MENTAL AND PHYSICAL FITNESS

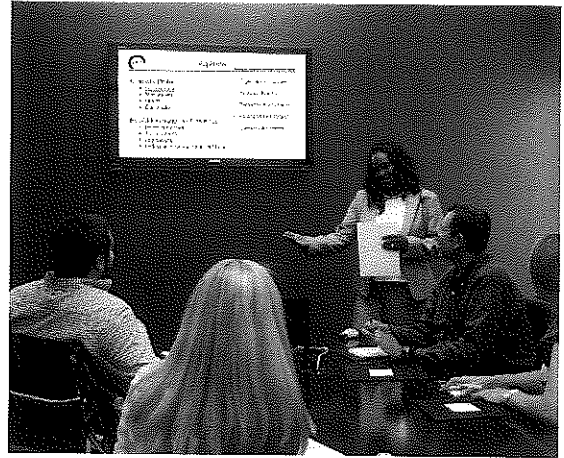
IXP will certify that each person assigned to Salem County's 911 Communications Center by IXP is mentally and physically able to perform all duties required of a Telecommunicator. A critical component in any candidate that IXP proposes to put into a live communications center environment is the cognitive ability to manage a complex and multi-dimensional environment. All IXP Telecommunicators will have the physical, mental, and psychological ability to meet visual, audio and data entry needs for an emergency call center. During the background process to produce experienced candidates for the Salem County 911 Communication Center, IXP will thoroughly examine every aspect of any candidate and eliminate any that do not possess all of the necessary skills or traits that Salem County desires. Following the transition, IXP will maintain the same high standards with any new IXP candidates.

E. TELECOMMUNICATOR TRAINING PROGRAM

As called for in the Bid Invitation, IXP will collaborate with the County to develop a training program that is consistent with the requirements of the State of New Jersey and the County's 911 Communications Center's policies, procedures, and protocol. The training program will meet the bid requirements to ensure all the Telecommunicators assigned to work at the County's 911 Communications Center maintain all applicable licenses, certifications, and

training, including those required by the Association of Public Safety Communications Officials (APCO) International and New Jersey state law and any other local, state, federal or professional organizations. Our training program incorporates industry best practices. The Salem County Administrator or his designee will review and approve lesson plans. All IXP employees will have completed the base level of training including:

- APCO's Emergency Telecommunication Course
- CPR certification
- NCIC and CJIS training for New Jersey
- Local familiarization and Standard Operating Procedures (SOP) training
- NJ Emergency Medical Dispatch (EMD)
- Customer Service Training
- TTY training
- OnStar Training
- Security and Integrity Training
- Radio Etiquette.



Our Telecommunicators are the first contact a citizen has in interacting with the public safety realm. We expect and demand that our employees are courteous, respectful, compassionate, professional and competent—these words define excellent customer service.

F. MEETING MINIMUM REQUIREMENTS BEFORE ASSIGNMENT

All IXP personnel assigned to work as Telecommunicators at the County's 911 Communications Center will have met the minimum hiring standards. IXP will coordinate ride-a-longs for area familiarization, policy and procedure training, and vendor provided training on technology installed in the Communications Center. This will assure all staff are properly prepared to operate the systems at the County's 911 Communications Center.

G. EQUIPMENT, SUPPLIES AND PERSONNEL

IXP will furnish, at its own expense, all necessary equipment, supplies, and personnel required for the safe operation, and for the services at the Salem County Communications Center.

H. EXISTING SPACE AND EQUIPMENT

IXP understands the County will provide the required space and all existing equipment at the Salem County Communications Center.

I. ADDITIONAL EQUIPMENT

IXP will provide the services described in Paragraph I of the Specifications listed in the Bid Invitation. Salem County will use a separate capital fund for the purchase and installation of equipment for the County's Communications Center to replace end of life or failed technologies.

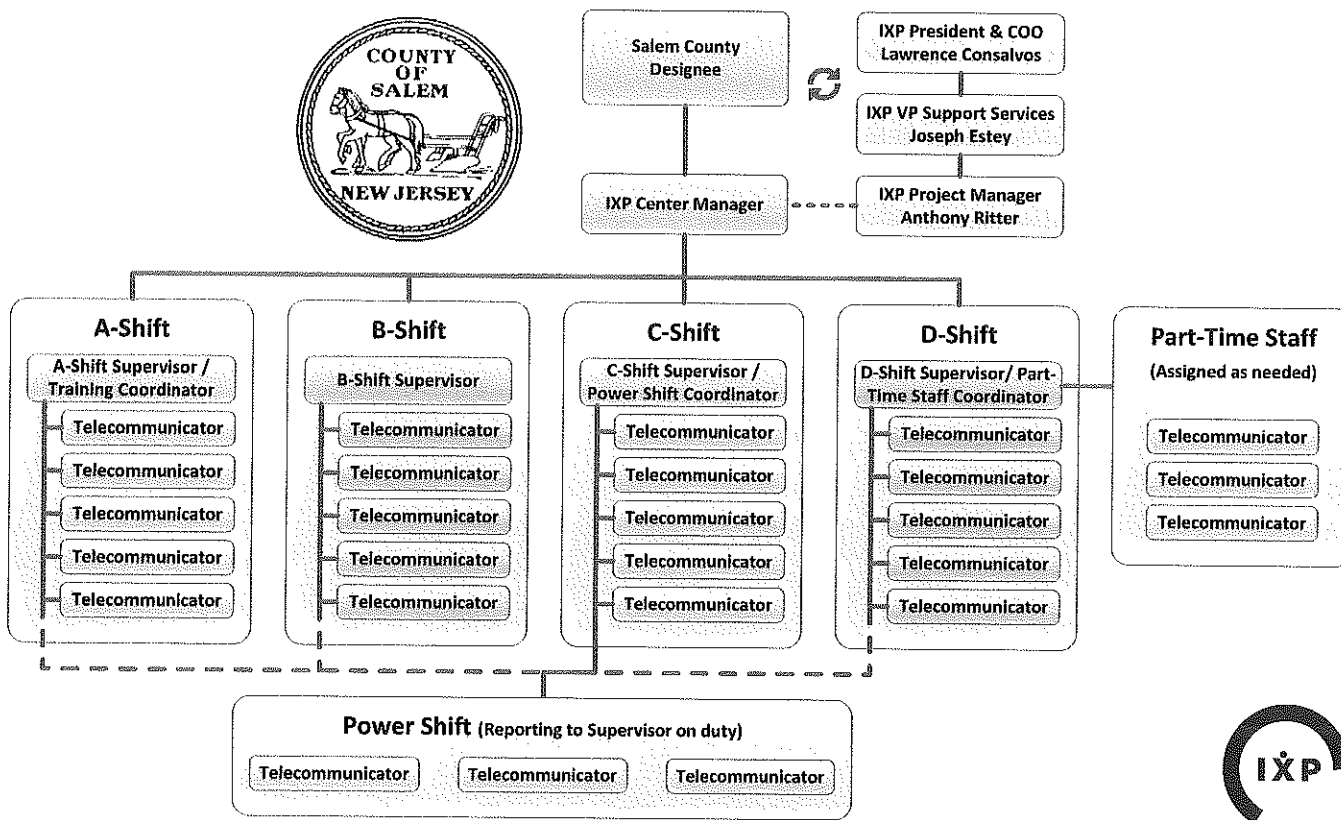
J. REPAIR AND MAINTENANCE

IXP can provide the services described in the Specifications, Paragraph J of the Bid Invitation but without having a complete list and understanding of all Salem County Communications Center's equipment and maintenance agreements, at this time IXP cannot provide pricing with this bid. We propose to discuss IT support and additional funding that would be used for the upkeep, repair, and maintenance of all County owned equipment located in the Communications Center at a later date. The cost of this specification is not included on the Bid Form.

K. PERSONNEL COVERAGE

IXP will provide the services in the Specifications, Paragraph K with proposed changes to the shift personnel and rotation. Based on the workload information provided, IXP believes the County will operate efficiently with six (6) personnel for each of the four 12 hour shifts with the addition of a power shift consisting of three (3) Telecommunicators for peak workload periods. IXP will cross-train and certify all Telecommunicators and Supervisors in order to handle workload surges. IXP will also have a pool of part-time Telecommunicators to cover all paid time off (PTO). All normal overtime is included in the IXP fixed price except for those unique circumstances caused by man-made or natural events when unique staffing is required. IXP will always staff the Salem County Communications Center to accommodate call loads, adhere to contractual agreements with subscriber agencies, and meet performance metrics.

The below organizational chart illustrates how IXP will deliver personnel coverage to the County.



L. 24 X 7 PERSONNEL

IXP will provide the Supervising Official with a list of emergency telephone and pager numbers of all personnel who are available 24 hours a day, seven days a week, including IXP senior and executive staff.

Q. QUALITY CONTROL PROGRAM

We evaluate our operations against national standards to remedy shortcomings and to enhance the standard of care provided. Our Supervisors provide daily, informal training to Telecommunicators. Our QA/QC programs routinely and randomly confirm adequate service are being provided to the public and all related stakeholders. IXP experienced Supervisors conduct "on the spot" training and mentoring by observing operations and spending time with Telecommunicators on different days and times to provide "real-time" feedback and support. For example, the Supervisor on each shift reviews a minimum of two random calls handled during the shift. Supervisors use a review sheet to note positives and negatives of the call. This allows our Supervisors to provide immediate, on the spot training with Telecommunicators. IXP will establish regular meetings with Salem County staff to review issues of concern, performance, operational needs or desired changes.

Included in the QA process, IXP will develop and obtain approval for a Feedback Form; which can be circulated throughout Salem County and their client agencies. This formal process solicits all manner of feedback, tracks issues, and becomes an "Early Warning System" for operational concerns or issues. All forms are tracked and reported on a regular basis and are used for employee performance evaluations, commendations for jobs well-done, correct or remedial action and continuing training issues.

R. EMERGENCY BACKUP PLANS

IXP routinely works with our customers to define the appropriate mechanisms for facility, technology and operational backup so that emergency communications operations can be sustained under these circumstances under system outages or failures. As called for in the Bid Invitation, IXP will collaborate with the County to develop procedures to allow 911 call receiving and emergency dispatching conducted with manual procedures and/or in conjunction with another PSAP in the event of technology system failures.

S. REMOVAL OF PERSONNEL

The County has the right to require the immediate removal of any IXP personnel who do not exhibit the skills, attitude or abilities necessary to perform all of the assigned tasks of a Telecommunicator in 911 Emergency Dispatch. Any of our employees' actions that compromises the public's trust, the integrity of any police operation or investigation; violates related SOPs; reflects poorly upon the County of Salem; or commits any criminal offense will be grounds for his/her immediate removal upon request of the County.



Supervisor Main: (404) 843-6630

Communications Center Fax: (404) 843-6699

Feedback Request

The ChatComm E-911 Communication Center is committed to creating and maintaining a safe, secure, and enjoyable working environment. We strive to provide equally to a people fair, courteous, responsive, and efficient service. Therefore, it is the policy of the department to accept and thoroughly investigate all feedback. This process has four goals: To compliment the employee when given positive feedback, to update procedures if needed as a result of this investigation, to correct improper employee conduct, and to protect the employee from unwarranted criticism when their actions were lawful and justified. You can be assured that your feedback will be given our full and complete attention, and you will be notified with the results. Thank you for taking the time to respond and help insure quality service to Sandy Springs, Johns Creek and Dunwoody.

Date of Incident: _____ Time of Incident: _____

Run Number (If Known): _____

Address of Call (If Known): _____

Description of Event: _____

Feedback Information: _____

Requesting Agency: _____

(Required information from here down in order to process the request)

Your Name: _____

Your E-Mail Address: _____

Your Phone Number In Case Of Questions: _____

Your Full Mailing Address: _____

TRANSITION PHASE

During the Transition Phase, IXP's transition team will develop a competent, certified and trained communications staff, a supervisory component, and ongoing training programs tailored to the specific needs of the County and its contracted municipalities and customers.

IXP expects it will take 60 days from Notice to Proceed to begin full-time operations with a fully trained staff. As part of the ramp-up period to full operations, we will complete our comprehensive recruitment, hiring, and training practices to deliver the staffing needs of the County's Communications Center. IXP will interview, background check and evaluate all current County Communications Center employees who express an interest in continuing service under IXP and will develop a transition plan for those successfully chosen to continue.

Proposed Transition Plan

First 30 Days after Notice to Proceed
Policies and Procedures
Gather and Review Existing Agency Policies and Procedures
Customize IXP Call Taking Guide for Salem County
Staffing
Post Job Openings
Applicants respond
Conduct In-person Interviews
30 Days to 60 Days
Staffing
Conduct background checks
Prepare and send Offer Letters
Distribute new hire information packets
Training
Develop New Hire Training Manual
Policy and Procedures
Mission Statement, Vision Statement and Core Values
Code of Ethics
IXP Delivered Training
IXP Orientation
Computer Aided Dispatch
CAD Class 1 (10 people)
CAD Class 2 (10 people)
FULL OPERATIONS

APPENDIX A – COMPANY PROFILE

IXP takes 9-1-1 private. We deliver better, faster and cost effective public safety solutions and 9-1-1 dispatching, security monitoring, and other operational and technical support functions. IXP's approach is to build close relationships with our clients and fully appreciate their day-to-day responsibilities and challenges. We have found that this ability to relate to our clients, and our clients' ability to connect to our team is mutually beneficial. We have built and are continuously improving our processes for better results and a more robust experience for our clients and their communities. IXP delivers our projects within deadlines and budgets that are mutually established with our clients. Using one, or any combination of, our focused areas of expertise in Consulting, Technology Integration and Managed Services, IXP is able to assess our clients' needs and present several options to achieve their objectives.

CONSULTING. IXP's value is in thoroughly reviewing the challenges a client is facing. We assess all the contributing factors and possible solutions, while considering the available resources and the optimal functioning of the mission critical environment. We then develop a business case that outlines the best possible solution and what is required to implement the solution.

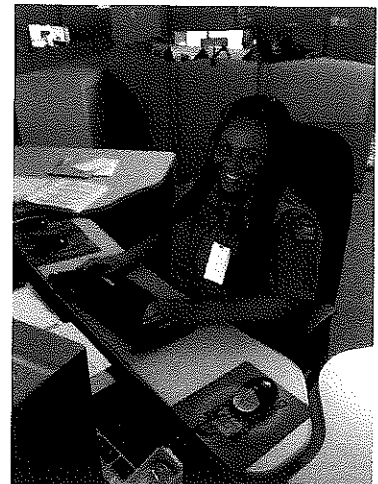
TECHNOLOGY. To perform at its peak, a public safety workforce needs real-time access to accurate information. We use our broad experience in public safety and emergency communications technologies to assess legacy environments and create functional and technical architectures. We implement all aspects of the solutions we design, including writing specifications, selecting vendors and creating custom solutions. We design and build facilities, develop custom software and interfaces, integrate disparate systems, hire and train personnel, set up management systems and establish ongoing analytics.

MANAGED SERVICES. For municipalities that are interested in achieving long-term financial predictability and improved operational services, we offer customized solutions that include:

- Communications Center Management
- Telecommunicator Staffing
- Security Operator Staffing
- Training
- Technology Support
- System Administration Support
- Graphical Information System Management
- Information Technology Management

Our proven managed services solution exceeds desired service levels, enhances customer service, streamlines schedules, and improves operational capabilities.

- IXP operates the first and only private communications center in the United States to reach accreditation through the Commission on Accreditation of Law Enforcement Agencies (CALEA®). Similarly, IXP uses CALEA® standard models in all of their Managed Services projects, a tremendous advantage for client agencies seeking or already CALEA® accredited from a Communications perspective.
- IXP's corporate training standards for our Telecommunicators are consistent with national industry standards.
- Within the multiple communications centers we operate, IXP follows the Call Answering Standard/Model Recommendation published by the National Emergency Number Association (NENA). The standard mandates the target of answering 90% of 9-1-1 calls within 10 seconds during the busiest hour of the day and answering 95% of 9-1-1 calls within 20 seconds overall.



Our clients trust us with the day-to-day operations of their mission critical communications environment and we manage it to a guaranteed level of performance. Our strength is the genuine insight we have into your requirements and challenges, which helps you focus on your mission: a safer community.

IXP'S METHODOLOGY

Our unmatched experience and approach to emergency communication initiatives offers the highest degree of success for your project. Our methodology outlines the delivery of every phase of enhancement and ensures a seamless and knowledgeable approach. Our experience has shown that the key element to any successful project is a thorough and detailed plan which is focused on four key elements – Governance, Operations, Technology and Facilities. Our proven methodology is designed to provide a process focused on these four critical components. It combines IXP experts with industry standard best practices to optimally manage projects on-time and on-budget. This ensures that the initiative moves forward in a more efficient and productive manner, creates less disruption to the potential agencies involved and creates a timeline and cost forecast that can be followed more accurately.

GOVERNANCE. One of the toughest and most important challenges in successful technical enhancements is achieving consensus among all stakeholder agencies involved in the process. Our methodology charts a path, which includes a common vision, agreement on standards and procedures, interoperable communications, shared resources and costs and a decision framework—all the elements needed to ensure organizational alignment.

OPERATIONS. We work to define a robust, cost-effective concept of operations that meets the needs of the agencies served and the mission-critical functions that must be executed successfully. We achieve consensus with all stakeholders on all operational procedures that meet each agency's public safety goals. IXP has extensive knowledge in technical enhancements and operational consolidations including staffing, policy, interfaces, procedure development and training.

TECHNOLOGY. To perform at its peak, a public safety workforce needs real-time access to modern tools and accurate information. We use our broad experience in public safety and security technologies to assess legacy environments and recommend appropriate and affordable technology frameworks that meet the functional and technical needs of each potential agency. In a multi-user operation, every system must be scalable and accommodate each agency's unique needs while establishing common goals.

FACILITIES. A well-designed facility supports emergency communications and ancillary duties at all times. Our methodology integrates site building design, client needs analysis, space utilization, diverse connectivity and redundant systems to provide effective and efficient work environments that remain fully functional for all public safety needs. Our expertise is utilized in evaluating alternatives to ensure client requirements are satisfied within each specific site.

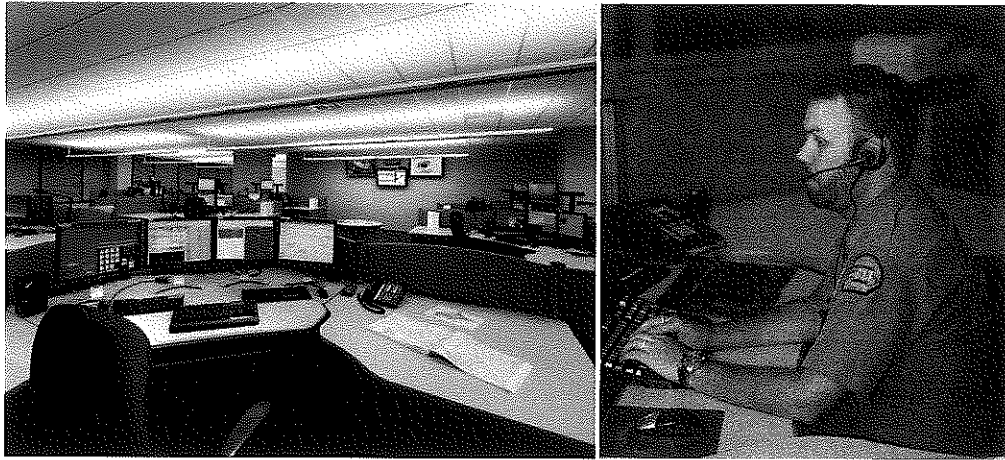
APPENDIX B – RELEVANT EXPERIENCE

IXP is unique in its experience and performance success for dispatch staffing and operations. We have proven experience in successfully planning, transitioning, staffing and managing emergency communications centers for police, fire and emergency medical services (EMS) agencies. The hallmark of our success is providing improved levels of service, financial predictability and cost savings.

- We have a demonstrated record of excellence and success in delivering managed services for municipalities and around the country. Our current managed services include:
 - Lawrence Township, New Jersey we were able put 6,000 hours a year of police officers' time back on the street. Over a five-year period, IXP's managed services staffing model will provide over 1.1 million dollars in savings and long term financial predictability for Lawrence Township. IXP's contract for services was recently extended through 2018.
 - ChatComm Center in Sandy Springs, Georgia has realized a 17% reduction in operational costs, a 15% reduction in technology implementation costs and has improved call response by nearly three minutes in the first few months of joining IXP's staffed center. Our 57 Telecommunicators handle nearly 400,000 emergency calls per year. Our contract has been extended through 2019 with a fixed price for ten (10) years. Transition time to fully staff the center was approximately three months.
 - Danbury, Connecticut required a managed service solution to put first responders back on the street while consolidating its police, fire and EMS dispatching. Through IXP staffing, 2 firefighters and 3 police officers *per shift* returned to the field. Transition time to provide fully trained dispatch staff was under three months. IXP Telecommunicators currently handle over 60,000 9-1-1 calls per year. IXP also provides IT support staff, 24/7 3-1-1 staff and front lobby personnel. Danbury is saving over \$1M per year in operating budget dollars.
 - For the Borough of Hightstown, New Jersey, IXP provides five full-time employees who dispatch for Hightstown and Cranbury.
 - East Windsor, NJ recently signed a three-year agreement with IXP to staff their emergency communication center. IXP will provide 8 Telecommunicators. Transition time is scheduled for two months.
 - At the South Shore Regional Emergency Communications Center (SSRECC) in Hingham, Massachusetts, we staff a Communications Center IT Support Technician to provide administrative and technical support for daily operational activities of SSRECC's IT infrastructure.
- Our team develops and implements comprehensive and structured transition plans that will ensure seamless continuity of services for Salem County.
- IXP is the first and only private communications center provider in the United States to reach accreditation through the Commission on Accreditation of Law Enforcement Agencies (CALEA®).
- IXP provides training standards for Telecommunicators that are consistent with national and state standards.
- IXP follows (in the other communication centers we operate around the country) the Call Answering Standard/Model Recommendation published by the National Emergency Number Association which identifies the target of answering 90% of 9-1-1 calls within 10 seconds during the busiest hour of the day and answering 95% of 9-1-1 calls within 20 seconds overall.

Project Name:

CHATTAHOOCHEE RIVER 9-1-1 AUTHORITY, SANDY SPRINGS, GA – MANAGED SERVICES



CLIENT OVERVIEW: IXP began a relationship with the newly incorporated Georgia cities of Johns Creek and Sandy Springs in the metro area north of Atlanta in 2008. From some initial efforts to identify potential 9-1-1 revenue, IXP now manages the country's first fully outsourced private sector 9-1-1 Communications Center, known as ChatComm. In April 2011, a third city had been added as a subscriber to the initial intergovernmental agreement, and active discussions are underway to add two more subscribers, the Chattahoochee River National Recreation Area and the newly incorporated city of Brookhaven, Georgia. ChatComm now serves a population of 325,000 and provides 9-1-1 call taking services for Sandy Springs, Johns Creek in Fulton County and the cities of Dunwoody and Brookhaven in DeKalb County. IXP provides dispatching services for four full service police departments, two fire departments and EMS dispatching services for two of the four communities.

CLIENT BUSINESS PROBLEM: Not satisfied with the level of public safety, customer service and civic services being provided through a county system, the two original city partners made significant efforts to create local services while upgrading the quality, scope and response to their residents.

IXP SOLUTION: Having completed much of the process of establishing their own police and fire departments, Sandy Springs and Johns Creek, Georgia engaged IXP to provide the final, critical piece of their public safety forces – the Enhanced 9-1-1/Emergency Communications Center. An Authority was formed and registered with the State of Georgia, that being the Chattahoochee River 9-1-1 Authority (ChatComm). The Authority contracted IXP to design/build the facility, install the supporting technologies, and to staff the operations. The result was a state-of-the-art Communications Center that jointly serves the police and fire operations of these two cities, coordinates critical communications with contract EMS services, and provides a compassionate and positive experience for residents requesting emergency services. ChatComm is poised strategically to expand the scope of operations to

include additional emerging incorporated cities or existing neighboring operations to take advantage of economies of scale.

This effort resulted in a “ground up” design, implementation, and operation of the Communications Center. To accomplish this, IXP worked with the communities to define the level of service expectations for the Communications Center that supported their individual concepts of operations for their respective police and fire Departments. From this foundation, existing data as well as growth metrics were examined to allow staffing models and technology plans to be built so that these service levels can be met. The staffing models included considerations for the ebbs and flows of incident and telephone call volumes during a typical day as well as unique needs of the agencies to support special emphasis operations and other support functions. An important aspect the Cities desired was increasing the interaction with residents by encouraging public contact through 9-1-1 calls whenever residents wanted to connect with police, fire and EMS, even in routine matters.

This is normally where operational and staffing model engagements end...the consultant does the analysis and the Communication Center utilizes those recommendations to fund and operate their organization. However, for the Chattahoochee 9-1-1 Authority, we have taken this one step further. IXP worked collaboratively with the ChatComm Authority and have added two "subscriber cities" within five years and is now operating the Communications Center for all four cities on a service level delivery basis. In order to efficiently deliver the required service levels, IXP is responsible for assuring that the operational and staffing models are used to accurately determine the needed staff levels at the Center. Having to live by our own recommendations and produce measurable service levels for the increased clients puts IXP in a unique position relative to other consulting operations. We recognize the importance of having well defined expectations and measurements so that all parties know what the target is and that it is being achieved. This is the largest known 9-1-1 public-private partnership in the country.

The facility is located in Sandy Springs, GA encompassing approximately 16,000 sq. ft. This space includes the Communications Center, Emergency Operations Center for the three cities, administrative offices, supporting technology and telecommunications rooms, GCIC tactical and support offices, and a city Emergency Operations Center.

The staff includes:

- Authority Acting Executive Directors
- Two (2) Deputy Directors
- Receptionist/Administrative
- Quality Assurance/Records
- Training
- Dispatch Supervisors (6)
- Communications Training Officers (9)
- Call takers/Dispatchers (39)
- Two (2) technical support personnel

The technologies supporting the Center and administrative operations are as follows:

- Computer Aided Dispatch (CAD) system (Integrated with each agency's RMS)
 - Automated dispatch interface to Alpharetta (Johns Creek EMS dispatch)

- Mobile computing platforms with Automated Vehicle Locators (Integrated with CAD) – in all vehicles for police, fire & EMS
- Mobile applications for dispatch, mapping, GCIC and individual agency RMS
- Logging/Recording for telephone & radio channels
 - Logging/Recording Quality Assurance system
- Emergency Fire Dispatch (Integrated with CAD)
- Emergency Medical Dispatch (Integrated with CAD)
 - Emergency Medical Dispatch Quality Assurance system
- Primary & Backup Radio communication systems
- Automated Call Distribution software managing emergency inbound calls
- Integrated telephone & radio desktop equipment
- Administrative telephone system
- Networking equipment, both local and wide area supporting connectivity to each City
- Large Screen displays for mapping/vehicle – incident status, weather & news

KEY RESULT: Since 2009, IXP has developed and implemented a comprehensive recruiting, hiring, and retention plan for personnel in the greater Atlanta area that has provided a steady stream of qualified, diverse and effective candidates to fill our staffing needs. Utilizing a variety of recruiting tools, job fairs, targeted recruitment for veterans and local colleges, IXP has a work force that very much mirrors the rich diversity of Atlanta and its metro area cities.

IXP has an impressive retention rate and recruiting advantage by using a thorough and extensive training program, employee recognition and development, area familiarization in all of our client cities and interaction with residents and first responders through an extensive Community Outreach program. IXP's innovative managed services has delivered long-term financial predictability and improved services to the public. Some of the efficiencies and service improvements which have come from our managed services delivery method include:

- A 17% reduction in operational costs between the cities of Sandy Springs and Johns Creek.
- A 15% reduction of technology implementation costs.
- The City of Dunwoody improved call response by an average of 2 minutes and 30 seconds.

- The City of Brookhaven has improved call response by nearly 3 minutes in the first few months of joining ChatComm.

The center has achieved and maintained Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) accreditation through the International Academy of Emergency Dispatch (IAED) and is accredited through the Commission on Accreditation for Law Enforcement Agencies (CALEA) accreditation as a Communications Center.

IXP delivered this program in a fixed-price contract over ten years with no increase to the customer and has met or exceeded the performance levels of the contract for every month of operation. We worked closely with the client stakeholders to plan, design, build, furnish, staff, implement and operate a consolidated 9-1-1 center for the Chattahoochee River 9-1-1 Authority and completed the “ground up” build within six months. IXP is negotiating a five year contract extension to continue staffing and operating the center through August 2024.

“ For Johns Creek this partnership has been phenomenal. [IXP] changed the whole methodology of how we were doing dispatching. [We have] actually diminished our response time dramatically—we’re talking as measured in minutes. Through that, almost every benchmark you’d want to measure has improved . . . Our save rates have gone up, our response times have gone down, our satisfaction levels have gone up, the amount of turnover has been next to nothing in public safety. ”

Mayor Mike Bodker
Johns Creek, GA

Client Information:	
Size: 60+ Employees	
Workload: 393,089 total calls in 2015	
Industry: Municipal (4 Cities)	
Length of Time: January 2009 - Present	
Contact Person:	John McDonough, City Manager, Sandy Springs
Address:	7840 Roswell Road, Suite 500 Sandy Springs, GA 30350
Connection:	Contracting Executive
Telephone #:	770.206.1508
E-mail:	john.mcdonough@sandyspringsga.gov

Project Name:

TOWNSHIP OF LAWRENCE POLICE DEPARTMENT, NJ – MANAGED SERVICES



CLIENT OVERVIEW: The Township of Lawrence, located in Mercer County, NJ, has a population of more than 33,000 people and covers an area of approximately 22 square miles. Lawrence Township Police Department responds to roughly 45,000 calls for service in 2012 and is staffed with approximately 55 sworn officers.

CLIENT BUSINESS PROBLEM: The Township of Lawrence issued a Competitive Contract bid for 9-1-1 Emergency Dispatch Services. The contract was for a provider to administer police, fire and ambulance communications for a two-year period with an option to award a three year extension in accordance with the specifications described in their bid. The Lawrence Township Police Department desired a managed services approach to staffing their police communications center with the goal of saving up to \$150,000 per year. It was believed that a managed services approach would significantly decrease their costs over their current methodology of using unionized public sector workers.

The police department found themselves understaffed in their communications center by approximately 3 full-time employees. They were managing this shortage, estimated at more than 6,000 man hours per year, by back-filling the communications center staff with on-duty police officers. When an officer worked in the communications center, the officer's position in the field was left vacant, thus reducing service levels to the community. The goal was to move to a managed services approach that increased the number of civilian Telecommunicators and eliminated the need to assign police officers inside the communications center. The purpose was to gain financial predictability, lower operational costs, increase

service levels to their citizens, improve operational efficiencies and put more police officers on the street without having to hire new officers.

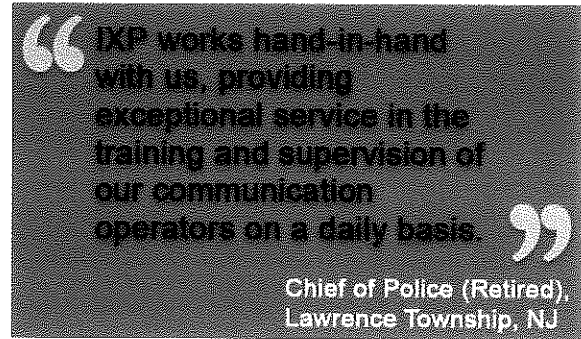
IXP SOLUTION: Outsourcing managed services for 9-1-1 call taking and dispatching is an excellent option for agencies looking for privatization solutions to lower operating costs and to maintain or improve service levels. It is this success IXP Corporation brought to Lawrence Township, New Jersey through privatized dispatch services. IXP is delivering a solution to Lawrence Township that realizes considerable cost savings and service level improvements for both the community and the police department. In the prior environment, Communications Center staffing impacted police officer availability and caused service levels to fluctuate in both areas due to police officers having to backfill dispatchers. A managed services solution delivered the desired service levels in their Communications Center and removed the requirement of having police officers backfill in the center. This IXP managed service solution allowed for police officer staffing to remain at scheduled levels, regardless of staffing within the Communications Center.

Training given to Emergency Communications Center employees has had a positive impact on service levels. Staffing levels have been set in the

Communications Center which ensures that time will be available to provide employees with ongoing in-service and continuing education opportunities. This guarantees that personnel are well-trained, and are provided with career growth and development opportunities.

KEY RESULT: Over a five year period, IXP's managed services staffing model will provide **over \$1.1 million in savings and long term financial predictability for Lawrence Township.**

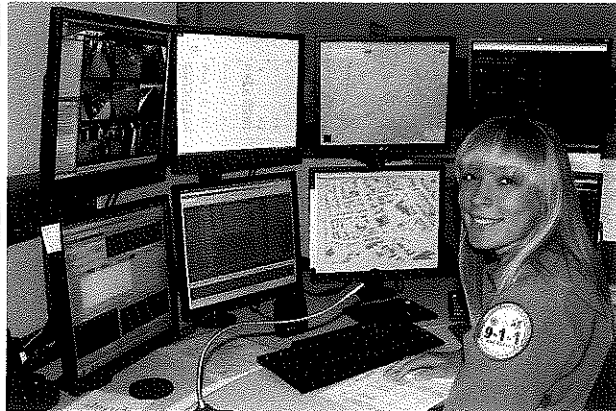
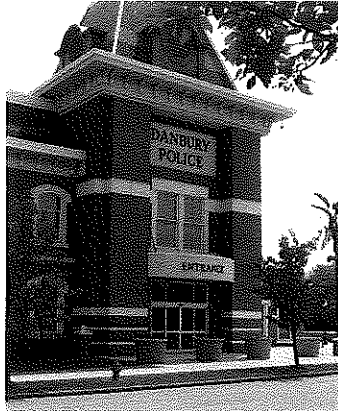
The managed services model has also returned upwards of 6,000 police officer staffing hours back to policing duties. Customer service levels have continued to improve for the citizens of Lawrence Township due to the services provided by the Emergency Communications Center, and the increased police officers on patrol. The Lawrence Township Council has unanimously approved an additional three year extension of the contract.



Client Information:	
Size: Nine (9) Telecommunicators	
Workload: 14,032 9-1-1 calls in 2015; 45,000 total calls	
Industry: Municipal	
Length of Time: April 2013 - Present	
Contact Person:	Richard Krawczun, Municipal Manager
Connection:	Contracting Executive
Telephone #:	609.844.7005
Email:	rkrawczun@lawrencetwp.com
Address:	2207 Lawrence Road Lawrenceville, NJ 08648

Project Name:

CITY OF DANBURY, CT – MANAGED SERVICES



CLIENT OVERVIEW: The City of Danbury has the distinction of being known as the safest large city in Connecticut and it is ranked as one of the safest in New England. Located 70 miles from New York City, Danbury has a population of nearly 85,000 and covers 44 square miles.

CLIENT BUSINESS PROBLEM: The City of Danbury was operating two emergency communications centers that were not integrated and in different locations. The centers were staffed exclusively with police officers and firefighters performing the duties of Telecommunicators. Having highly-trained first responders performing call taking and dispatching functions kept critical personnel off the street and added unnecessary cost.

The City of Danbury desired to consolidate its emergency communications centers, improve technologies for the new center, and deliver a managed services solution to provide a more efficient and cost effective level of service to its citizens. Additionally, the City's 3-1-1 information line and public safety Information Technology functions were limited in scope and becoming difficult to manage.

IXP SOLUTION: IXP is delivering a managed service solution under which we staff, operate, and manage a combined Communications Center for police/fire/EMS response as well as staffing both the 3-1-1 information line and the IT function for both the police and fire departments. This solution provides substantial cost savings, integrated levels of service, and financial predictability. Under this solution, IXP provides the following:

- Staffing for police/fire/EMS dispatch which includes a center manager, supervisors, CTO's and all Telecommunicators.
- Workload metrics in order to provide the appropriate Telecommunicator levels around the clock.
- Staffing for all front window activities at the Danbury Police Department.
- Managing and staffing for the City's 3-1-1 complaint line 24 x 7.
- Managing and staffing the IT function for the police and fire department with 24 x 7 coverage and response.
- Recruitment, testing, interviewing in the region, vetting, and hiring of communications center staff for positions including Telecommunicators, training staff, quality assurance staff, supervisors, front window staff and management. This assures us of a work force that is a mirror of the diverse population of the greater Danbury area.
- Establishing and conducting training that meets and exceeds state requirements and industry standards;
- Cross-training of all Telecommunicators as 9-1-1 call takers, police dispatchers and fire dispatchers;
- Development, in collaboration with Danbury officials, of written policies and procedures for the combined communications center that integrates workflow for both the police and fire response.
- Competitive benefits and salaries, and career growth opportunities.
- A local jobs program to educate the community and promote the career path for Telecommunicators in the local area.

- Day-to-day management of the 24/7/365 operation;
- Service level metrics which are included within the contract to assure that emergency calls are answered and dispatched within industry standards;
- Quality Assurance program and a continuing education program that maintain service levels to the community and to continuously improve.

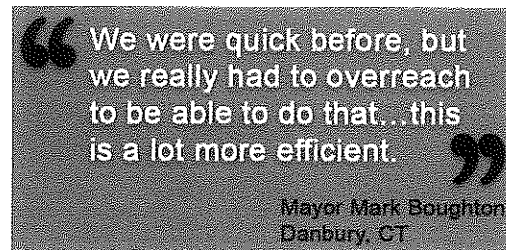
IXP was actively engaged in assisting Danbury with the migration of their fire and police communications center into one consolidated operation. We provided project management and technical support services by integrating technologies and conducting staffing studies through the analysis of workload metrics. This has included the following:

- Technology review of existing and proposed 9-1-1 communications technology;
- Integration planning and coordination between Danbury government departments;
- Installation of workstations and monitors;
- Completed the cable and switch installation for server and PC operations;
- Assisted Danbury in switching its Emergency Medical Dispatch from PowerPhone to Priority Dispatch ProQA
- Vendor oversight and assistance;
- On-going support with the stabilization of the Nexgen CAD/Mobile/RMS application;
- Staffing of the front lobby window in the police department on a full time schedule;
- Training, staffing and implementing technology requirements to provide 24 x 7 coverage for the City's 3-1-1 function; and

- Analyzing the functions of IT functions in the police and fire departments with the goal of providing a managed services solution.

KEY RESULT: IXP is providing a solution to the City of Danbury that delivers considerable cost savings, a high level of service for the community, and returns a large number of police and fire resources to the field. It allows police officer and fire staffing to remain at scheduled levels, regardless of staffing within the Communications Center. In addition, IXP is staffing both the 3-1-1 information line and IT function for both police and fire. The City is realizing sustainable long-term cost savings and a new and friendlier connection to the community from working with IXP for the recruitment, hiring, training and deployment of staff to perform call taking, dispatching, 3-1-1 information services, IT services, and police front window duties.

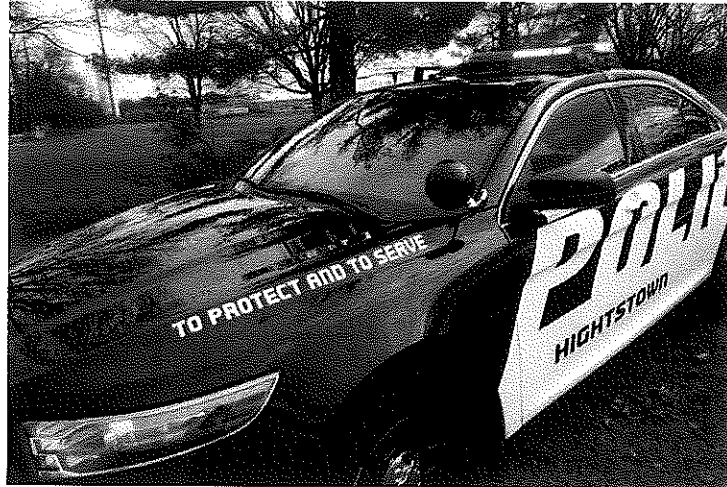
Telecommunicators for the Western Connecticut 9-1-1 Communications Center and the Front Window Public Safety Advocates have handled 50,593 calls for service for the ten month period ending December 31, 2015. The three-year, fixed-price contract also provides the City with financial predictability.



Client Information:	
Size: 37 Employees	
Workload: Over 60,000 total calls per year; 5,275 311 calls for 6 month period;	
7,100 walk up incidents for IXP front lobby staff for 6 month period; 1,073 IT trouble tickets resolved	
Industry: Municipal	
Length of Time: July 2014 - Present	
Contact Person:	Mayor Mark D. Boughton
Connection:	Contracting Executive
Telephone #:	203.797.4511
E-mail:	M.Boughton@danbury-ct.gov
Address:	155 Deer Hill Avenue Danbury, CT 06810

Project Name:

HIGHTSTOWN BOROUGH POLICE DEPARTMENT, NJ – MANAGED SERVICES



CLIENT OVERVIEW: Hightstown is a borough in Mercer County, New Jersey. As of the 2010 United States Census, the borough's population was approximately 5,500. The borough is an independent municipality surrounded entirely by East Windsor Township. Hightstown is at the central-most point of New Jersey and is roughly equidistant from Philadelphia and New York City. The Hightstown Police Department currently employs 11 officers and spends about \$2.2 million on its police department annually.

CLIENT BUSINESS PROBLEM: Hightstown has for years debated whether the town needs its own police department. The Town nearly reached an agreement in 2010 with East Windsor Township, but it fell apart at the last minute as a new contract was reached with the police union representing the Borough's officers. Now under new leadership, the members of the Hightstown Police Department are refocused and committed to protecting the lives, property, and rights of all people and being responsive to the community they serve through the delivery of quality services.

One of leadership's goals was to identify as many problem sources as possible and propose solution(s) for solving them. Dispatch was one of those problems.

The police department found themselves understaffed in their communications center by 2 full-time employees and were having great difficulty recruiting and hiring new staff. They were forced to manage this shortage by back-filling the communications center staff with on-duty police officers. When an officer worked in the communications center, the officer's position in the field was left vacant, thus reducing service levels to the community. The goal was to move to a managed services approach that increased the number of civilian Telecommunicators and eliminated the need to assign

police officers inside the communications center. The purpose was to gain financial predictability, lower operational costs and long term liabilities, increase the service level to their citizens, improve operational efficiencies and put police officers back on the street.

IXP SOLUTION: Outsourcing managed services for 9-1-1 call taking and dispatching is an excellent option for agencies looking for privatization solutions to lower operating costs and to maintain or improve service levels.

It is this success in managed services delivery that IXP Corporation brought to the Hightstown Police Department through privatized dispatch services. IXP is delivering a solution to the Borough that realizes considerable cost savings and service level improvements for both the community and the police department. In the prior environment, Communications Center staffing impacted police officer availability and caused service levels to fluctuate in both areas due to police officers having to backfill dispatchers. A managed services solution delivered the desired service levels in their Communications Center and removed the requirement of having police officers backfill in the Center. This IXP managed service solution allowed for police officer staffing to remain at scheduled levels, regardless of staffing within the Communications Center.

Training given to Emergency Communications Center employees also helped service levels improve. Staffing levels have been set in the Communications Center to ensure that time will be available to provide employees with ongoing in-service and continuing education opportunities. This ensures that personnel are well-trained, and are provided with career growth and development opportunities.

KEY RESULT: IXP has again proven that a managed services approach can significantly decrease the costs over the current methodology of using unionized public sector workers.

And while recruiting, testing, vetting, hiring and training new dispatchers was problematic for the Borough, IXP was able to provide an almost immediate replacement workforce and ensure continuity of operations at the highest level.

The managed services model has also returned police officers back to policing duties. Customer service levels

have continued to improve for the citizens of Hightstown Borough due to the services provided by the Emergency Communications Center, and the increased police officers on patrol. While the future of the Hightstown Police Department and dispatch services continues to evolve, IXP remains a trusted partner ready to support their mission to Protect and Serve.

Client Information:	
Size: Five (5) Full-Time and One (1) Part-Time Telecommunicators	
Industry: Municipal	
Length of Time: July 2015 - Present	
Contact Person: Henry Underhill, Administrator	Address: 156 Bank Street Hightstown, NJ 08520
Connection: Contracting Executive	
Telephone #: 609.490.5100	
Email: administrator@hightstownborough.com	

APPENDIX C – RESUMES OF TRANSITION TEAM

JOSEPH ESTEY *Vice President, Services and Solutions*



Joe is the Vice President of Services and Solutions with IXP Corporation. Joe leads our Managed Services division that provides cost effective alternatives as well as high service delivery to private and public organizations for traditional staffing deployments. A career public safety official, he was responsible for the top administrative management of a full service law enforcement agency for 20 years, including oversight of an E9-1-1 PSAP, creating new police facility and updating technology. He provided collaborative community services to regional public safety and general government jurisdictions during his tenure. He was in an executive leadership role with the prestigious International Association of Chiefs of Police for more than 10 years culminating with serving as IACP's president in 2004. With IXP, Joe developed and manages the Nation's only outsourced multi-jurisdictional, full service 9-1-1 Emergency Communications Center.

RELEVANT EXPERIENCE

Danbury, CT: Oversees all transition activities including participation in hiring of leadership/supervisory staff and operational planning and implementation. Works collaboratively with Danbury officials throughout each project component.

ChatComm 9-1-1, GA: Developed a completely outsourced Enhanced 9-1-1 Emergency Communications Center, ChatComm that consolidated four newly incorporated cities in the Northern Atlanta suburbs of Fulton and DeKalb Counties servicing police and fire departments. Accredited by National Academy of Emergency Dispatch in EMD and EFD.

Lawrence Township, NJ: Provided oversight for all transition activities including participation in hiring of leadership/supervisory staff and operational planning and implementation.

State of Vermont: Project Manager for an information sharing project designed to connect disparate informational databases to create a seamless, state-wide sharing of information with all state, county and municipal personnel.

Hartford, VT Police Department: As Police Chief, coordinated a comprehensive upgrade of public safety agencies computer network, complete modernization of the communications center, CAD and RMS upgrade, radio tower replacement and upgrade of communications equipment.

Hartford, VT Police Department: As Police Chief, created an effective design, chose architect, finalized design and achieved voter approval for a new police headquarters facility and enhancements creating a joint public safety facility. Oversaw construction and occupancy and innovative funding of entire project to minimize budgetary impact.

Department of Homeland Security: Contributed to National Plan Review as part of a contracted team evaluating individual state emergency response plans and assisted in authoring the segment dealing with national communications as part of the final report to Congress.

SACOP/IACP: General Chairman of SACOP, Past Chair of the Technology Coordinating Panel, maintained oversight for IACP's major technology groups Law Enforcement Information Management (LEIM) Section and lead efforts to move I.A.C.P. toward online education. Chaired IACP's 112th Annual Conference in Miami, FL in 2005.

Vermont Department of Public Safety: As Project Manager for the Vermont Justice Information Sharing System (VJISS), Joe connected disparate databases to allow sharing of law enforcement data to all Vermont agencies.

IPC Command Systems: As a Consultant, for a New York City based international communications leader and national distributor of radio equipment, 9-1-1, RMS and Computer Aided Dispatch software, Joe assisted with research and development of products, customer relations, and business development.

Springfield, VT Police Department: As Lieutenant, Joe advanced through the ranks to second in command. He served as the Department's investigator for two and a half years and managed department operational activities for four years as Lt. Media contact for all departmental communications. He also maintained, updated and developed policies and procedures.

CERTIFICATIONS/AFFILIATIONS

- International Association of Chiefs of Police – Past President (2004-2005)
- Vermont Chiefs of Police Association – Past President
- New England Association of Chiefs of Police – Life Member
- IACP Criminal Justice Information Services Committee – Member

EDUCATION

A.S. in Criminal Justice, Community College of Vermont (1992)



ANTHONY RITTER *Managing Director*

Tony Ritter is a Managing Director with IXP Corporation and leads the Campus Services practice. Tony has over 25 years of law enforcement experience which includes leading multi-disciplinary and multi-agency statewide task forces. Tony is experienced in senior-level police management, regional operations centers, computer crimes, and high-technology surveillance. He brings the ideal combination of skills and experience to assist municipalities, corporations, utilities, and colleges/universities with safety and security challenges. With IXP, Tony has been responsible for the successful transition and implementation of New Jersey's first privatized 9-1-1 center in Lawrence Township, and he leads our security operations center managed services project for a major utility on the east coast. He has also provided significant leadership on several managed services and campus safety projects.

RELEVANT EXPERIENCE

Lawrence Township, NJ: Implemented and manages 9-1-1 Managed Service Project which is resulting in over \$1M in operational budget savings to the community and has returned 6,000 police officer hours to policing duties.

Exelon/Constellation Energy Corporation, MD: Manages outsourced Security Operations Center where he has consistently improved performance and metrics over the life of the contract.

Cities of Johns Creek and Milton, GA: Led Managed Services project which outsources IT and GIS services to both cities in support of daily and emergency operations.

The Catholic University of America, DC: Managed Business Continuity Project to improve campus Strategic Planning, Risk Management, and Disaster Recovery initiatives.

ChatComm 9-1-1, GA: Managed Cyber Security Project designed to identify and remediate cyber vulnerabilities of the 9-1-1 communications center operations.

City of Johns Creek, Georgia Police Department: Managed Records Management System implementation with mobile unit and communications center integration.

IXP: Developed Public Safety Rescue (PS Rescue) program designed to provide low cost Managed Services solutions to public safety agencies in New Jersey.

IXP: Designed Professional Services offering to provide trusted guidance to clients requiring Information Governance and e-Discovery solutions.

New Jersey State Police: Led multi-million dollar, 24/7, Computer Crimes and High Technology Surveillance Bureau operations at the Superior Officer level.

New Jersey State Police: Led technical research and acquisitions for Information Technology Bureau's ten year, multi-million dollar information technology expansion program designed to enhance statewide enterprise operations.

New Jersey State Police: Led half-million dollar Internet Crimes Against Children Task Force expansion and technical training program resulting in a 300% expansion of statewide capabilities, and the arrests of over 100 cyber predators living in New Jersey.

New Jersey State Police: Led development of \$300,000 statewide stationhouse audio/video recordation project, designed to expand State law enforcement's capability to capture and archive suspect and witness statements, in a forensically sound manner, at over 40 State Police facilities.

CERTIFICATIONS/AFFILIATIONS

- Certified – Association of Certified E-Discovery Specialists (ACEDS)
- Certified – Association for Image Management (AIIM) Electronic Records Management (ERM) Specialist
- Certified – AIIM Certified Information Professional (CIP)
- Certified – CIP 004 (NERC) Cyber Security and Information Protection
- Certification In Process – American Society for Information Science (ASIS) Certified Protection Professional (CPP)

EDUCATION

B.S., Industrial Design, Ohio State University, Columbus, OH (1980)

DANIEL POSLUSZNY *Director*



Dan Posluszny is a Director with IXP Corporation. As a former Chief of Police, Dan led approximately 80 employees, both sworn officers and civilians. He has experience in government purchasing, finance and staffing. His education is in both criminal justice and leadership, management and policy for higher education. Dan is a graduate of the FBI National Academy and has been actively involved in all facets of emergency management operations and policy development. Dan has held leadership roles in the Mercer County, NJ Police Chiefs Association having served two terms as President of the organization. He was the chairman of the New Jersey State Association of Chiefs of Police Policy Development and Evaluation Working Group. Additionally, Dan has experience in organization and administration of emergency medical service operations as well as fire department activities.

RELEVANT EXPERIENCE

Danbury, CT: Dan has served as the project manager for Danbury's transition to managed services by interviewing, vetting and hiring current staff, assisting with technology integration, and providing guidance and oversight. During implementation of the Danbury project, Dan provided weekly meetings with senior executives of both the police and fire department to ensure the vision of the executives was transformed into operational procedures.

Metropolitan Area Planning Council, Boston, MA: working with the Council to evaluate and provide a roadmap for the consolidation of communication operations for five towns in the north-west suburbs of Boston.

Lawrence Township Police Department, NJ: As Chief of Police, Dan supervised 58 sworn officers and 22 civilian employees, which included budget and fiscal development and management of the Emergency Medical Services function as well as a key member of the Township Emergency Management team. Dan was involved in community outreach projects and had oversight of patrol, investigations, evidence and records functions. He was involved in collective bargaining negotiations, planning and development for the Department including personnel, training, policy development and logistics. He maintained the oversight of construction and technology integration for the new police facility and implementation of managed services for the 9-1-1 Center and implemented new trunked radio system and coordinated several technology improvement projects including video surveillance and access control platforms.

Union County, IL: Developing a project plan to assist Union County with improving services in their communications center and examining the benefits of a consolidated communications center with several counties located in southern Illinois.

Rutgers University: Instructor of courses in Homeland Security and Crises Intervention.

CERTIFICATIONS/AFFILIATIONS

- Past President – Mercer County Association of Chiefs of Police
- Past Trustee – Mercer County Police Academy
- Member – New Jersey State Association of Chiefs of Police and committees: Chair, Policy Development, Evaluation
- Working Group, Testing
- Member – International Association of Chiefs of Police
- Member – Federal Bureau of Investigation National Academy Associates (National and New Jersey chapters)
- Member – New Jersey Supreme Court Committee on Electronic Discovery
- Member – Mercer County, NJ Radio Working Group

EDUCATION

Ed.D, Doctor of Education in Educational Leadership, Seton Hall University, South Orange, NJ (2004)

M.A., Administration and Supervision of Higher Education, Seton Hall University, South Orange, NJ (1996)

B.S., Law and Criminal Justice, The College of New Jersey, Ewing Township, NJ (1992)

A.A., Business Administration, Mercer County Community College, West Windsor, NJ (1985)



MONICA CHERTOFF, PHR *Human Resources Manager*

Monica Chertoff is the IXP Human Resources Manager with many years of professional/technical recruitment and Human Resources Professional experience focused on human capital acquisition, project staffing and managing client relationships. Key strengths include front-line recruitment, managing recruiting staff, strategic planning, and developing processes geared towards improving efficiencies. Monica has gained an extensive background in Public Safety while at IXP. She provides professional guidance and advice in a variety of functions such as staffing, job classification, training and development, employee relations, and benefits administration in order to make working at IXP enriching and rewarding.

RELEVANT EXPERIENCE

City of Danbury, CT: Organized all required recruitment, 9-1-1 dispatch testing, interviewing, hiring, and training for the staff which included the Center Director, Telecommunicators, Supervisors, Communications Training Officers and Public Safety Advocates. She continues to work closely with the Center Director to ensure staffing levels are consistently maintained through continuous recruitment, as well as help the employees through their new hire process. Since the start of the project, Monica was able to build a strong relationship with our Danbury staff to ensure a higher level of employee retention and positive employee relations.

Lawrence Township Police Department: Instrumental in staffing and training of Telecommunicator and Supervisory positions at New Jersey's first outsourced 9-1-1 Communications Center. Within an aggressive two-month timeframe, Monica completed all required recruitment, interviewing, hiring, 9-1-1 dispatch testing, and training, as well as ensuring that all required certifications were completed. She continues to work closely with site supervisors to ensure staffing levels are always securely above the minimum requirements.

ChatComm 9-1-1, GA: Collaborates with the ChatComm HR/Administrative Associate on a daily basis to assure all Human Resource functions are completed in a timely and organized manner. Monica is also active in their recruitment processes and handles all benefit administration and payroll. During her time at IXP, Monica has remotely been able to build a solid foundation of reliance with the ChatComm staff to ensure a constructive working relationship.

Constellation Energy Group, an Exelon Company, MD: Facilitates all staffing and recruitment for the Center to ensure staffing levels. Monica is responsible for the onboarding process of all new employees which expands out to their orientation, payroll, benefits administration and employee relations. She works closely with the Site Supervisor on all employee measures.

Putumayo World Music, Human Resources Manager: Responsible for managing all facets of the recruitment and onboarding process. Monica also handled payroll processing, benefits administration, employee relations and the company 401(k) program. Monica was able to gain the HR knowledge that allows her to work with different departments throughout a company.

Alliance Shippers, Inc. Human Resources Representative: With a lengthy professional career at Alliance Shippers, Monica grew from a part-time Executive Assistant and Account Specialist to the only full-time Human Resources Representative for the Keasbey, NJ office which employs over 50 employees. Her responsibilities covered the entire lifespan of an individual's employment, beginning at the recruitment stage through off-boarding. In this position, Monica was also the Human Resources liaison to the corporate office in Englewood, NJ, where she assisted the Human Resources Director in benefits administration and all employment processes.

CERTIFICATIONS/AFFILIATIONS

- PHR - Certified Professional in Human Resources
- Society for Human Resources Management

EDUCATION

B.A., Spanish Studies, Rider University, Lawrence Township, NJ (2009)

APPENDIX D – SAMPLE REPORTS



ChatComm 911 Executive Overview February 1, 2016 – February 29, 2016

911 Answer Time: In February 2016, Chatcomm 911 answered 94.4% of all incoming phone calls, approximately 18,321 calls, within ten seconds. Within 60 seconds, 99.9% of all incoming phone calls were answered.

Call Processing Time: Chatcomm 911 processed 93.6% of all high priority calls for service within sixty seconds in February 2016.

Phone Call Volume: In February 2016, Chatcomm 911 handled 29,428 phone calls. This is an overall increase of 8.3% compared to February 2015. By the end of February, Chatcomm 911 had answered 766,531 Incoming 911 Calls & 566,886 Incoming Admin Calls. This equals a total of all calls answered at Chatcomm 911 since January 2010 of 1,333,417 phone calls.

- 70.1% (20,636) were incoming phone calls which are treated as potential emergencies and handled as 911 calls regardless of the line the call is received on.
 - 12,074 calls were received on the 911 trunks.
 - 5150 were received on administrative lines but treated as 911 calls.
 - 1585 were calls from alarm companies.
 - 603 calls were received at specific console positions.
 - The remaining 1224 incoming calls were abandoned 911 calls, where the caller disconnects the line prior to speaking with a calltaker. These phone calls are called back to confirm that no emergency exists, using valuable time and resources in the 911 center.
- The remaining 29.9% (8792) of phone calls handled by Chatcomm 911 in February 2016 were outgoing phone calls.

Incident Volume: In February 2016, the total number of incidents handled by Chatcomm 911 was 28,790, an increase of 13.4% over the previous February. February 2016 marked the 1,659,889 incident since January 2010. There have been 1,472,676 law enforcement incidents; 108,442 fire department incidents; and, 78,771 EMS incidents

- 56.9% (16,392) were officer-initiated incidents, which include traffic stops, business & residential checks, and other calls created by officers and first responders in the field.
- 43.1% (12,398) of these incidents were dispatched incidents.
- Sandy Springs incidents comprised 41.1% (11,836) of the total incident volume.
 - 10,059 incidents were Sandy Springs Police Department incidents.
 - 1047 incidents were for Sandy Springs Fire Rescue.
 - 730 incidents were EMS calls for service in Sandy Springs.
- Johns Creek incidents were 24.8% (7144) of the total incident volume.
 - 6449 incidents were Johns Creek Police Department incidents.
 - 433 incidents were for Johns Creek Fire Department.
 - 262 incidents were EMS calls for service in Johns Creek.
- Dunwoody incidents were 15.9% (4,569) of the total incident volume.
- Brookhaven incidents were 18.2% (5241) of the total incident volume.

EMD & EFD Compliance: The quality assurance compliance score for both EMD & EFD were well above the levels set forth by the International Academies of Emergency Dispatch (90%) in February 2016.

- The Emergency Medical Dispatch QA compliance for January was at 96.9%.
- The Emergency Fire Dispatch QA compliance for January was at 97.1%.

ChatComm 911 Executive Overview

Metric	February 2016	January 2016	February 2015	Variance Target	Target
911 Answer Time 0:10	94.4%	92.9%	95.0%	4.4%	90.0%
911 Answer Time 0:30	99.3%	98.9%	99.2%	0.3%	99.0%
Call Processing Time 1:00	90.6%	90.1%	91.2%	0.6%	90.0%
High Priority Calls	93.6%	93.2%	94.2%	3.6%	90.0%
Low Priority Calls	87.0%	86.0%	87.4%	-3.0%	90.0%
Call Processing Time 1:30	96.9%	96.6%	97.5%	1.9%	95.0%
High Priority Calls	98.0%	97.7%	98.4%	3.0%	95.0%
Low Priority Calls	95.5%	95.2%	96.3%	0.5%	95.0%
Call Dispatch Time 1:00	54.9%	53.4%	53.7%	N/A	-
High Priority Calls	58.4%	57.4%	60.1%	N/A	-
Low Priority Calls	50.5%	48.4%	45.5%	N/A	-
Number of 911 Calls	13298	13407	11610	N/A	-
Received	12074	12138	10443	N/A	-
Abandoned	1224	1269	1167	N/A	-
Admin Calls	16130	17100	15366	N/A	-
Incoming	7338	7612	7395	N/A	-
Outgoing	8792	9488	7971	N/A	-
Total Phone Calls	29428	30507	26976	N/A	-
Incoming	20636	21019	19005	N/A	-
Outgoing	8792	9488	7971	N/A	-
Dispatched Incidents	12398	12671	11217	N/A	-
City of Sandy Springs	6156	6229	5724	N/A	-
Police - Sandy Springs	4379	4423	3891	N/A	-
Fire - Sandy Springs	1047	1082	1018	N/A	-
EMS - Sandy Springs	730	724	815	N/A	-
City of Johns Creek	2182	2309	1948	N/A	-
Police - Johns Creek	1487	1502	1371	N/A	-
Fire - Johns Creek	433	483	359	N/A	-
EMS - Johns Creek	262	324	218	N/A	-
Police - Dunwoody	1866	1949	1799	N/A	-
Police - Brookhaven	2194	2184	1746	N/A	-
Officer-Initiated Incidents	16392	18379	14174	N/A	-
Police - Sandy Springs	5680	6673	4705	N/A	-
Police - Johns Creek	4962	5657	4416	N/A	-
Police - Dunwoody	2703	2666	2544	N/A	-
Police - Brookhaven	3047	3383	2509	N/A	-
Total Incidents	28790	31050	25391	N/A	-
City of Sandy Springs	11836	12902	10429	N/A	-
Police - Sandy Springs	10059	11096	8596	N/A	-
Fire - Sandy Springs	1047	1082	1018	N/A	-
EMS - Sandy Springs	730	724	815	N/A	-
City of Johns Creek	7144	7966	6364	N/A	-
Police - Johns Creek	6449	7159	5787	N/A	-
Fire - Johns Creek	433	483	359	N/A	-
EMS - Johns Creek	262	324	218	N/A	-
Police - Dunwoody	4569	4615	4343	N/A	-
Police - Brookhaven	5241	5567	4255	N/A	-
EMD Processing Time	1:32	1:43	1:37	N/A	-
EMD Compliance Score	96.9%	96.1%	96.3%	6.9%	90.0%
EFD Processing Time	1:23	1:15	1:12	N/A	-
EFD Compliance Score	97.1%	96.9%	98.0%	7.1%	90.0%

Chattahoochee River 911 Authority

Prepared on: March 4, 2016



Statistical Overview

February 2016

ChatComm 911 Executive Overview

Metric	February 2016	January 2016	February 2015	Variance Target	Target	Page #
911 Answer Time 0:10	94.4%	92.9%	95.0%	4.4%	90.0%	1
911 Answer Time 0:30	99.3%	98.9%	99.2%	0.3%	99.0%	1
Call Processing Time 1:00	90.6%	90.1%	91.2%	0.6%	90.0%	3
High Priority Calls	93.6%	93.2%	94.2%	3.6%	90.0%	3
Low Priority Calls	87.0%	86.0%	87.4%	-3.0%	90.0%	3
Call Processing Time 1:30	96.9%	96.6%	97.5%	1.9%	95.0%	3
High Priority Calls	98.0%	97.7%	98.4%	3.0%	95.0%	3
Low Priority Calls	95.5%	95.2%	96.3%	0.5%	95.0%	3
Call Dispatch Time 1:00	54.9%	53.4%	53.7%	N/A	-	5
High Priority Calls	58.4%	57.4%	60.1%	N/A	-	5
Low Priority Calls	50.5%	48.4%	45.5%	N/A	-	5
Number of 911 Calls	13298	13407	11610	N/A	-	23
Received	12074	12138	10443	N/A	-	23
Abandoned	1224	1269	1167	N/A	-	23
Admin Calls	16130	17100	15366	N/A	-	23
Incoming	7338	7612	7395	N/A	-	23
Outgoing	8792	9488	7971	N/A	-	23
Total Phone Calls	29428	30507	26976	N/A	-	23
Incoming	20636	21019	19005	N/A	-	23
Outgoing	8792	9488	7971	N/A	-	23
Dispatched Incidents	12398	12671	11217	N/A	-	29
City of Sandy Springs	6156	6229	5724	N/A	-	29
Police - Sandy Springs	4379	4423	3891	N/A	-	29
Fire - Sandy Springs	1047	1082	1018	N/A	-	29
EMS - Sandy Springs	730	724	815	N/A	-	29
City of Johns Creek	2182	2309	1948	N/A	-	29
Police - Johns Creek	1487	1502	1371	N/A	-	29
Fire - Johns Creek	433	483	359	N/A	-	29
EMS - Johns Creek	262	324	218	N/A	-	29
Police - Dunwoody	1866	1949	1799	N/A	-	29
Police - Brookhaven	2194	2184	1746	N/A	-	29
Officer-Initiated Incidents	16392	18379	14174	N/A	-	29
Police - Sandy Springs	5680	6673	4705	N/A	-	29
Police - Johns Creek	4962	5657	4416	N/A	-	29
Police - Dunwoody	2703	2666	2544	N/A	-	29
Police - Brookhaven	3047	3383	2509	N/A	-	29
Total Incidents	28790	31050	25391	N/A	-	29
City of Sandy Springs	11836	12902	10429	N/A	-	29
Police - Sandy Springs	10059	11096	8596	N/A	-	29
Fire - Sandy Springs	1047	1082	1018	N/A	-	29
EMS - Sandy Springs	730	724	815	N/A	-	29
City of Johns Creek	7144	7966	6364	N/A	-	29
Police - Johns Creek	6449	7159	5787	N/A	-	29
Fire - Johns Creek	433	483	359	N/A	-	29
EMS - Johns Creek	262	324	218	N/A	-	29
Police - Dunwoody	4569	4615	4343	N/A	-	29
Police - Brookhaven	5241	5567	4255	N/A	-	29
EMD Processing Time	1:32	1:43	1:37	N/A	-	41
EMD Compliance Score	96.9%	96.1%	96.3%	6.9%	90.0%	41
EFD Processing Time	1:23	1:15	1:12	N/A	-	42
EFD Compliance Score	97.1%	96.9%	98.0%	7.1%	90.0%	42

911 Answer Times

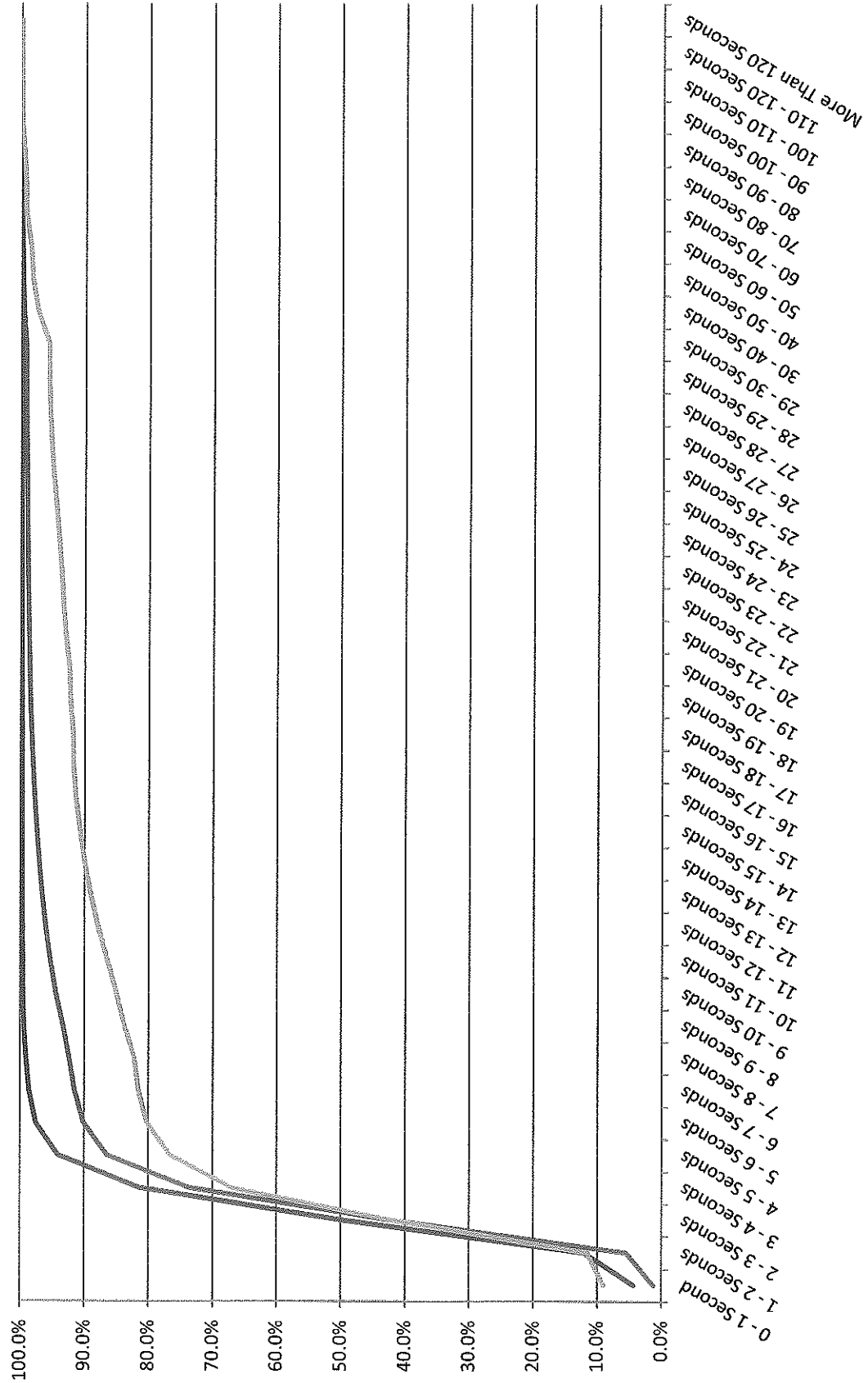
February 1, 2016 - February 29, 2016

Range Of Answer Time	System Answer Time		Calltaker Answer Time		Abandon Time	
	# Of Calls	Cumulative %	# Of Calls	Cumulative %	# Of Calls	Cumulative %
0 - 1 Second	243	1.3%	852	4.4%	111	9.1%
1 - 2 Seconds	821	5.5%	1474	12.0%	30	11.5%
2 - 3 Seconds	7060	41.9%	7295	49.6%	371	41.8%
3 - 4 Seconds	6174	73.7%	6193	81.5%	308	67.0%
4 - 5 Seconds	2488	86.5%	2445	94.1%	118	76.6%
5 - 6 Seconds	705	90.1%	667	97.5%	44	80.2%
6 - 7 Seconds	272	91.5%	206	98.6%	16	81.5%
7 - 8 Seconds	163	92.4%	95	99.1%	8	82.2%
8 - 9 Seconds	181	93.3%	64	99.4%	19	83.7%
9 - 10 Seconds	214	94.4%	29	99.6%	16	85.0%
10 - 11 Seconds	168	95.3%	12	99.6%	17	86.4%
11 - 12 Seconds	133	96.0%	7	99.6%	17	87.8%
12 - 13 Seconds	109	96.5%	5	99.7%	14	89.0%
13 - 14 Seconds	87	97.0%	6	99.7%	12	90.0%
14 - 15 Seconds	86	97.4%	4	99.7%	9	90.7%
15 - 16 Seconds	65	97.7%	2	99.7%	8	91.3%
16 - 17 Seconds	48	98.0%	5	99.8%	5	91.7%
17 - 18 Seconds	46	98.2%	0	99.8%	1	91.8%
18 - 19 Seconds	41	98.4%	3	99.8%	5	92.2%
19 - 20 Seconds	23	98.6%	6	99.8%	2	92.4%
20 - 21 Seconds	21	98.7%	3	99.8%	7	93.0%
21 - 22 Seconds	26	98.8%	2	99.8%	5	93.4%
22 - 23 Seconds	17	98.9%	2	99.8%	3	93.6%
23 - 24 Seconds	16	99.0%	1	99.9%	5	94.0%
24 - 25 Seconds	8	99.0%	0	99.9%	5	94.4%
25 - 26 Seconds	14	99.1%	3	99.9%	6	94.9%
26 - 27 Seconds	12	99.1%	2	99.9%	4	95.3%
27 - 28 Seconds	10	99.2%	2	99.9%	3	95.5%
28 - 29 Seconds	7	99.2%	2	99.9%	2	95.7%
29 - 30 Seconds	7	99.3%	0	99.9%	0	95.7%
30 - 40 Seconds	68	99.6%	11	100.0%	21	97.4%
40 - 50 Seconds	28	99.8%	1	100.0%	10	98.2%
50 - 60 Seconds	18	99.9%	3	100.0%	4	98.5%
60 - 70 Seconds	18	99.9%	1	100.0%	6	99.3%
70 - 80 Seconds	2	100.0%	0	100.0%	1	99.3%
80 - 90 Seconds	2	100.0%	0	100.0%	3	99.6%
90 - 100 Seconds	1	100.0%	1	100.0%	5	100.0%
100 - 110 Seconds	1	100.0%	0	100.0%	0	100.0%
110 - 120 Seconds	1	100.0%	1	100.0%	0	100.0%
More Than 120 Seconds	4	100.0%	2	100.0%	0	100.0%
Total	19408	N/A	19407	N/A	1224	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

February 1, 2016 - February 29, 2016



System Answer Time Calltaker Answer Time Abandon Time

Dispatched Incident Processing Time By Priority Level

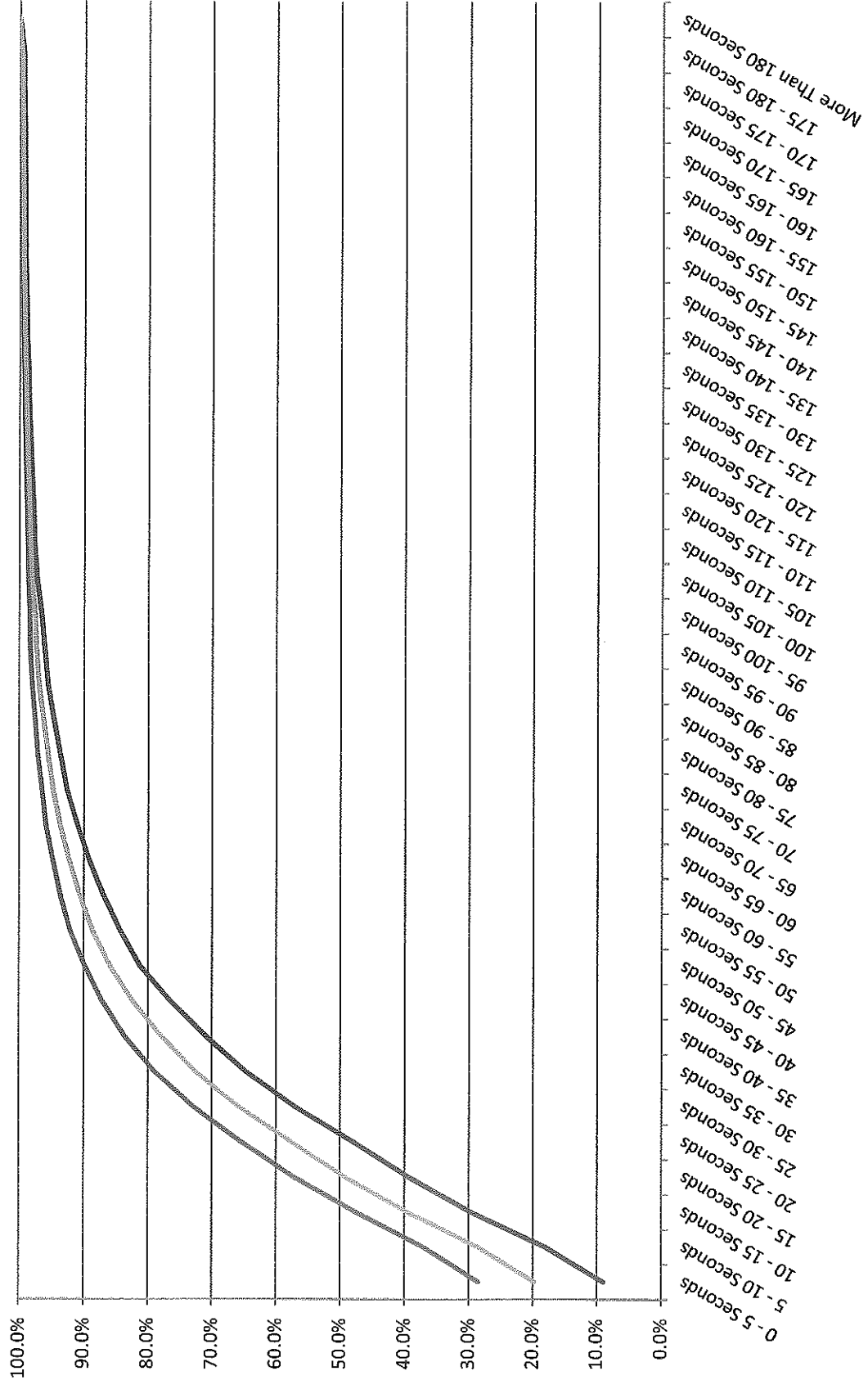
February 1, 2016 - February 29, 2016

	High Priority		Low Priority		Total	
	Call Count	Cumulative %	Call Count	Cumulative %	Call Count	Cumulative %
0 - 5 Seconds	1938	28.5%	495	9.0%	2433	19.8%
5 - 10 Seconds	585	37.1%	503	18.1%	1088	28.6%
10 - 15 Seconds	709	47.6%	642	29.7%	1351	39.6%
15 - 20 Seconds	656	57.2%	534	39.4%	1190	49.3%
20 - 25 Seconds	558	65.5%	471	48.0%	1029	57.6%
25 - 30 Seconds	512	73.0%	497	57.0%	1009	65.8%
30 - 35 Seconds	409	79.0%	427	64.7%	836	72.6%
35 - 40 Seconds	316	83.7%	340	70.9%	656	78.0%
40 - 45 Seconds	240	87.2%	309	76.5%	549	82.4%
45 - 50 Seconds	180	89.9%	261	81.2%	441	86.0%
50 - 55 Seconds	155	92.1%	170	84.3%	325	88.6%
55 - 60 Seconds	99	93.6%	145	87.0%	244	90.6%
60 - 65 Seconds	79	94.8%	120	89.1%	199	92.2%
65 - 70 Seconds	74	95.8%	100	90.9%	174	93.7%
70 - 75 Seconds	39	96.4%	91	92.6%	130	94.7%
75 - 80 Seconds	44	97.1%	55	93.6%	99	95.5%
80 - 85 Seconds	30	97.5%	56	94.6%	86	96.2%
85 - 90 Seconds	33	98.0%	51	95.5%	84	96.9%
90 - 95 Seconds	19	98.3%	28	96.0%	47	97.3%
95 - 100 Seconds	7	98.4%	26	96.5%	33	97.5%
100 - 105 Seconds	14	98.6%	38	97.2%	52	98.0%
105 - 110 Seconds	8	98.7%	23	97.6%	31	98.2%
110 - 115 Seconds	9	98.8%	10	97.8%	19	98.4%
115 - 120 Seconds	9	99.0%	13	98.0%	22	98.6%
120 - 125 Seconds	10	99.1%	14	98.3%	24	98.7%
125 - 130 Seconds	7	99.2%	12	98.5%	19	98.9%
130 - 135 Seconds	6	99.3%	8	98.7%	14	99.0%
135 - 140 Seconds	9	99.4%	11	98.9%	20	99.2%
140 - 145 Seconds	7	99.5%	6	99.0%	13	99.3%
145 - 150 Seconds	7	99.6%	8	99.1%	15	99.4%
150 - 155 Seconds	3	99.6%	2	99.1%	5	99.4%
155 - 160 Seconds	3	99.6%	3	99.2%	6	99.4%
160 - 165 Seconds	7	99.7%	3	99.3%	10	99.5%
165 - 170 Seconds	3	99.8%	1	99.3%	4	99.6%
170 - 175 Seconds	2	99.8%	7	99.4%	9	99.6%
175 - 180 Seconds	1	99.8%	0	99.4%	1	99.6%
More Than 180 Seconds	11	100.0%	33	100.0%	44	100.0%
Total	6792	N/A	5513	N/A	12305	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

February 1, 2016 - February 29, 2016



High Priority Low Priority Total

Dispatched Incident Dispatching Time By Priority Level

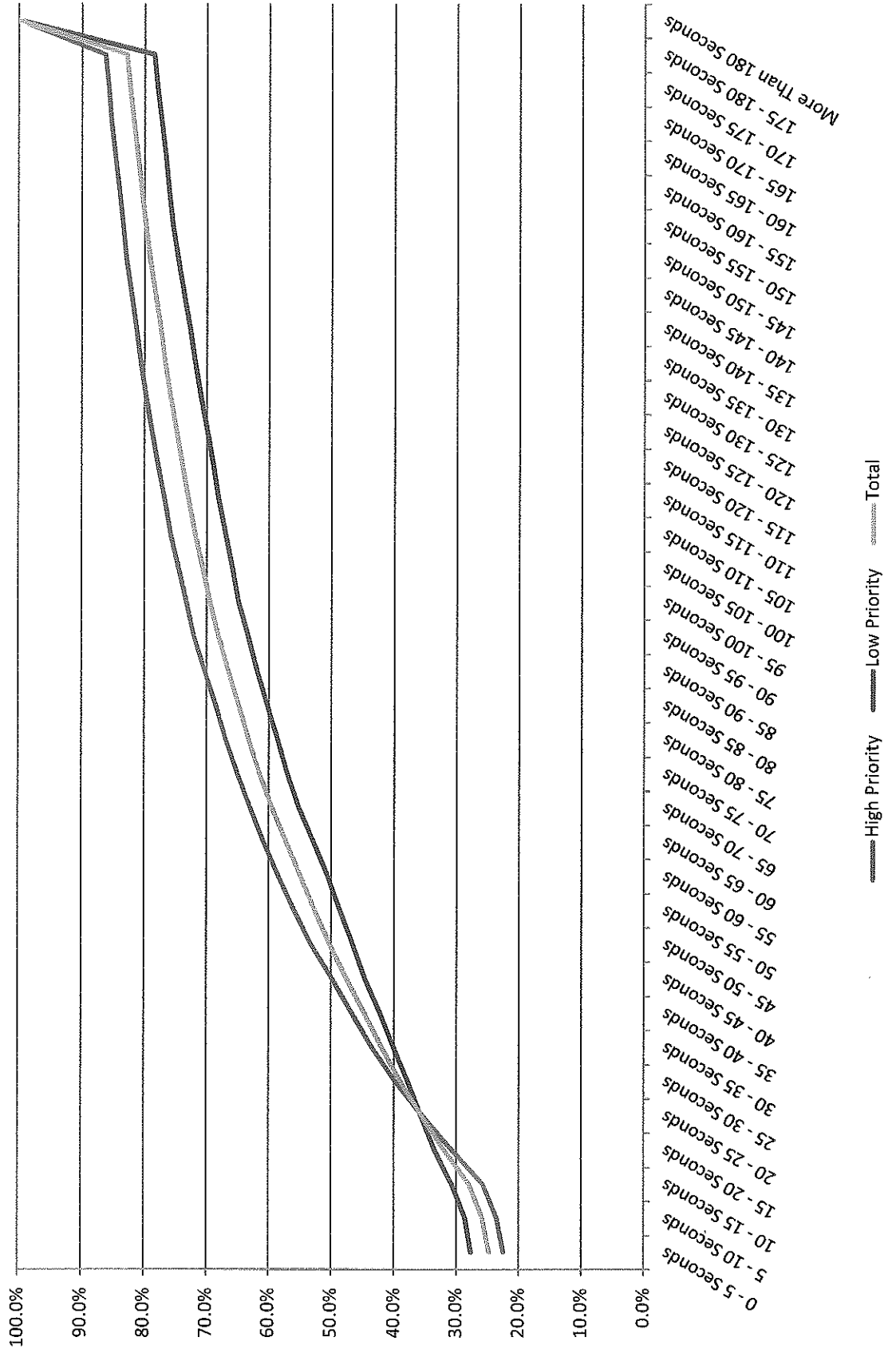
February 1, 2016 - February 29, 2016

	High Priority		Low Priority		Total	
	Call Count	Cumulative %	Call Count	Cumulative %	Call Count	Cumulative %
0 - 5 Seconds	1523	22.4%	1525	27.7%	3048	24.8%
5 - 10 Seconds	74	23.5%	51	28.6%	125	25.8%
10 - 15 Seconds	151	25.7%	118	30.7%	269	28.0%
15 - 20 Seconds	336	30.7%	152	33.5%	488	31.9%
20 - 25 Seconds	325	35.5%	121	35.7%	446	35.6%
25 - 30 Seconds	295	39.8%	115	37.8%	410	38.9%
30 - 35 Seconds	252	43.5%	126	40.1%	378	42.0%
35 - 40 Seconds	212	46.6%	120	42.2%	332	44.7%
40 - 45 Seconds	214	49.8%	130	44.6%	344	47.5%
45 - 50 Seconds	230	53.2%	106	46.5%	336	50.2%
50 - 55 Seconds	187	55.9%	113	48.6%	300	52.6%
55 - 60 Seconds	170	58.4%	109	50.5%	279	54.9%
60 - 65 Seconds	160	60.8%	126	52.8%	286	57.2%
65 - 70 Seconds	146	62.9%	130	55.2%	276	59.5%
70 - 75 Seconds	141	65.0%	103	57.0%	244	61.4%
75 - 80 Seconds	130	66.9%	85	58.6%	215	63.2%
80 - 85 Seconds	107	68.5%	92	60.3%	199	64.8%
85 - 90 Seconds	123	70.3%	87	61.8%	210	66.5%
90 - 95 Seconds	112	72.0%	79	63.3%	191	68.1%
95 - 100 Seconds	82	73.2%	86	64.8%	168	69.4%
100 - 105 Seconds	87	74.5%	56	65.8%	143	70.6%
105 - 110 Seconds	88	75.8%	61	67.0%	149	71.8%
110 - 115 Seconds	66	76.7%	63	68.1%	129	72.9%
115 - 120 Seconds	76	77.8%	46	68.9%	122	73.8%
120 - 125 Seconds	64	78.8%	55	69.9%	119	74.8%
125 - 130 Seconds	64	79.7%	55	70.9%	119	75.8%
130 - 135 Seconds	56	80.6%	50	71.8%	106	76.6%
135 - 140 Seconds	47	81.2%	44	72.6%	91	77.4%
140 - 145 Seconds	53	82.0%	54	73.6%	107	78.3%
145 - 150 Seconds	55	82.8%	50	74.5%	105	79.1%
150 - 155 Seconds	37	83.4%	49	75.1%	86	79.8%
155 - 160 Seconds	40	84.0%	35	76.0%	75	80.4%
160 - 165 Seconds	44	84.6%	29	76.8%	73	81.0%
165 - 170 Seconds	43	85.2%	35	77.3%	81	81.7%
170 - 175 Seconds	31	85.7%	38	77.9%	89	82.2%
175 - 180 Seconds	40	86.3%	30	78.5%	70	82.8%
More Than 180 Seconds	931	100.0%	1186	100.0%	2117	100.0%
Total	6792	N/A	5513	N/A	12305	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

February 1, 2016 - February 29, 2016



Incident Times Per Nature Code

February 1, 2016 - February 29, 2016

Sandy Springs Police Department

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	317	00:08	99.05%	01:53	79.81%	01:59	86.12%	03:54	82.02%
ABANDONED VEHICLE	104	00:07	99.04%	00:36	83.65%	02:08	83.65%	02:51	83.65%
ACCIDENT NEGATIVE INJURIES	557	00:28	91.74%	02:58	43.45%	08:23	43.81%	11:34	39.86%
ACCIDENT PRIVATE PROP NEG INJ	82	00:30	91.46%	04:56	35.37%	10:48	34.15%	14:45	25.61%
ACCIDENT UNKNOWN INJURIES	27	00:05	100.00%	02:16	48.15%	05:20	59.26%	07:43	62.96%
ACCIDENT W ENTRAPMENT	1	00:00	100.00%	00:26	100.00%	02:30	100.00%	02:56	100.00%
ACCIDENT W INJURIES	65	00:18	95.38%	01:41	44.62%	05:34	58.46%	07:33	61.54%
ALARM COMMERCIAL	225	00:28	94.67%	02:23	52.44%	06:17	57.33%	08:48	55.56%
ALARM DURESS OR PANIC	62	00:29	95.16%	01:40	51.61%	05:48	62.90%	07:22	56.45%
ALARM HOLDUP	10	00:23	100.00%	01:37	40.00%	04:44	70.00%	06:13	70.00%
ALARM RESIDENTIAL	401	00:25	96.26%	01:49	54.11%	07:05	46.88%	08:45	49.63%
ALARM SILENT OR AUDIBLE	61	00:24	93.44%	01:47	62.30%	05:44	59.02%	07:38	50.82%
ALARM VEHICLE AUDIBLE	2	00:50	50.00%	01:31	0.00%	08:39	0.00%	11:01	0.00%
ANIMAL CALL	27	00:36	70.37%	04:47	29.63%	05:53	51.85%	11:10	48.15%
ARMED PERSON	10	00:52	50.00%	01:02	70.00%	04:50	80.00%	06:27	70.00%
ASSAULT IN PROGRESS	1	00:09	100.00%	00:19	100.00%	09:04	0.00%	09:32	0.00%
ASSAULT OR BATTERY	24	00:30	83.33%	01:35	41.67%	04:56	62.50%	07:01	66.67%
ASSIST CITIZEN FLAGDOWN	15	00:04	93.33%	00:02	100.00%	00:23	100.00%	00:29	100.00%
ASSIST OTHER AGENCY	7	00:37	71.43%	01:26	42.86%	04:54	42.86%	06:35	42.86%
BE ON THE LOOKOUT	12	00:47	58.33%	00:38	83.33%	00:32	91.67%	01:19	91.67%
BURGLARY	38	00:26	97.37%	03:00	28.95%	07:59	36.84%	11:26	34.21%
BURGLARY IN PROGRESS	8	00:26	100.00%	00:52	75.00%	02:22	100.00%	03:36	100.00%
BURGLARY JUST OCCURRED	3	00:33	100.00%	02:41	0.00%	07:57	66.67%	11:12	66.67%
BUSINESS CHECK	2709	00:00	99.85%	00:01	99.74%	00:01	99.85%	00:02	99.82%
CHILD ABUSE OR NEGLECT	4	00:32	100.00%	00:40	75.00%	02:25	75.00%	03:30	75.00%
CIVIL DISPUTE 1 PARTY	34	00:43	79.41%	04:22	17.65%	08:41	44.12%	13:42	32.35%
CIVIL DISPUTE 2 OR MORE PARTIE	79	00:37	86.08%	02:04	40.51%	07:36	43.04%	10:11	40.51%
DAMAGE TO PROPERTY	71	00:34	85.92%	04:45	49.30%	08:21	45.07%	13:37	40.85%
DEATH INVESTIGATION	1	00:16	100.00%	01:02	0.00%	03:28	100.00%	04:46	100.00%
DELIVER EMERGENCY MESSAGE	1	00:18	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
DEMENTED PERSON	6	01:22	50.00%	01:07	50.00%	05:45	33.33%	08:09	33.33%
DIRECTED PATROL	1	00:00	100.00%	00:01	100.00%	00:00	100.00%	00:01	100.00%
DISCHARGING FIREARMS	19	00:25	94.74%	01:35	63.16%	04:57	68.42%	06:45	63.16%
DISCHARGING FIREWORKS	2	00:15	100.00%	00:53	50.00%	26:47	50.00%	27:55	50.00%
DISORDERLY JUVENILE	18	00:22	94.44%	01:42	33.33%	06:33	50.00%	08:38	55.56%
DISORDERLY PERSON	37	00:31	89.19%	01:31	56.76%	05:02	70.27%	06:47	70.27%
DOMESTIC DISPUTE	160	00:38	83.13%	02:04	53.75%	06:14	51.25%	08:50	48.13%
EMD ALPHA WITH LAW	6	00:00	100.00%	01:26	66.67%	04:26	66.67%	04:56	83.33%
EMD BRAVO WITH LAW	13	00:00	100.00%	00:59	69.23%	03:25	76.92%	04:11	76.92%
EMD CHARLIE WITH LAW	10	00:00	100.00%	00:39	80.00%	04:15	70.00%	04:54	70.00%
EMD DELTA	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
EMD DELTA WITH LAW	13	00:00	100.00%	01:02	69.23%	02:38	76.92%	03:38	84.62%
EMD ECHO WITH LAW	5	00:00	100.00%	01:14	80.00%	00:19	100.00%	00:24	100.00%
ENTERING AUTO	62	00:27	91.94%	02:16	58.06%	09:13	38.71%	11:55	38.71%
ENTERING AUTO JUST OCCURRED	4	00:41	50.00%	00:30	75.00%	12:30	25.00%	13:42	25.00%
EXPLOSION	1	00:00	100.00%	00:33	100.00%	06:47	0.00%	07:20	100.00%
FIGHT	10	00:25	100.00%	00:55	60.00%	06:30	60.00%	07:50	70.00%
FIRE OUTSIDE SMALL	7	00:00	100.00%	00:23	85.71%	02:21	100.00%	02:44	100.00%
FIRE STRUCTURAL	26	00:00	100.00%	01:09	57.69%	03:23	80.77%	04:17	84.62%
FOUND PROPERTY	17	00:19	94.12%	02:29	58.82%	06:42	58.82%	09:30	52.94%
FRAUD	102	00:17	94.12%	03:23	62.75%	04:25	73.53%	07:47	64.71%
FUEL SPILL	2	00:16	100.00%	00:10	100.00%	03:32	50.00%	03:43	100.00%
GAS LEAK INSIDE STRUCTURE	7	00:00	100.00%	01:25	42.86%	06:44	28.57%	08:09	57.14%
GAS LEAK OUTSIDE STRUCTURE	9	00:00	100.00%	01:12	66.67%	05:18	55.56%	06:30	55.56%
HARASSMENT	16	00:30	93.75%	05:44	31.25%	11:29	37.50%	17:44	37.50%
HIT AND RUN ACCIDENT	158	00:36	86.71%	04:43	34.18%	08:51	39.24%	13:49	35.44%
HIT AND RUN ACCIDENT W INJURY	3	00:06	100.00%	04:07	33.33%	04:44	66.67%	08:58	66.67%

ILLEGAL DRUGS	19	00:34	73.68%	02:57	47.37%	06:38	57.89%	10:08	57.89%
ILLEGAL PARKING	126	00:05	98.41%	00:57	84.92%	02:31	85.71%	03:34	82.54%
IMPAIRED DRIVER	7	00:27	85.71%	01:15	57.14%	04:36	71.43%	05:31	71.43%
INFORMATION FOR OFFICER	455	00:14	93.19%	01:55	73.85%	02:56	83.08%	04:36	80.00%
KIDNAPPING	3	00:07	100.00%	00:51	66.67%	00:55	100.00%	01:53	100.00%
LARCENY	89	00:25	92.13%	05:41	43.82%	08:57	50.56%	15:00	41.57%
LARCENY IN PROGRESS	2	00:25	100.00%	01:18	0.00%	00:28	100.00%	01:24	100.00%
LARCENY JUST OCCURRED	2	00:51	50.00%	01:02	50.00%	27:40	0.00%	29:34	0.00%
LITTERING ILLEGAL DUMPING	1	00:44	100.00%	00:45	100.00%	06:46	0.00%	08:15	0.00%
LOCKOUT W CHILD OR PET	8	00:00	100.00%	02:33	37.50%	06:09	50.00%	08:14	62.50%
LOITERING	16	00:27	100.00%	03:39	31.25%	08:42	56.25%	11:45	50.00%
LOST CHILD	3	00:42	66.67%	00:53	33.33%	10:28	33.33%	11:43	33.33%
LOST PROPERTY	25	00:26	84.00%	03:40	44.00%	06:49	52.00%	10:07	48.00%
MEDICAL RESPONSE 1 FD PD EMS	1	00:00	100.00%	01:19	0.00%	13:44	0.00%	15:03	0.00%
MEDICAL RESPONSE DEKALB	3	00:29	100.00%	00:10	100.00%	01:38	100.00%	01:49	100.00%
MISSING ADULT OR CHILD	19	00:25	94.74%	02:00	21.05%	09:42	26.32%	11:44	26.32%
MISSING OR RUNAWAY LOCATED	3	00:14	100.00%	01:35	66.67%	04:44	66.67%	06:33	33.33%
MOLESTATION	3	00:57	66.67%	09:57	33.33%	06:07	33.33%	16:26	33.33%
NOISE COMPLAINT	92	00:26	96.74%	03:01	40.22%	08:58	36.96%	12:12	32.61%
ODOR INVESTIGATION	6	00:00	100.00%	01:14	66.67%	00:00	100.00%	00:00	100.00%
ORDINANCE VIOLATION	10	00:32	100.00%	03:11	50.00%	09:57	30.00%	13:29	30.00%
PANHANDLING	16	00:15	100.00%	03:26	56.25%	03:59	75.00%	07:18	68.75%
PERSON DRUNK	7	00:27	100.00%	02:09	28.57%	05:55	57.14%	08:31	42.86%
PERSON HIT BY AUTO W INJURY	5	00:00	100.00%	01:07	60.00%	03:01	80.00%	04:05	80.00%
PERSON SCREAMING	6	00:41	100.00%	01:26	16.67%	05:27	83.33%	07:35	66.67%
PERSON SHOT	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
PERSON STABBED	2	00:00	100.00%	00:14	100.00%	03:03	50.00%	03:17	100.00%
PRISONER TRANSPORT	53	00:14	92.45%	24:12	58.49%	43:25	45.28%	07:52	43.40%
PUBLIC INDECENCY	6	00:13	100.00%	00:33	66.67%	01:37	83.33%	02:16	83.33%
PURSUIT FOOT OR VEHICLE	2	00:06	100.00%	00:28	100.00%	01:26	100.00%	02:01	100.00%
RECKLESS DRIVING TRAFFIC VIOLA	237	00:33	89.03%	00:18	91.56%	00:26	97.47%	00:39	97.05%
REPO ENTRY ONLY	48	00:15	97.92%	00:00	100.00%	00:00	100.00%	00:00	100.00%
RESIDENTIAL CHECK	887	00:01	99.77%	00:06	99.10%	00:05	99.44%	00:11	99.21%
ROBBERY	2	00:02	100.00%	00:20	100.00%	01:06	100.00%	01:29	100.00%
ROBBERY JUST OCCURRED	4	00:39	75.00%	01:01	75.00%	03:29	100.00%	05:11	75.00%
RUNAWAY JUVENILE	2	00:39	50.00%	00:14	100.00%	04:07	50.00%	05:00	50.00%
SEXUAL ASSAULT	2	00:36	100.00%	27:30	50.00%	00:00	100.00%	27:55	50.00%
SHOPLIFTING ALREADY OCCURRED	17	00:29	100.00%	03:13	58.82%	09:24	17.65%	12:55	23.53%
SHOPLIFTING IN PROGRESS	6	00:36	83.33%	01:15	66.67%	06:47	83.33%	08:38	83.33%
SMOKE INVESTIGATION OUTSIDE	1	00:00	100.00%	01:35	0.00%	00:00	100.00%	01:35	100.00%
SOLICITATIONS	37	00:29	89.19%	04:12	29.73%	13:14	35.14%	17:53	27.03%
STOLEN VEHICLE LOCATED	7	00:16	85.71%	01:06	42.86%	08:23	57.14%	09:45	57.14%
STRANDED MOTORIST	226	00:08	96.90%	00:39	88.50%	02:52	81.86%	03:32	83.19%
SUICIDE ATTEMPT	3	00:15	100.00%	00:37	66.67%	02:31	100.00%	03:24	100.00%
SUICIDE THREAT	13	00:36	84.62%	04:38	30.77%	06:27	46.15%	11:42	46.15%
SUSPICIOUS ACTIVITY	55	00:31	90.91%	01:39	49.09%	07:19	52.73%	09:11	52.73%
SUSPICIOUS PERSON	124	00:27	88.71%	02:10	48.39%	06:11	58.06%	08:47	58.06%
SUSPICIOUS VEHICLE	109	00:20	90.83%	01:30	53.21%	04:08	66.97%	05:50	64.22%
THREATS	25	00:32	84.00%	02:50	24.00%	11:36	32.00%	14:55	28.00%
TRAFFIC HAZARD	258	00:26	92.25%	02:07	49.22%	06:32	52.33%	08:52	48.84%
TRAFFIC STOP	1055	00:00	100.00%	00:00	99.81%	00:01	99.81%	00:01	99.81%
TRAFFIC STOP W SUSP ACTIVITY	2	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
TREE DOWN OBSTRUCTING ROADWAY	5	00:00	100.00%	01:45	40.00%	10:29	20.00%	12:14	40.00%
TROUBLE UNKOWN	13	00:46	84.62%	00:57	69.23%	03:07	84.62%	04:39	69.23%
VANDALISM	1	00:01	100.00%	00:00	100.00%	00:00	100.00%	00:01	100.00%
VEHICLE FIRE	5	00:00	100.00%	02:10	20.00%	04:42	60.00%	06:52	60.00%
VEHICLE STOLEN	22	00:28	95.45%	01:16	50.00%	07:54	45.45%	09:22	45.45%
VEHICLE THEFT IN PROGRESS	1	01:19	0.00%	00:11	100.00%	06:15	0.00%	07:45	100.00%
WANTED PERSON	25	00:05	96.00%	05:43	80.00%	03:35	80.00%	09:24	84.00%
WATER MAIN BREAK	2	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
WELFARE CHECK	135	00:30	88.15%	03:19	34.81%	07:19	48.89%	10:53	45.93%
WIRES DOWN OR ARCING	9	00:00	100.00%	00:07	100.00%	02:26	77.78%	02:34	88.89%
WORK TRAFFIC	57	00:15	96.49%	01:51	71.93%	05:52	78.95%	07:45	75.44%
Sandy Springs Police Department	10059	00:12	95.94%	01:39	77.37%	03:15	79.32%	04:57	78.11%

Sandy Springs Fire Rescue

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	28	00:00	100.00%	00:32	82.14%	06:02	46.43%	06:31	53.57%
ACCIDENT W ENTRAPMENT	2	00:27	100.00%	00:29	100.00%	05:00	100.00%	05:56	100.00%
ACCIDENT W INJURIES	73	00:00	100.00%	00:33	87.67%	04:50	54.79%	05:17	71.23%
ALARM CARBON MONOXID NONSYMPT	1	01:27	0.00%	01:02	0.00%	12:26	0.00%	14:55	0.00%
ALARM CARBON MONOXID SYMPTOMAT	2	00:20	100.00%	00:08	100.00%	05:13	50.00%	05:42	50.00%
ALARM ELEVATOR	1	00:23	100.00%	00:36	100.00%	09:17	0.00%	10:16	0.00%
ALARM FIRE COMMERCIAL BUILDING	83	00:29	92.77%	00:30	86.75%	04:21	57.83%	05:00	66.27%
ALARM FIRE NON COMMERCIAL	50	00:18	98.00%	00:29	86.00%	02:49	74.00%	03:16	82.00%
ALARM MEDICAL	1	00:54	100.00%	00:37	100.00%	06:58	0.00%	08:29	0.00%
ANIMAL ATTACK	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
COLD FIRE INVESTIGATION	1	00:35	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
EMD ALPHA	97	00:04	95.88%	00:26	95.88%	01:35	89.69%	01:39	92.78%
EMD ALPHA WITH LAW	2	00:00	100.00%	00:07	100.00%	00:00	100.00%	00:00	100.00%
EMD BRAVO	108	00:12	95.37%	00:33	88.89%	06:07	43.52%	06:46	66.67%
EMD BRAVO WITH LAW	7	00:05	100.00%	00:20	100.00%	07:28	28.57%	07:48	57.14%
EMD CHARLIE	94	00:03	97.87%	00:29	94.68%	06:09	46.81%	06:39	64.89%
EMD CHARLIE WITH LAW	3	00:20	66.67%	00:48	66.67%	08:37	0.00%	09:45	0.00%
EMD DELTA	119	00:01	98.32%	00:27	91.60%	06:27	43.70%	06:55	68.07%
EMD DELTA WITH LAW	2	00:00	100.00%	00:16	100.00%	08:02	0.00%	08:18	50.00%
EMD ECHO	3	00:00	100.00%	00:32	100.00%	06:21	33.33%	06:39	33.33%
EMD OMEGA	4	00:00	100.00%	01:00	75.00%	00:00	100.00%	00:00	100.00%
EMD PREALERT	126	00:00	100.00%	00:32	89.68%	02:45	73.81%	02:59	83.33%
FIRE BRUSH TREE	2	00:22	100.00%	00:09	100.00%	03:31	50.00%	04:02	50.00%
FIRE OUTSIDE SMALL	7	00:40	85.71%	00:22	85.71%	05:03	42.86%	05:49	57.14%
FIRE STRUCTURAL	28	00:29	92.86%	00:28	92.86%	05:06	60.71%	06:00	82.14%
FIRE TEST	8	00:09	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
FUEL SPILL	2	00:23	100.00%	00:32	100.00%	06:11	50.00%	07:06	50.00%
GAS LEAK INSIDE STRUCTURE	6	00:32	83.33%	00:29	100.00%	05:11	66.67%	06:12	83.33%
GAS LEAK OUTSIDE STRUCTURE	11	00:39	90.91%	00:21	90.91%	06:41	36.36%	07:38	54.55%
HIT AND RUN ACCIDENT W INJURY	5	00:00	100.00%	00:32	80.00%	04:45	40.00%	05:11	60.00%
INVALID ASSIST	19	00:28	89.47%	00:21	100.00%	08:30	36.84%	09:20	52.63%
KNOX BOX ASSIST	2	00:14	100.00%	00:06	100.00%	02:19	100.00%	02:32	100.00%
MEDICAL RESPONSE 2 FD EMS	1	00:00	100.00%	00:34	100.00%	00:00	100.00%	00:00	100.00%
MESSAGE FOR FIRE	26	00:37	80.77%	29:54	96.15%	00:00	100.00%	00:00	100.00%
MUTUAL AID GIVEN	30	00:00	100.00%	00:00	100.00%	05:06	66.67%	05:06	76.67%
ODOR INVESTIGATION	4	00:21	100.00%	00:11	100.00%	06:19	25.00%	06:52	50.00%
PERSON HIT BY AUTO W INJURY	4	00:00	100.00%	00:46	50.00%	04:01	50.00%	04:42	75.00%
PERSON STUCK IN ELEVATOR	11	00:29	100.00%	00:23	100.00%	06:53	27.27%	07:31	45.45%
SERVICE CALL	45	00:26	86.67%	00:38	82.22%	06:49	44.44%	07:38	46.67%
SMOKE INVESTIGATION OUTSIDE	4	00:27	75.00%	00:17	100.00%	07:38	25.00%	08:23	50.00%
SUICIDE ATTEMPT	3	00:00	100.00%	00:11	100.00%	00:00	100.00%	00:00	100.00%
TRANSFORMER PROBLEM	1	00:43	100.00%	00:25	100.00%	08:38	0.00%	09:46	0.00%
TREE DOWN OBSTRUCTING ROADWAY	7	00:24	100.00%	00:22	85.71%	04:10	57.14%	04:41	71.43%
VEHICLE FIRE	5	00:23	100.00%	00:21	100.00%	05:17	60.00%	05:53	80.00%
WATER MAIN BREAK	1	00:20	100.00%	00:23	100.00%	00:00	100.00%	00:00	100.00%
WIRES DOWN OR ARCING	7	00:27	85.71%	00:14	100.00%	06:46	42.86%	07:19	57.14%
Sandy Springs Fire Rescue	1047	00:11	95.99%	01:12	90.83%	04:41	58.45%	05:08	71.82%

RMA - Sandy Springs

<u>Nature Code</u>	<u>Call</u>	<u>Processing Time</u>		<u>Dispatch Time</u>		<u>Response Time</u>		<u>Reaction Time</u>	
	<u>Count</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	00:57	100.00%						
ACCIDENT UNKNOWN INJURIES	29	00:30	93.10%						
ACCIDENT W ENTRAPMENT	3	00:19	100.00%						
ACCIDENT W INJURIES	78	00:15	93.59%						
ALARM MEDICAL	29	00:00	100.00%						
EMD ALPHA	112	00:37	81.25%						
EMD ALPHA WITH LAW	10	00:17	90.00%						
EMD BRAVO	73	00:33	87.67%						
EMD BRAVO WITH LAW	27	00:13	92.59%						
EMD CHARLIE	102	00:34	89.22%						
EMD CHARLIE WITH LAW	14	00:27	92.86%						
EMD DELTA	118	00:33	87.29%						
EMD DELTA WITH LAW	13	00:16	92.31%						
EMD ECHO	1	00:37	100.00%						
EMD ECHO WITH LAW	5	00:18	100.00%						
EMD OMEGA	8	00:29	100.00%						
EMD PREALERT	68	00:20	89.71%						
EXPLOSION	1	00:00	100.00%						
FIRE STRUCTURAL	27	00:00	100.00%						
HIT AND RUN ACCIDENT W INJURY	3	00:04	100.00%						
MEDICAL RESPONSE 2 FD EMS	1	00:00	100.00%						
PERSON HIT BY AUTO W INJURY	1	00:18	100.00%						
PERSON STABBED	1	00:00	100.00%						
SERVICE CALL	3	00:24	100.00%						
SUICIDE ATTEMPT	2	00:21	100.00%						
RMA - Sandy Springs	730	00:26	89.73%						

Johns Creek Police Department

<u>Nature Code</u>	<u>Call</u>	<u>Processing Time</u>		<u>Dispatch Time</u>		<u>Response Time</u>		<u>Reaction Time</u>	
	<u>Count</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>
911 HANG UP	87	00:10	98.85%	00:44	80.46%	01:44	86.21%	02:24	82.76%
ABANDONED VEHICLE	7	00:21	100.00%	07:31	14.29%	06:58	71.43%	14:51	42.86%
ACCIDENT NEGATIVE INJURIES	195	00:33	87.18%	03:09	36.92%	08:38	41.54%	12:16	37.44%
ACCIDENT PRIVATE PROP NEG INJ	32	00:36	90.63%	05:18	25.00%	07:38	40.63%	13:06	34.38%
ACCIDENT UNKNOWN INJURIES	6	00:14	83.33%	01:06	33.33%	06:10	50.00%	07:18	66.67%
ACCIDENT W INJURIES	23	00:23	82.61%	01:44	26.09%	05:14	69.57%	07:23	52.17%
ALARM COMMERCIAL	101	00:27	96.04%	02:06	52.48%	04:37	64.36%	06:53	66.34%
ALARM DURESS OR PANIC	28	00:27	92.86%	01:57	46.43%	04:43	60.71%	06:24	60.71%
ALARM HOLDUP	5	00:21	100.00%	01:50	60.00%	00:47	100.00%	01:28	100.00%
ALARM RESIDENTIAL	189	00:25	95.77%	01:55	49.74%	07:23	44.44%	09:15	45.50%
ALARM SILENT OR AUDIBLE	40	00:29	97.50%	01:26	57.50%	07:30	42.50%	09:16	45.00%
ALARM VEHICLE AUDIBLE	3	00:50	66.67%	00:58	33.33%	04:29	66.67%	05:48	66.67%
ANIMAL ATTACK	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
ANIMAL CALL	15	00:39	80.00%	03:05	26.67%	07:07	46.67%	09:28	40.00%
ARMED PERSON	3	00:34	66.67%	00:45	100.00%	01:03	100.00%	02:04	100.00%
ASSAULT OR BATTERY	4	00:13	100.00%	00:56	50.00%	04:45	75.00%	05:52	75.00%
ASSIST CITIZEN FLAGDOWN	7	00:00	100.00%	00:00	100.00%	00:18	100.00%	00:18	100.00%
ASSIST OTHER AGENCY	1	00:48	100.00%	03:37	0.00%	07:28	0.00%	11:53	0.00%
BURGLARY	5	00:42	60.00%	01:00	60.00%	07:30	40.00%	08:58	40.00%
BURGLARY IN PROGRESS	1	00:21	100.00%	00:28	100.00%	00:50	100.00%	01:39	100.00%
BURGLARY JUST OCCURRED	1	00:38	100.00%	00:37	100.00%	07:32	0.00%	08:47	0.00%
BUSINESS CHECK	1974	00:00	100.00%	00:00	99.90%	00:00	99.95%	00:01	99.95%
CHILD ABUSE OR NEGLECT	2	00:21	100.00%	01:49	0.00%	08:52	50.00%	11:02	50.00%
CIVIL DISPUTE 1 PARTY	20	00:34	80.00%	02:54	40.00%	10:15	30.00%	13:37	30.00%
CIVIL DISPUTE 2 OR MORE PARTIE	16	00:32	93.75%	03:31	37.50%	09:27	31.25%	13:22	25.00%
DAMAGE TO PROPERTY	18	00:36	94.44%	02:25	44.44%	08:10	44.44%	11:12	44.44%
DEATH INVESTIGATION	2	00:00	100.00%	00:36	100.00%	03:25	100.00%	04:01	100.00%
DEMENTED PERSON	8	00:46	87.50%	02:23	12.50%	09:09	50.00%	12:18	50.00%
DIRECTED PATROL	383	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
DISCHARGING FIREARMS	3	00:17	100.00%	01:14	66.67%	02:02	66.67%	02:22	100.00%
DISORDERLY JUVENILE	18	00:41	66.67%	02:37	33.33%	09:04	50.00%	12:19	38.89%
DISORDERLY PERSON	10	00:38	90.00%	00:44	70.00%	03:42	80.00%	04:57	70.00%
DOMESTIC DISPUTE	28	00:33	82.14%	02:06	32.14%	06:50	39.29%	09:25	35.71%
EMD ALPHA WITH LAW	6	00:00	100.00%	01:10	66.67%	02:35	83.33%	03:05	83.33%
EMD BRAVO WITH LAW	1	00:50	100.00%	01:05	0.00%	03:56	100.00%	05:51	100.00%
EMD CHARLIE WITH LAW	4	00:00	100.00%	01:42	25.00%	04:08	75.00%	05:50	75.00%
EMD DELTA WITH LAW	4	00:00	100.00%	00:49	75.00%	00:37	100.00%	01:27	100.00%
EMD ECHO WITH LAW	6	00:00	100.00%	01:06	50.00%	04:04	66.67%	04:46	83.33%
EMD PREALERT	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
ENTERING AUTO	19	00:30	78.95%	03:24	42.11%	07:49	47.37%	11:44	31.58%
FIGHT	1	00:37	100.00%	00:34	100.00%	14:03	0.00%	15:14	0.00%
FIRE OUTSIDE LARGE	1	00:00	100.00%	00:46	100.00%	01:40	100.00%	02:26	100.00%
FIRE OUTSIDE SMALL	6	00:00	100.00%	01:10	50.00%	05:31	33.33%	06:28	33.33%
FIRE STRUCTURAL	5	00:00	100.00%	01:13	60.00%	04:11	80.00%	05:24	80.00%
FIRE TEST	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
FOUND PROPERTY	6	00:21	100.00%	02:36	16.67%	09:10	33.33%	12:00	16.67%
FRAUD	30	00:26	90.00%	03:32	60.00%	06:40	46.67%	10:38	46.67%
FRAUD - ILLEGAL USE OF CREDIT	2	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
FRAUD - IMPERSONATION	2	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
GAMBLING	1	01:26	0.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
GAS LEAK INSIDE STRUCTURE	5	00:00	100.00%	01:30	40.00%	01:57	80.00%	03:07	80.00%
GAS LEAK OUTSIDE STRUCTURE	4	00:00	100.00%	01:05	50.00%	02:57	75.00%	03:13	75.00%
HARASSMENT	10	00:29	90.00%	02:00	20.00%	08:13	40.00%	10:43	40.00%
HIT AND RUN ACCIDENT	28	00:33	78.57%	01:32	46.43%	08:50	35.71%	10:50	32.14%
ILLEGAL DRUGS	5	00:33	80.00%	01:38	60.00%	08:21	40.00%	09:37	40.00%
ILLEGAL PARKING	9	00:13	100.00%	03:19	66.67%	00:15	100.00%	00:52	100.00%
IMPAIRED DRIVER	4	01:10	50.00%	03:22	0.00%	09:51	0.00%	14:24	0.00%
INFORMATION FOR OFFICER	133	00:18	89.47%	02:19	72.18%	04:03	75.94%	05:57	71.43%
LARCENY	27	00:23	96.30%	02:56	44.44%	10:05	29.63%	13:24	25.93%
LARCENY - FROM BUILDING	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%

LARCENY - FROM VEHICLE	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
LARCENY - FROM YARDS	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
LARCENY JUST OCCURRED	1	00:11	100.00%	00:12	100.00%	03:34	100.00%	03:58	100.00%
LITTERING ILLEGAL DUMPING	1	01:13	0.00%	00:06	100.00%	12:12	0.00%	13:31	0.00%
LOCKOUT W CHILD OR PET	1	00:00	100.00%	01:46	0.00%	00:00	100.00%	00:00	100.00%
LOITERING	2	01:39	50.00%	01:11	0.00%	05:41	100.00%	08:32	50.00%
LOST PROPERTY	20	00:33	85.00%	03:37	40.00%	08:23	45.00%	12:33	45.00%
MEDICAL RESPONSE 1 FD PD EMS	1	00:00	100.00%	00:13	100.00%	00:00	100.00%	00:00	100.00%
MISSING ADULT OR CHILD	11	00:38	90.91%	02:08	18.18%	07:27	27.27%	09:44	36.36%
MISSING OR RUNAWAY LOCATED	3	00:30	66.67%	02:21	33.33%	05:07	66.67%	07:59	33.33%
NOISE COMPLAINT	21	00:32	90.48%	07:57	33.33%	10:13	42.86%	18:30	33.33%
ODOR INVESTIGATION	5	00:00	100.00%	01:36	40.00%	03:07	60.00%	03:57	60.00%
ORDINANCE VIOLATION	3	00:47	66.67%	01:55	0.00%	05:01	66.67%	06:52	66.67%
PANHANDLING	13	00:43	92.31%	02:44	38.46%	05:26	61.54%	08:31	46.15%
PERSON DRUNK	6	00:25	100.00%	01:13	50.00%	04:41	50.00%	06:08	50.00%
PERSON HIT BY AUTO W INJURY	1	00:00	100.00%	01:23	0.00%	03:58	100.00%	05:21	100.00%
PRISONER TRANSPORT	9	00:02	100.00%	00:03	100.00%	07:56	66.67%	08:02	66.67%
RECKLESS DRIVING TRAFFIC VIOLA	53	00:33	84.91%	00:55	77.36%	01:06	90.57%	02:08	88.68%
REPO ENTRY ONLY	12	00:20	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
RESIDENTIAL CHECK	1421	00:00	99.93%	00:01	99.58%	00:05	99.51%	00:08	99.44%
ROBBERY	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
ROBBERY JUST OCCURRED	1	00:25	100.00%	00:37	100.00%	02:42	100.00%	03:44	100.00%
RUNAWAY JUVENILE	4	00:23	100.00%	00:26	100.00%	04:01	50.00%	04:48	50.00%
SEXUAL ASSAULT	2	00:28	100.00%	02:46	0.00%	07:15	50.00%	10:29	50.00%
SHOPLIFTING ALREADY OCCURRED	3	00:18	100.00%	05:21	66.67%	08:20	33.33%	14:00	33.33%
SHOPLIFTING IN PROGRESS	1	00:48	100.00%	00:38	100.00%	07:17	0.00%	08:43	0.00%
SOLICITATIONS	5	00:10	100.00%	01:59	20.00%	07:22	60.00%	09:33	60.00%
STALKING	2	01:02	50.00%	03:40	0.00%	07:25	50.00%	12:07	0.00%
STRANDED MOTORIST	48	00:07	95.83%	00:18	89.58%	01:43	89.58%	02:01	89.58%
SUICIDE ATTEMPT	1	00:00	100.00%	00:51	100.00%	02:58	100.00%	03:49	100.00%
SUICIDE THREAT	5	00:22	100.00%	01:17	40.00%	07:06	60.00%	08:46	60.00%
SUSPICIOUS ACTIVITY	26	00:40	84.62%	01:13	34.62%	06:06	65.38%	07:47	65.38%
SUSPICIOUS PACKAGE NO SYMPTOMS	2	01:06	50.00%	09:26	0.00%	03:11	50.00%	04:59	50.00%
SUSPICIOUS PERSON	18	00:30	94.44%	02:05	44.44%	07:26	50.00%	10:02	50.00%
SUSPICIOUS VEHICLE	57	00:24	82.46%	01:38	59.65%	04:36	70.18%	06:14	64.91%
THREATS	12	00:24	91.67%	01:36	41.67%	10:55	33.33%	12:47	41.67%
TRAFFIC HAZARD	46	00:20	95.65%	01:47	58.70%	04:41	67.39%	06:39	58.70%
TRAFFIC STOP	897	00:00	100.00%	00:00	99.89%	00:00	100.00%	00:00	100.00%
TRAFFIC STOP W SUSP ACTIVITY	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
TREE DOWN OBSTRUCTING ROADWAY	5	00:00	100.00%	02:22	40.00%	06:06	40.00%	08:28	40.00%
TROUBLE UNKOWN	1	00:35	100.00%	00:22	100.00%	00:00	100.00%	00:00	100.00%
VEHICLE FIRE	1	00:00	100.00%	01:12	0.00%	03:32	100.00%	04:44	100.00%
VEHICLE STOLEN	2	00:36	100.00%	08:59	50.00%	09:37	0.00%	19:12	0.00%
WANTED PERSON	21	00:18	90.48%	01:38	85.71%	03:35	85.71%	05:31	85.71%
WELFARE CHECK	52	00:27	84.62%	02:30	32.69%	06:14	50.00%	08:58	48.08%
WIRES DOWN OR ARCING	1	00:00	100.00%	05:07	0.00%	06:04	0.00%	11:11	0.00%
WORK TRAFFIC	90	00:09	97.78%	00:36	84.44%	00:52	95.56%	01:16	93.33%
Johns Creek Police Department	6449	00:07	97.49%	00:35	87.19%	01:34	88.93%	02:12	88.22%

Johns Creek Fire Department

<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	4	00:00	100.00%	00:38	100.00%	03:22	75.00%	04:01	100.00%
ACCIDENT W INJURIES	27	00:00	100.00%	00:35	77.78%	04:29	70.37%	05:02	81.48%
ALARM CARBON MONOXID NONSYMPT	1	00:16	100.00%	01:05	0.00%	07:27	0.00%	08:48	0.00%
ALARM FIRE COMMERCIAL BUILDING	37	00:26	94.59%	00:35	81.08%	04:09	62.16%	04:47	67.57%
ALARM FIRE NON COMMERCIAL	21	00:23	100.00%	00:41	85.71%	04:34	52.38%	05:19	66.67%
ALARM MEDICAL	1	01:03	0.00%	01:05	0.00%	04:54	100.00%	07:02	100.00%
EMD ALPHA	45	00:06	95.56%	00:51	73.33%	05:56	44.44%	06:53	66.67%
EMD ALPHA WITH LAW	2	00:00	100.00%	00:08	100.00%	00:00	100.00%	00:00	100.00%
EMD BRAVO	38	00:10	94.74%	00:40	84.21%	05:32	57.89%	06:12	65.79%
EMD BRAVO WITH LAW	2	00:00	100.00%	00:20	100.00%	08:32	0.00%	08:52	50.00%
EMD CHARLIE	39	00:00	100.00%	00:41	74.36%	06:51	35.90%	07:32	61.54%
EMD DELTA	50	00:00	100.00%	00:44	80.00%	06:15	40.00%	06:55	58.00%
EMD ECHO	4	00:00	100.00%	00:39	75.00%	07:36	25.00%	08:15	75.00%
EMD PREALERT	44	00:00	100.00%	00:32	90.91%	06:07	50.00%	06:36	65.91%
FIRE BRUSH TREE	1	00:24	100.00%	00:38	100.00%	09:22	0.00%	10:24	0.00%
FIRE OUTSIDE LARGE	1	00:19	100.00%	00:23	100.00%	03:49	100.00%	04:31	100.00%
FIRE OUTSIDE SMALL	6	00:31	83.33%	00:24	83.33%	05:05	33.33%	05:49	50.00%
FIRE STRUCTURAL	5	00:25	100.00%	00:38	80.00%	04:45	60.00%	05:49	100.00%
FIRE TEST	28	00:37	78.57%	00:00	100.00%	00:00	100.00%	00:00	100.00%
FUEL SPILL	1	01:43	0.00%	00:39	100.00%	06:50	0.00%	09:12	0.00%
GAS LEAK INSIDE STRUCTURE	6	00:35	100.00%	01:15	50.00%	07:54	0.00%	09:45	16.67%
GAS LEAK OUTSIDE STRUCTURE	4	00:52	25.00%	00:47	75.00%	06:48	50.00%	08:27	50.00%
ILLEGAL BURN	1	00:11	100.00%	01:26	0.00%	10:59	0.00%	12:36	0.00%
INVALID ASSIST	8	00:35	87.50%	00:28	87.50%	07:48	0.00%	08:52	37.50%
MESSAGE FOR FIRE	13	00:33	92.31%	00:00	100.00%	00:00	100.00%	00:00	100.00%
MUTUAL AID GIVEN	4	00:04	100.00%	00:49	75.00%	00:45	100.00%	00:46	100.00%
ODOR INVESTIGATION	2	00:36	100.00%	01:14	0.00%	05:04	50.00%	06:12	50.00%
PERSON HIT BY AUTO W INJURY	1	00:00	100.00%	00:22	100.00%	00:00	100.00%	00:00	100.00%
PERSON STUCK IN ELEVATOR	2	00:37	100.00%	00:35	100.00%	03:55	50.00%	04:34	50.00%
SERVICE CALL	15	00:21	93.33%	00:36	73.33%	06:30	33.33%	07:29	46.67%
SMOKE INVESTIGATION OUTSIDE	1	00:38	100.00%	00:12	100.00%	03:46	100.00%	04:36	100.00%
SUICIDE ATTEMPT	2	00:00	100.00%	00:42	100.00%	07:40	0.00%	08:22	50.00%
SUSPICIOUS PACKAGE NO SYMPTOMS	2	00:16	100.00%	01:40	0.00%	07:35	0.00%	09:31	0.00%
TRANSFER CALL	6	00:00	100.00%	03:03	16.67%	06:08	33.33%	07:56	33.33%
TREE DOWN OBSTRUCTING ROADWAY	6	00:35	100.00%	00:40	83.33%	06:24	16.67%	07:32	50.00%
VEHICLE FIRE	1	00:11	100.00%	00:26	100.00%	04:26	100.00%	05:03	100.00%
WATERCRAFT IN DISTRESS	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
WIRES DOWN OR ARCING	1	00:30	100.00%	00:45	100.00%	04:15	100.00%	05:30	100.00%
Johns Creek Fire Department	433	00:13	95.15%	00:38	80.60%	05:09	52.19%	05:50	66.74%

RMA - Johns Creek

<u>Nature Code</u>	<u>Call</u>	<u>Processing Time</u>		<u>Dispatch Time</u>		<u>Response Time</u>		<u>Reaction Time</u>	
	<u>Count</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	6	00:23	83.33%						
ACCIDENT W INJURIES	27	00:21	92.59%						
ALARM MEDICAL	5	00:00	100.00%						
EMD ALPHA	44	00:34	79.55%						
EMD ALPHA WITH LAW	8	00:26	87.50%						
EMD BRAVO	32	00:31	84.38%						
EMD BRAVO WITH LAW	5	00:06	100.00%						
EMD CHARLIE	47	00:33	89.36%						
EMD CHARLIE WITH LAW	3	00:26	100.00%						
EMD DELTA	49	00:34	89.80%						
EMD DELTA WITH LAW	5	00:42	80.00%						
EMD ECHO WITH LAW	6	00:36	100.00%						
EMD OMEGA	1	00:06	100.00%						
EMD PREALERT	15	00:09	100.00%						
FIRE STRUCTURAL	5	00:00	100.00%						
SERVICE CALL	3	00:34	66.67%						
SUICIDE ATTEMPT	1	00:00	100.00%						
RMA - Johns Creek	262	00:28	88.55%						

Dunwoody 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	119	00:14	94.96%	00:40	89.08%	01:23	90.76%	02:05	88.24%
ABANDONED VEHICLE	20	00:10	95.00%	01:51	75.00%	05:11	75.00%	07:13	70.00%
ACCIDENT NEGATIVE INJURIES	240	00:27	90.00%	03:06	42.08%	08:16	47.08%	11:24	43.75%
ACCIDENT PRIVATE PROP NEG INJ	40	00:27	95.00%	05:49	32.50%	07:28	50.00%	13:33	37.50%
ACCIDENT UNKNOWN INJURIES	3	00:05	100.00%	01:50	33.33%	01:47	100.00%	03:42	100.00%
ACCIDENT W INJURIES	21	00:09	100.00%	02:06	57.14%	03:31	80.95%	05:42	66.67%
ALARM COMMERCIAL	87	00:26	97.70%	01:51	51.72%	03:36	74.71%	05:29	75.86%
ALARM DURESS OR PANIC	25	00:32	92.00%	01:58	28.00%	04:13	76.00%	05:58	72.00%
ALARM FIRE COMMERCIAL BUILDING	3	00:00	100.00%	01:04	66.67%	07:15	33.33%	08:19	33.33%
ALARM HOLDUP	11	00:29	100.00%	01:30	45.45%	02:55	90.91%	04:41	90.91%
ALARM RESIDENTIAL	143	00:25	98.60%	02:40	40.56%	06:19	55.24%	08:43	55.24%
ALARM SILENT OR AUDIBLE	20	00:38	85.00%	01:15	45.00%	04:54	60.00%	06:18	55.00%
ALARM VEHICLE AUDIBLE	2	00:24	100.00%	05:12	50.00%	03:57	50.00%	09:18	50.00%
ANIMAL ATTACK	1	00:00	100.00%	00:21	100.00%	00:20	100.00%	00:41	100.00%
ANIMAL CALL	10	00:47	70.00%	02:24	60.00%	06:57	50.00%	09:53	50.00%
ARMED PERSON	6	00:22	83.33%	04:42	66.67%	04:27	66.67%	09:25	50.00%
ASSAULT OR BATTERY	13	00:36	76.92%	01:10	61.54%	03:04	84.62%	04:51	84.62%
ASSIST CITIZEN FLAGDOWN	9	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
ASSIST OTHER AGENCY	6	00:32	83.33%	01:02	66.67%	07:35	50.00%	08:27	50.00%
BE ON THE LOOKOUT	2	00:29	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
BOMB THREAT	1	00:00	100.00%	01:02	0.00%	04:49	100.00%	05:51	100.00%
BURGLARY	10	00:31	90.00%	02:59	50.00%	08:23	20.00%	11:54	30.00%
BURGLARY IN PROGRESS	3	00:17	100.00%	00:39	66.67%	01:46	100.00%	02:43	100.00%
BURGLARY JUST OCCURRED	1	00:39	100.00%	00:30	100.00%	06:21	0.00%	07:30	100.00%
BUSINESS CHECK	1379	00:00	100.00%	00:00	99.78%	00:02	99.78%	00:03	99.78%
CHILD ABUSE OR NEGLECT	2	00:18	100.00%	04:13	50.00%	00:00	100.00%	04:31	50.00%
CIVIL DISPUTE 1 PARTY	6	00:36	66.67%	01:07	50.00%	03:58	66.67%	05:39	50.00%
CIVIL DISPUTE 2 OR MORE PARTIE	51	00:39	82.35%	02:08	39.22%	06:48	52.94%	09:30	50.98%
DAMAGE TO PROPERTY	22	00:41	77.27%	03:04	31.82%	10:56	27.27%	14:42	22.73%
DEMENTED PERSON	9	00:49	44.44%	02:05	55.56%	05:32	55.56%	07:59	55.56%
DISCHARGING FIREARMS	5	00:26	100.00%	01:25	40.00%	04:42	80.00%	06:27	80.00%
DISORDERLY JUVENILE	13	00:22	92.31%	01:39	46.15%	06:47	53.85%	08:46	38.46%
DISORDERLY PERSON	14	00:32	85.71%	00:56	64.29%	03:27	78.57%	04:45	92.86%
DOMESTIC DISPUTE	48	00:34	87.50%	01:58	52.08%	06:10	52.08%	08:39	54.17%
EMD ALPHA	10	00:00	100.00%	00:26	80.00%	01:26	80.00%	01:37	90.00%
EMD ALPHA WITH LAW	3	00:00	100.00%	00:05	100.00%	05:32	66.67%	05:37	66.67%
EMD BRAVO	5	00:00	100.00%	00:04	100.00%	01:31	80.00%	01:35	100.00%
EMD BRAVO WITH LAW	4	00:00	100.00%	00:43	50.00%	02:04	75.00%	02:20	75.00%
EMD CHARLIE	2	00:00	100.00%	00:04	100.00%	01:00	100.00%	01:04	100.00%
EMD CHARLIE WITH LAW	5	00:00	100.00%	02:20	40.00%	05:12	60.00%	07:32	40.00%
EMD DELTA	19	00:00	100.00%	01:40	68.42%	05:00	57.89%	05:38	68.42%
EMD DELTA WITH LAW	3	00:00	100.00%	03:09	33.33%	01:57	100.00%	03:45	100.00%
EMD ECHO WITH LAW	2	00:00	100.00%	00:33	50.00%	02:36	100.00%	03:09	100.00%
EMD OMEGA	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
ENTERING AUTO	43	01:54	93.02%	04:05	44.19%	05:40	60.47%	11:35	48.84%
ENTERING AUTO JUST OCCURRED	2	00:30	100.00%	00:24	100.00%	02:50	100.00%	03:44	100.00%
FIGHT	3	00:46	100.00%	01:23	66.67%	02:24	100.00%	04:34	100.00%
FIRE DUMPSTER TRASH	1	00:00	100.00%	01:37	0.00%	04:53	100.00%	06:30	100.00%
FIRE STRUCTURAL	6	00:06	100.00%	01:38	33.33%	04:11	50.00%	05:56	50.00%
FOUND PROPERTY	6	00:11	100.00%	00:23	83.33%	01:15	83.33%	01:49	83.33%
FRAUD	50	00:19	92.00%	04:03	42.00%	07:37	52.00%	11:46	46.00%
FRAUD IN PROGRESS	2	00:34	100.00%	03:41	50.00%	14:55	50.00%	19:11	50.00%
GAS LEAK OUTSIDE STRUCTURE	4	00:00	100.00%	02:11	50.00%	03:51	75.00%	06:02	75.00%
HARASSMENT	5	00:26	100.00%	06:50	0.00%	07:05	40.00%	14:22	20.00%
HIT AND RUN ACCIDENT	64	00:35	82.81%	05:16	28.13%	09:32	42.19%	15:15	34.38%
ILLEGAL DRUGS	6	00:23	100.00%	01:15	66.67%	05:32	50.00%	07:11	50.00%
ILLEGAL PARKING	16	00:14	100.00%	01:27	75.00%	04:04	62.50%	05:45	56.25%
IMPAIRED DRIVER	3	00:09	100.00%	00:04	100.00%	01:17	100.00%	01:31	100.00%
INFORMATION FOR OFFICER	240	00:20	89.58%	03:17	72.92%	03:32	79.17%	06:34	77.08%
INVALID ASSIST	2	00:00	100.00%	03:46	50.00%	07:44	50.00%	11:30	50.00%

LARCENY	43	00:30	86.05%	05:13	34.88%	05:51	58.14%	10:36	48.84%
LARCENY JUST OCCURRED	1	01:58	0.00%	03:11	0.00%	02:52	100.00%	08:01	0.00%
LITTERING ILLEGAL DUMPING	2	00:47	50.00%	15:59	0.00%	00:07	100.00%	16:54	50.00%
LOCKOUT W CHILD OR PET	7	00:00	100.00%	02:02	14.29%	12:08	28.57%	14:11	28.57%
LOITERING	8	00:27	100.00%	01:07	62.50%	02:50	87.50%	04:25	100.00%
LOST CHILD	2	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
LOST PROPERTY	16	00:15	100.00%	00:55	37.50%	03:17	75.00%	04:21	68.75%
MEDICAL RESPONSE 1 FD PD EMS	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
MEDICAL RESPONSE DEKALB	76	00:01	98.68%	00:51	73.68%	03:49	69.74%	04:36	76.32%
MISSING ADULT OR CHILD	5	00:38	80.00%	01:06	60.00%	02:08	80.00%	02:56	80.00%
MISSING OR RUNAWAY LOCATED	1	00:37	100.00%	02:32	0.00%	11:06	0.00%	14:15	0.00%
NOISE COMPLAINT	29	00:24	89.66%	00:53	55.17%	08:01	41.38%	09:15	48.28%
ODOR INVESTIGATION	1	00:00	100.00%	00:51	100.00%	05:32	100.00%	06:23	100.00%
PANHANDLING	6	00:32	83.33%	01:18	66.67%	03:39	83.33%	05:24	83.33%
PERSON DRUNK	5	00:29	80.00%	00:54	60.00%	03:29	80.00%	04:53	100.00%
PERSON HIT BY AUTO W INJURY	5	00:10	100.00%	01:02	80.00%	03:55	60.00%	05:08	60.00%
PERSON SCREAMING	2	00:16	100.00%	08:53	0.00%	01:46	100.00%	10:56	50.00%
PERSON STABBED	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
PRISONER TRANSPORT	14	00:01	100.00%	00:00	100.00%	18:00	57.14%	18:02	57.14%
PURSUIT FOOT OR VEHICLE	1	00:39	100.00%	00:28	100.00%	02:10	100.00%	03:17	100.00%
RECKLESS DRIVING TRAFFIC VIOLA	59	00:25	94.92%	01:47	83.05%	00:47	91.53%	02:33	88.14%
REPO ENTRY ONLY	3	00:16	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
RESIDENTIAL CHECK	245	00:03	98.37%	00:07	97.14%	00:11	99.18%	00:21	98.37%
ROBBERY	1	00:57	100.00%	08:45	0.00%	00:00	100.00%	09:42	0.00%
RUNAWAY JUVENILE	3	00:23	100.00%	01:51	33.33%	04:16	66.67%	06:31	66.67%
SERVICE CALL	4	00:01	100.00%	02:10	75.00%	00:00	100.00%	00:00	100.00%
SEXUAL ASSAULT	1	00:24	100.00%	08:05	0.00%	07:45	0.00%	16:14	0.00%
SHOPLIFTING ALREADY OCCURRED	44	00:28	95.45%	02:46	36.36%	06:47	52.27%	10:02	45.45%
SHOPLIFTING IN PROGRESS	23	00:20	100.00%	01:15	73.91%	02:36	91.30%	04:12	86.96%
SOLICITATIONS	7	00:30	100.00%	04:27	28.57%	07:14	42.86%	12:09	28.57%
STALKING	1	00:09	100.00%	09:51	0.00%	25:17	0.00%	35:17	0.00%
STOLEN VEHICLE LOCATED	1	00:20	100.00%	14:41	0.00%	17:47	0.00%	32:48	0.00%
STRANDED MOTORIST	47	00:14	93.62%	01:04	70.21%	02:03	85.11%	02:36	85.11%
SUICIDE ATTEMPT	1	00:00	100.00%	00:16	100.00%	00:00	100.00%	00:00	100.00%
SUICIDE THREAT	2	00:45	50.00%	02:18	0.00%	07:45	50.00%	10:48	0.00%
SUSPICIOUS ACTIVITY	30	00:29	93.33%	01:55	43.33%	05:49	63.33%	07:53	56.67%
SUSPICIOUS PACKAGE NO SYMPTOMS	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
SUSPICIOUS PERSON	40	00:20	92.50%	02:53	45.00%	04:20	67.50%	07:29	67.50%
SUSPICIOUS VEHICLE	59	00:22	91.53%	01:57	62.71%	03:44	67.80%	05:54	66.10%
THREATS	14	00:28	92.86%	02:26	21.43%	04:45	64.29%	07:27	50.00%
TRAFFIC HAZARD	76	00:21	94.74%	02:21	65.79%	06:17	61.84%	08:04	56.58%
TRAFFIC STOP	647	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
TRANSFORMER PROBLEM	1	00:00	100.00%	00:20	100.00%	02:27	100.00%	02:47	100.00%
TREE DOWN OBSTRUCTING ROADWAY	2	00:00	100.00%	00:51	50.00%	08:49	50.00%	09:40	50.00%
TROUBLE UNKOWN	4	00:51	50.00%	01:07	50.00%	03:22	75.00%	04:09	75.00%
VANDALISM	1	00:16	100.00%	00:59	100.00%	00:41	100.00%	01:56	100.00%
VEHICLE FIRE	1	00:00	100.00%	00:22	100.00%	02:07	100.00%	02:29	100.00%
VEHICLE STOLEN	12	00:37	83.33%	02:32	33.33%	12:50	41.67%	15:51	33.33%
VEHICLE THEFT IN PROGRESS	1	00:27	100.00%	00:32	100.00%	05:33	100.00%	06:32	100.00%
WANTED PERSON	10	00:20	80.00%	07:40	60.00%	03:28	80.00%	10:56	80.00%
WATER MAIN BREAK	4	00:00	100.00%	01:55	50.00%	13:14	25.00%	15:10	25.00%
WELFARE CHECK	49	00:28	83.67%	01:31	44.90%	06:57	46.94%	08:40	51.02%
WIRES DOWN OR ARCING	1	00:00	100.00%	01:41	0.00%	01:03	100.00%	02:44	100.00%
WORK TRAFFIC	96	00:03	98.96%	01:09	93.75%	00:19	97.92%	01:14	96.88%
Dunwoody Police Department	4569	00:12	96.02%	01:13	78.18%	02:35	82.91%	03:50	81.62%

Brookhaven Police Department

<u>Nature Code</u>	<u>Call</u>	<u>Processing Time</u>		<u>Dispatch Time</u>		<u>Response Time</u>		<u>Reaction Time</u>	
	<u>Count</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>
	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
911 HANG UP	137	00:09	99.27%	01:13	76.64%	01:48	86.13%	02:57	82.48%
ABANDONED VEHICLE	7	00:23	100.00%	01:56	42.86%	06:28	42.86%	08:48	28.57%
ACCIDENT NEGATIVE INJURIES	189	00:23	92.06%	02:43	45.50%	06:55	52.91%	09:42	47.62%
ACCIDENT PRIVATE PROP NEG INJ	47	00:28	91.49%	03:15	29.79%	11:45	31.91%	15:23	25.53%
ACCIDENT UNKNOWN INJURIES	3	00:00	100.00%	00:45	66.67%	04:49	66.67%	05:34	66.67%
ACCIDENT W INJURIES	18	00:19	94.44%	01:06	50.00%	03:15	77.78%	04:41	77.78%
ALARM CARBON MONOXID NONSYMPT	1	00:00	100.00%	04:41	0.00%	07:53	0.00%	12:34	0.00%
ALARM CARBON MONOXID SYMPTOMA1	1	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
ALARM COMMERCIAL	119	00:24	99.16%	02:17	48.74%	06:29	61.34%	08:47	58.82%
ALARM DURESS OR PANIC	59	00:26	98.31%	01:37	52.54%	05:00	62.71%	06:37	64.41%
ALARM FIRE COMMERCIAL BUILDING	3	00:00	100.00%	00:49	66.67%	03:34	66.67%	03:35	66.67%
ALARM FIRE NON COMMERCIAL	4	00:07	100.00%	00:47	75.00%	05:13	50.00%	06:08	75.00%
ALARM HOLDUP	7	00:23	100.00%	01:37	28.57%	07:34	42.86%	09:02	42.86%
ALARM RESIDENTIAL	230	00:25	96.09%	02:13	43.48%	06:42	52.17%	08:50	52.61%
ALARM SILENT OR AUDIBLE	29	00:24	96.55%	02:16	48.28%	04:26	75.86%	06:45	72.41%
ALARM VEHICLE AUDIBLE	1	00:01	100.00%	00:00	100.00%	00:00	100.00%	00:01	100.00%
ANIMAL CALL	13	00:25	100.00%	05:28	30.77%	08:18	53.85%	14:11	38.46%
ARMED PERSON	8	00:35	87.50%	00:36	87.50%	03:03	75.00%	04:04	75.00%
ASSAULT IN PROGRESS	4	00:11	100.00%	01:23	50.00%	04:25	75.00%	06:01	75.00%
ASSAULT OR BATTERY	14	00:33	78.57%	01:47	28.57%	07:52	28.57%	10:11	21.43%
ASSIST CITIZEN FLAGDOWN	19	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
ASSIST OTHER AGENCY	12	00:14	83.33%	02:04	75.00%	02:41	83.33%	04:24	83.33%
BE ON THE LOOKOUT	1	00:58	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
BURGLARY	27	00:35	85.19%	02:21	37.04%	09:23	40.74%	12:19	25.93%
BURGLARY JUST OCCURRED	2	00:27	100.00%	00:10	100.00%	01:10	100.00%	01:48	100.00%
BUSINESS CHECK	1367	00:00	99.78%	00:05	99.49%	00:03	99.49%	00:09	99.56%
CIVIL DISPUTE 1 PARTY	14	00:36	85.71%	02:13	35.71%	05:15	57.14%	07:14	57.14%
CIVIL DISPUTE 2 OR MORE PARTIE	45	00:38	80.00%	01:15	51.11%	05:12	71.11%	06:53	66.67%
DAMAGE TO PROPERTY	41	00:31	87.80%	05:44	39.02%	08:54	43.90%	15:03	36.59%
DELIVER EMERGENCY MESSAGE	1	00:22	100.00%	04:54	0.00%	10:43	0.00%	15:59	0.00%
DEMENTED PERSON	4	00:27	100.00%	07:49	0.00%	06:44	50.00%	13:22	50.00%
DIRECTED PATROL	5	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
DISCHARGING FIREARMS	14	00:19	100.00%	00:32	78.57%	01:59	92.86%	02:46	92.86%
DISORDERLY JUVENILE	15	00:23	100.00%	04:21	26.67%	02:55	86.67%	05:25	80.00%
DISORDERLY PERSON	47	00:27	91.49%	01:59	55.32%	03:46	82.98%	06:07	78.72%
DOMESTIC DISPUTE	62	00:36	82.26%	02:19	45.16%	04:37	66.13%	07:07	69.35%
ENTERING AUTO	42	01:00	71.43%	02:04	42.86%	09:22	47.62%	11:59	38.10%
ENTERING AUTO IN PROGRESS	7	00:39	71.43%	00:23	100.00%	01:36	100.00%	02:38	100.00%
ENTERING AUTO JUST OCCURRED	2	00:18	100.00%	01:11	50.00%	05:00	50.00%	06:30	50.00%
FIGHT	12	00:27	83.33%	00:47	75.00%	02:41	83.33%	03:56	83.33%
FIRE DUMPSTER TRASH	1	00:00	100.00%	01:01	0.00%	02:10	100.00%	03:11	100.00%
FIRE OUTSIDE SMALL	2	00:31	50.00%	01:50	0.00%	05:05	50.00%	07:27	50.00%
FIRE STRUCTURAL	5	00:00	100.00%	00:45	60.00%	02:33	100.00%	03:19	100.00%
FOUND PROPERTY	6	00:55	50.00%	07:37	66.67%	04:04	66.67%	12:38	50.00%
FRAUD	47	00:31	85.11%	02:06	44.68%	10:31	46.81%	13:03	44.68%
FRAUD IN PROGRESS	5	00:29	80.00%	01:21	80.00%	06:11	40.00%	08:01	40.00%
GAS LEAK INSIDE STRUCTURE	1	00:00	100.00%	01:47	0.00%	07:13	0.00%	09:00	0.00%
GAS LEAK OUTSIDE STRUCTURE	1	00:00	100.00%	00:43	100.00%	07:16	0.00%	07:59	100.00%
HARASSMENT	18	00:32	77.78%	01:42	55.56%	06:26	44.44%	08:40	44.44%
HIT AND RUN ACCIDENT	52	00:27	92.31%	03:19	28.85%	06:47	59.62%	09:48	51.92%
ILLEGAL DRUGS	17	00:39	82.35%	02:57	29.41%	08:56	35.29%	12:33	17.65%
ILLEGAL PARKING	38	00:14	97.37%	02:41	60.53%	04:56	60.53%	07:44	63.16%
IMPAIRED DRIVER	5	00:33	80.00%	00:39	80.00%	02:51	80.00%	03:39	80.00%
INFORMATION FOR OFFICER	304	00:16	92.76%	03:22	64.47%	03:11	79.61%	06:39	75.00%
INVALID ASSIST	2	00:00	100.00%	00:07	100.00%	10:34	0.00%	10:41	50.00%
LARCENY	36	00:37	86.11%	03:30	47.22%	10:17	36.11%	14:15	30.56%
LARCENY IN PROGRESS	3	00:38	66.67%	00:28	100.00%	03:46	100.00%	04:53	100.00%
LARCENY JUST OCCURRED	2	00:49	50.00%	01:28	0.00%	02:14	100.00%	04:32	100.00%
LITTERING ILLEGAL DUMPING	3	01:02	66.67%	03:42	0.00%	08:35	0.00%	13:21	0.00%

LOCKOUT W CHILD OR PET	2	00:00	100.00%	02:58	0.00%	13:05	0.00%	16:04	0.00%
LOITERING	11	00:23	90.91%	03:05	45.45%	07:42	63.64%	10:42	63.64%
LOST PROPERTY	15	00:19	93.33%	02:04	60.00%	04:05	66.67%	06:29	60.00%
MEDICAL RESPONSE DEKALB	176	00:32	86.93%	02:06	50.57%	04:51	62.50%	06:35	61.36%
MEDICAL RESPONSE EMS ONLY	1	00:00	100.00%	00:17	100.00%	02:49	100.00%	03:06	100.00%
MISSING ADULT OR CHILD	15	00:29	93.33%	04:08	13.33%	09:10	53.33%	12:45	33.33%
MISSING OR RUNAWAY LOCATED	4	00:31	75.00%	04:11	75.00%	01:34	100.00%	02:31	100.00%
NOISE COMPLAINT	60	00:33	86.67%	01:55	38.33%	07:21	40.00%	09:41	38.33%
ORDINANCE VIOLATION	4	00:18	100.00%	00:57	75.00%	13:45	25.00%	15:01	25.00%
PANHANDLING	20	00:24	100.00%	03:20	25.00%	04:15	80.00%	07:18	70.00%
PERSON DRUNK	14	00:18	100.00%	01:14	42.86%	02:30	92.86%	03:55	85.71%
PERSON HIT BY AUTO W INJURY	2	00:02	100.00%	01:38	0.00%	05:41	50.00%	07:22	100.00%
PERSON SCREAMING	6	00:17	100.00%	01:10	50.00%	03:36	66.67%	05:03	66.67%
PERSON STUCK IN ELEVATOR	1	00:00	100.00%	01:15	0.00%	06:19	0.00%	07:34	100.00%
PRISONER TRANSPORT	18	00:00	100.00%	00:00	100.00%	03:31	88.89%	03:31	88.89%
PUBLIC INDECENCY	1	00:15	100.00%	00:52	100.00%	03:38	100.00%	04:46	100.00%
RECKLESS DRIVING TRAFFIC VIOLA	32	00:34	84.38%	00:17	87.50%	00:21	96.88%	00:33	96.88%
REPO ENTRY ONLY	6	00:15	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
RESIDENTIAL CHECK	718	00:01	99.30%	00:05	98.33%	00:06	99.30%	00:11	99.03%
ROBBERY	6	00:20	100.00%	00:38	83.33%	01:32	83.33%	02:31	83.33%
ROBBERY IN PROGRESS	1	00:52	100.00%	00:24	100.00%	03:11	100.00%	04:27	100.00%
ROBBERY JUST OCCURRED	2	00:36	100.00%	01:02	50.00%	03:31	100.00%	05:09	100.00%
RUNAWAY JUVENILE	2	00:24	100.00%	01:41	0.00%	03:03	50.00%	05:09	100.00%
SERVICE CALL	3	00:00	100.00%	00:19	100.00%	04:49	66.67%	04:52	66.67%
SHOPLIFTING ALREADY OCCURRED	3	00:24	100.00%	01:32	33.33%	06:01	66.67%	07:57	33.33%
SHOPLIFTING IN PROGRESS	4	00:37	75.00%	00:59	50.00%	02:18	100.00%	03:55	100.00%
SOLICITATIONS	4	00:05	100.00%	01:00	50.00%	07:31	50.00%	08:36	50.00%
STALKING	1	01:19	0.00%	02:47	0.00%	00:00	100.00%	00:00	100.00%
STOLEN VEHICLE LOCATED	4	01:00	75.00%	45:41	25.00%	03:16	75.00%	04:57	75.00%
STRANDED MOTORIST	29	00:12	86.21%	00:26	86.21%	00:40	96.55%	01:18	93.10%
SUICIDE ATTEMPT	5	00:00	100.00%	00:44	60.00%	04:03	80.00%	04:47	80.00%
SUICIDE THREAT	8	00:29	100.00%	01:44	37.50%	05:33	62.50%	07:47	62.50%
SUSPICIOUS ACTIVITY	30	00:44	80.00%	01:51	43.33%	06:49	63.33%	09:15	56.67%
SUSPICIOUS PACKAGE NO SYMPTOMS	2	00:00	100.00%	05:39	0.00%	10:24	0.00%	16:03	0.00%
SUSPICIOUS PERSON	97	00:17	92.78%	01:03	61.86%	02:59	80.41%	04:18	78.35%
SUSPICIOUS VEHICLE	102	00:12	99.02%	01:21	74.51%	01:43	91.18%	03:00	87.25%
THREATS	14	01:07	57.14%	01:58	28.57%	07:53	42.86%	10:59	28.57%
TRAFFIC HAZARD	38	00:24	97.37%	03:40	50.00%	04:37	65.79%	07:19	65.79%
TRAFFIC STOP	457	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
TREE DOWN OBSTRUCTING ROADWAY	4	00:00	100.00%	06:07	0.00%	09:50	50.00%	15:57	50.00%
TROUBLE UNKOWN	3	00:18	100.00%	04:04	0.00%	04:28	66.67%	08:51	33.33%
VANDALISM	3	00:26	66.67%	00:54	66.67%	04:31	66.67%	05:52	66.67%
VEHICLE FIRE	2	00:00	100.00%	01:48	0.00%	01:44	100.00%	03:32	100.00%
VEHICLE STOLEN	24	00:48	87.50%	05:04	29.17%	07:51	54.17%	13:06	45.83%
VEHICLE THEFT IN PROGRESS	1	00:19	100.00%	00:24	100.00%	01:37	100.00%	02:20	100.00%
WANTED PERSON	16	00:01	100.00%	00:11	93.75%	03:22	75.00%	03:35	81.25%
WATER MAIN BREAK	4	00:12	100.00%	12:28	50.00%	05:03	50.00%	05:33	50.00%
WELFARE CHECK	56	00:38	83.93%	02:51	33.93%	07:15	51.79%	10:39	50.00%
WIRES DOWN OR ARCING	7	00:03	100.00%	05:41	0.00%	05:35	57.14%	09:54	57.14%
WORK TRAFFIC	21	00:39	80.95%	04:41	47.62%	02:26	76.19%	04:48	66.67%
Brookhaven Police Department	5241	00:13	95.46%	01:16	75.39%	02:42	82.08%	03:57	80.48%

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 .

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Dispatched Incident Times Per Agency

February 1, 2016 - February 29, 2016

High Priority Calls

	<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>
Sandy Springs Police Department	64	00:09	98.44%	01:23	60.94%	03:53	79.69%	05:20	85.94%
Sandy Springs Fire Rescue	223	00:01	100.00%	00:28	90.13%	05:25	50.67%	05:50	70.40%
RMA - Sandy Springs	75	00:10	94.67%	00:05	98.67%	00:28	97.33%	00:34	97.33%
Johns Creek Police Department	21	00:07	100.00%	01:16	42.86%	04:16	71.43%	05:33	76.19%
Johns Creek Fire Department	97	00:03	98.97%	00:40	81.44%	05:36	46.39%	06:15	65.98%
RMA - Johns Creek	25	00:08	100.00%						
Dunwoody Police Department	63	00:11	100.00%	01:28	68.25%	04:06	76.19%	05:26	77.78%
Brookhaven Police Department	33	00:31	81.82%	01:04	57.58%	04:17	75.76%	05:52	78.79%

Low Priority Calls

	<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>
Sandy Springs Police Department	4315	00:29	90.59%	03:50	48.02%	07:14	53.09%	11:11	50.03%
Sandy Springs Fire Rescue	767	00:14	94.52%	01:30	90.61%	04:34	59.32%	05:04	71.45%
RMA - Sandy Springs	642	00:28	88.94%	00:00	100.00%	00:00	100.00%	00:00	100.00%
Johns Creek Police Department	1466	00:30	88.95%	02:34	44.47%	06:40	52.80%	09:22	49.52%
Johns Creek Fire Department	325	00:16	93.85%	00:39	80.31%	05:08	52.62%	05:50	65.85%
RMA - Johns Creek	232	00:31	87.07%						
Dunwoody Police Department	1803	00:28	89.96%	03:03	45.87%	06:03	58.96%	09:09	55.46%
Brookhaven Police Department	2161	00:31	89.31%	03:03	41.00%	06:14	58.31%	09:15	54.10%

All Calls

	<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>
Sandy Springs Police Department	4379	00:28	90.71%	03:48	48.21%	07:11	53.48%	11:06	50.56%
Sandy Springs Fire Rescue	990	00:11	95.76%	01:16	90.51%	04:46	57.37%	05:14	71.21%
RMA - Sandy Springs	717	00:26	89.54%	00:00	99.86%	00:02	99.72%	00:03	99.72%
Johns Creek Police Department	1487	00:29	89.11%	02:33	44.45%	06:38	53.06%	09:19	49.90%
Johns Creek Fire Department	422	00:13	95.02%	00:39	80.57%	05:14	51.18%	05:56	65.88%
RMA - Johns Creek	257	00:29	88.33%						
Dunwoody Police Department	1866	00:28	90.30%	03:00	46.62%	05:59	59.54%	09:01	56.22%
Brookhaven Police Department	2194	00:31	89.20%	03:01	41.25%	06:13	58.57%	09:12	54.47%

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 Reaction Time is calculated from the time the incident is created in the CAD until the first unit arrives on scene .

Officer-Initiated Incident Times Per Agency

February 1, 2016 - February 29, 2016

High Priority Calls

	<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>
Sandy Springs Police Department	3	00:00	100.00%	01:09	66.67%	00:28	100.00%	01:37	100.00%
Sandy Springs Fire Rescue	7	00:00	100.00%	00:23	85.71%	03:02	71.43%	03:18	71.43%
RMA - Sandy Springs	5	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
Johns Creek Fire Department	2	00:00	100.00%	00:33	50.00%	02:00	100.00%	02:34	100.00%
RMA - Johns Creek	1	00:00	100.00%						
Dunwoody Police Department	6	00:00	100.00%	00:08	100.00%	00:00	100.00%	00:08	100.00%
Brookhaven Police Department	8	00:00	100.00%	00:00	100.00%	00:01	100.00%	00:02	100.00%

Low Priority Calls

	<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>
Sandy Springs Police Department	5677	00:00	99.98%	00:00	99.88%	00:12	99.24%	00:13	99.35%
Sandy Springs Fire Rescue	50	00:00	100.00%	00:06	98.00%	03:20	78.00%	03:24	84.00%
RMA - Sandy Springs	8	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
Johns Creek Police Department	4962	00:00	100.00%	00:00	100.00%	00:03	99.68%	00:03	99.70%
Johns Creek Fire Department	9	00:00	100.00%	00:08	88.89%	01:40	88.89%	01:49	100.00%
RMA - Johns Creek	4	00:00	100.00%						
Dunwoody Police Department	2697	00:01	99.96%	00:00	99.96%	00:14	99.04%	00:15	99.15%
Brookhaven Police Department	3039	00:00	99.97%	00:00	99.97%	00:10	99.01%	00:11	99.21%

All Calls

	<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>
Sandy Springs Police Department	5680	00:00	99.98%	00:00	99.86%	00:12	99.24%	00:13	99.35%
Sandy Springs Fire Rescue	57	00:00	100.00%	00:08	96.49%	03:17	77.19%	03:24	82.46%
RMA - Sandy Springs	13	00:00	100.00%	00:00	100.00%	00:00	100.00%	00:00	100.00%
Johns Creek Police Department	4962	00:00	100.00%	00:00	100.00%	00:03	99.68%	00:03	99.70%
Johns Creek Fire Department	11	00:00	100.00%	00:13	81.82%	01:43	90.91%	01:57	100.00%
RMA - Johns Creek	5	00:00	100.00%						
Dunwoody Police Department	2703	00:01	99.96%	00:00	99.96%	00:14	99.04%	00:15	99.15%
Brookhaven Police Department	3047	00:00	99.97%	00:00	99.97%	00:10	99.02%	00:11	99.21%

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Total Incident Times Per Agency

February 1, 2016 - February 29, 2016

High Priority Calls

	<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>
Sandy Springs Police Department	67	00:09	98.51%	01:22	61.19%	03:44	80.60%	05:10	86.57%
Sandy Springs Fire Rescue	230	00:01	100.00%	00:28	90.00%	05:21	51.30%	05:46	70.43%
RMA - Sandy Springs	80	00:10	95.00%	00:04	98.75%	00:26	97.50%	00:31	97.50%
Johns Creek Police Department	21	00:07	100.00%	01:16	42.86%	04:16	71.43%	05:33	76.19%
Johns Creek Fire Department	99	00:03	98.99%	00:40	80.81%	05:32	47.47%	06:11	66.67%
RMA - Johns Creek	26	00:08	100.00%						
Dunwoody Police Department	69	00:10	100.00%	01:21	71.01%	03:44	78.26%	04:59	79.71%
Brookhaven Police Department	41	00:25	85.37%	00:51	65.85%	03:27	80.49%	04:44	82.93%

Low Priority Calls

	<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>
Sandy Springs Police Department	9992	00:12	95.93%	01:39	77.48%	03:14	79.31%	04:57	78.05%
Sandy Springs Fire Rescue	817	00:14	94.86%	01:25	91.06%	04:30	60.47%	04:58	72.22%
RMA - Sandy Springs	650	00:28	89.08%	00:00	100.00%	00:00	100.00%	00:00	100.00%
Johns Creek Police Department	6428	00:07	97.48%	00:35	87.34%	01:34	88.99%	02:11	88.25%
Johns Creek Fire Department	334	00:16	94.01%	00:38	80.54%	05:02	53.59%	05:44	66.77%
RMA - Johns Creek	236	00:30	87.29%						
Dunwoody Police Department	4500	00:12	95.96%	01:13	78.29%	02:34	82.98%	03:49	81.64%
Brookhaven Police Department	5200	00:13	95.54%	01:16	75.46%	02:42	82.10%	03:57	80.46%

All Calls

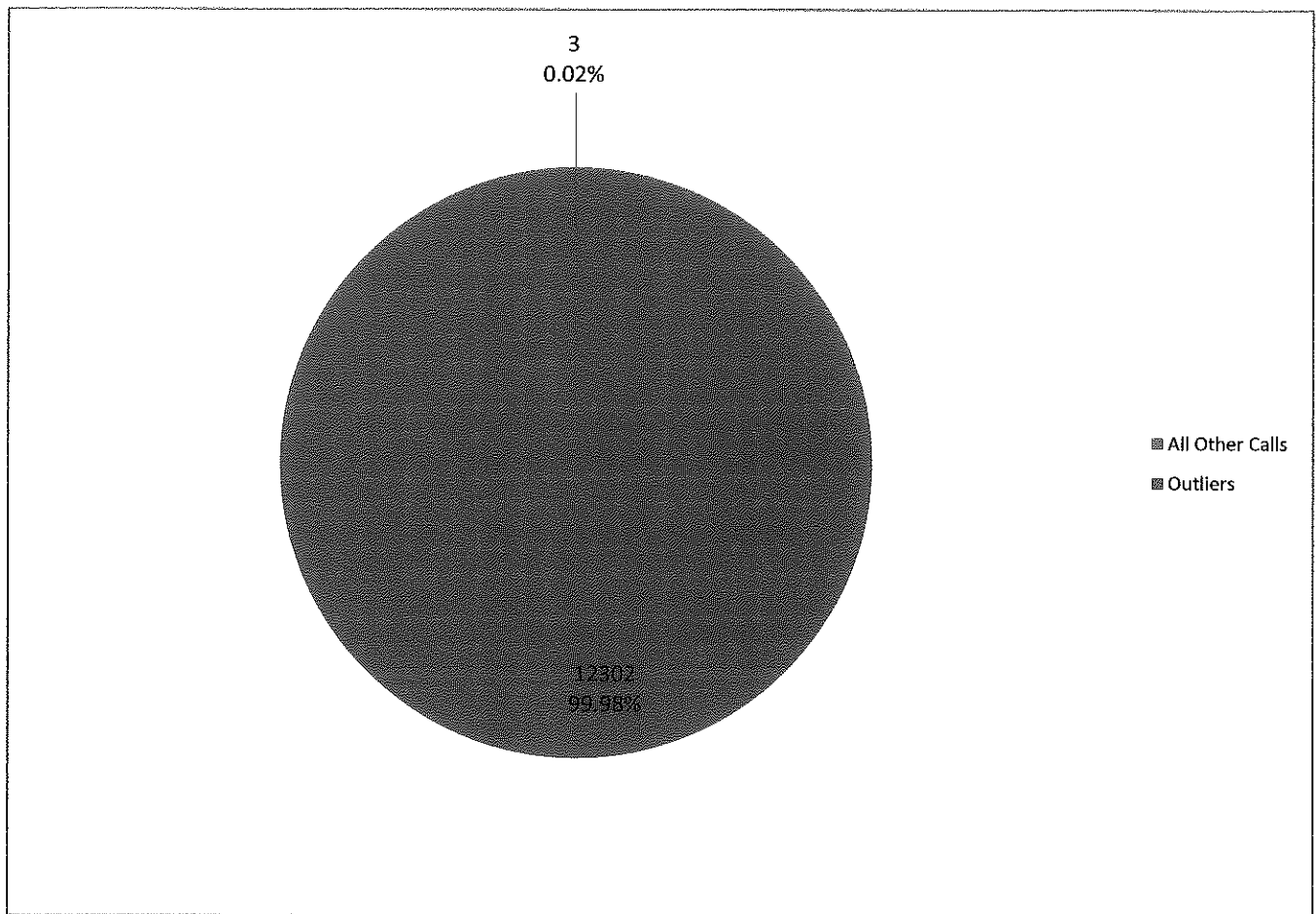
	<u>Call Count</u>	<u>Processing Time</u>		<u>Dispatch Time</u>		<u>Response Time</u>		<u>Reaction Time</u>	
		<u>Average</u>	<u>< 1 Min</u>	<u>Average</u>	<u>< 1 Min</u>	<u>Average</u>	<u>< 6 Min</u>	<u>Average</u>	<u>< 8 Min</u>
Sandy Springs Police Department	10059	00:12	95.94%	01:39	77.37%	03:15	79.32%	04:57	78.11%
Sandy Springs Fire Rescue	1047	00:11	95.99%	01:12	90.83%	04:41	58.45%	05:08	71.82%
RMA - Sandy Springs	730	00:26	89.73%	00:00	99.86%	00:02	99.73%	00:03	99.73%
Johns Creek Police Department	6449	00:07	97.49%	00:35	87.19%	01:34	88.93%	02:12	88.22%
Johns Creek Fire Department	433	00:13	95.15%	00:38	80.60%	05:09	52.19%	05:50	66.74%
RMA - Johns Creek	262	00:28	88.55%						
Dunwoody Police Department	4569	00:12	96.02%	01:13	78.18%	02:35	82.91%	03:50	81.62%
Brookhaven Police Department	5241	00:13	95.46%	01:16	75.39%	02:42	82.08%	03:57	80.48%

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Call Processing Time Outliers

February 1, 2016 - February 29, 2016

<u>Incident #</u>	<u>Case #</u>	<u>Call Time</u>	<u>Agency</u>	<u>Nature Code</u>	<u>Processing Time</u>
2016041990	16000873	02/06/2016 16:13:28	DPD	ENTERING AUTO	03:15
2016053858	16001116	02/17/2016 07:14:59	BPD	ENTERING AUTO	11:37
2016060334	2016002355	02/22/2016 20:13:36	SSPD	HIT AND RUN ACCIDENT	08:08



Call Processing Outliers are any calls for service where processing time is over seven minutes, 30 seconds.

Total Phone Calls Per Day

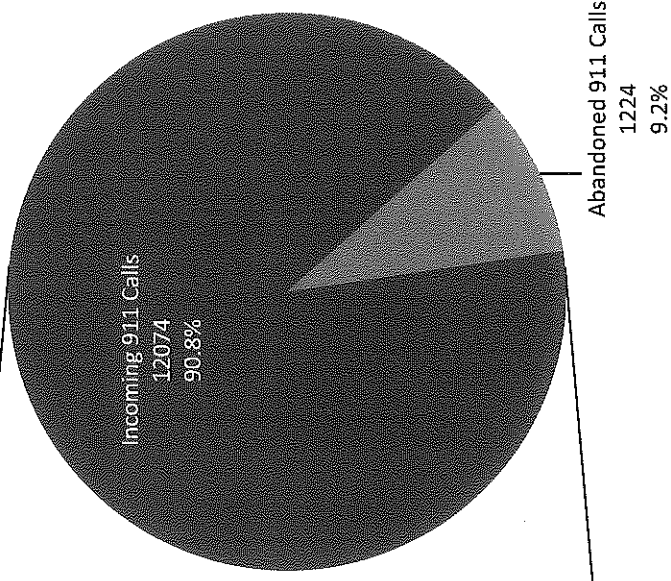
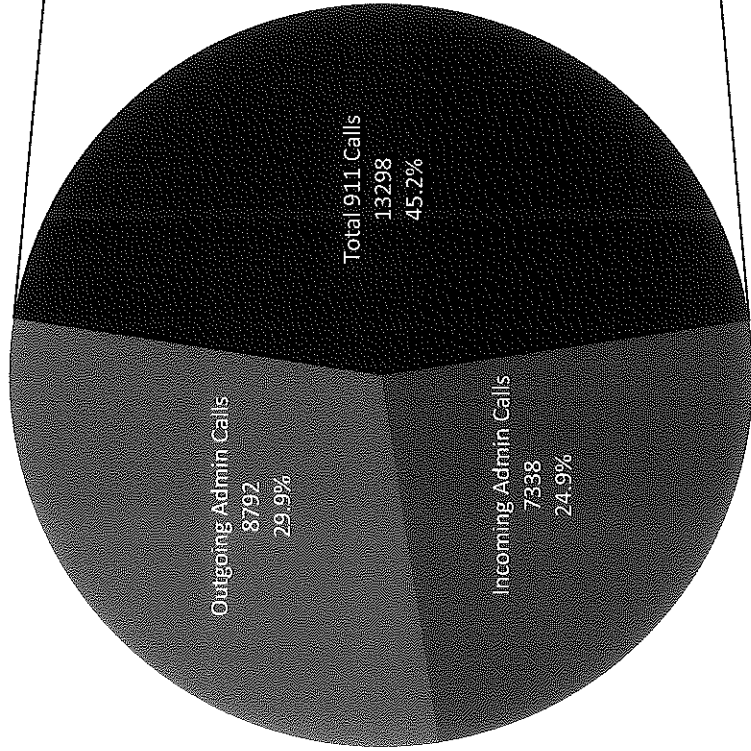
February 1, 2016 - February 29, 2016

	In. 911 Calls	Ab. 911 Calls	In. Admin Calls	Out. Admin Calls	Total
02/01/2016	398	37	237	258	930
02/02/2016	442	44	235	335	1056
02/03/2016	477	42	322	373	1214
02/04/2016	404	42	308	300	1054
02/05/2016	433	29	285	368	1115
02/06/2016	390	35	196	253	874
02/07/2016	356	40	158	232	786
02/08/2016	351	44	275	313	983
02/09/2016	364	36	266	301	967
02/10/2016	425	112	263	256	1056
02/11/2016	481	71	314	338	1204
02/12/2016	405	45	298	307	1055
02/13/2016	362	32	232	244	870
02/14/2016	381	22	183	252	838
02/15/2016	477	28	258	272	1035
02/16/2016	485	35	271	310	1101
02/17/2016	437	42	273	333	1085
02/18/2016	469	47	294	371	1181
02/19/2016	444	39	273	329	1085
02/20/2016	410	25	185	269	889
02/21/2016	313	45	173	219	750
02/22/2016	405	49	249	320	1023
02/23/2016	412	50	242	319	1023
02/24/2016	428	46	351	352	1177
02/25/2016	397	37	314	333	1081
02/26/2016	503	37	280	331	1151
02/27/2016	420	38	185	290	933
02/28/2016	375	40	177	267	859
02/29/2016	430	35	241	347	1053
Total	12074	1224	7338	8792	29428

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

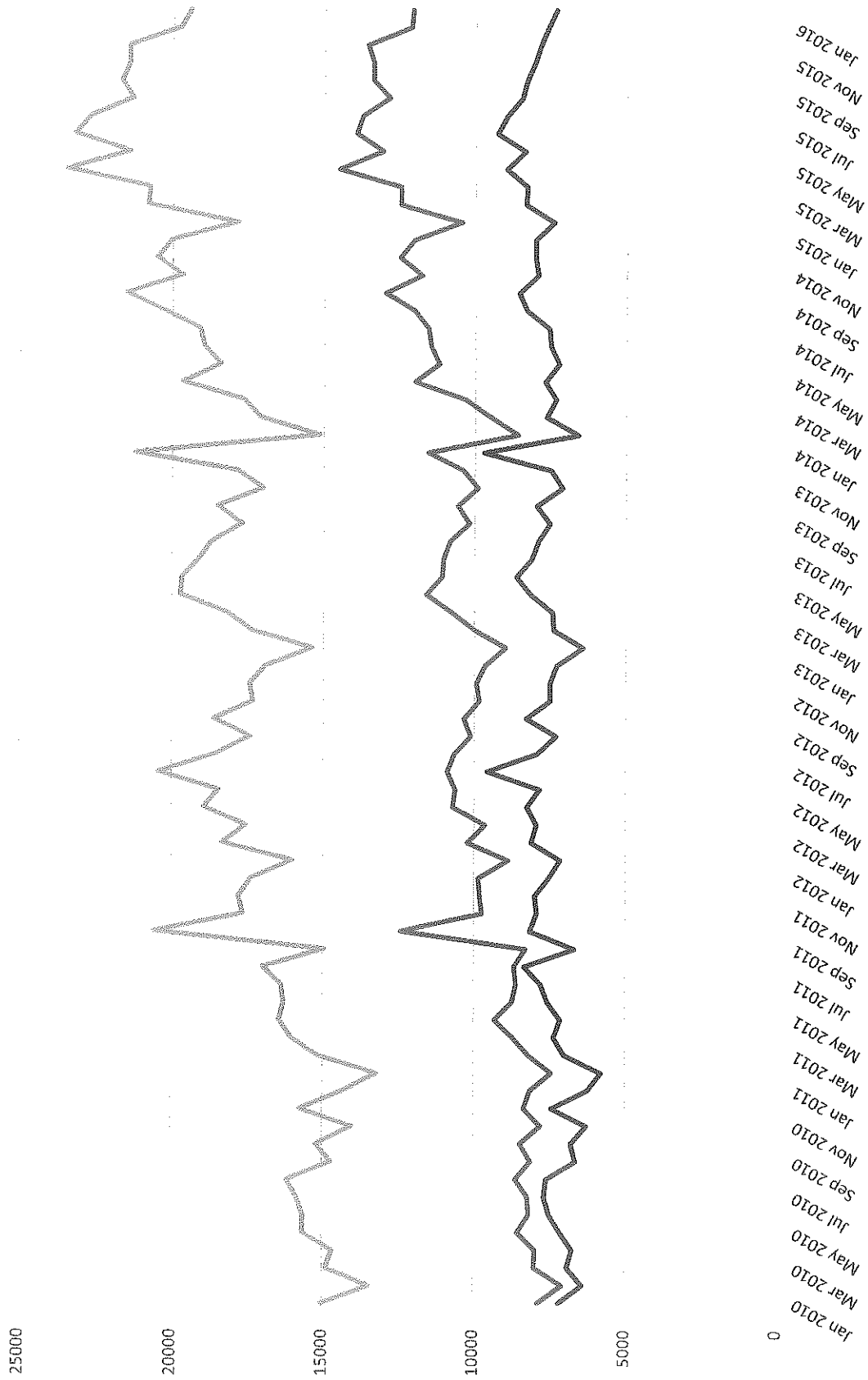
February 1, 2016 - February 29, 2016



Incoming Admin Calls
 Outgoing Admin Calls
 Incoming 911 Calls
 Abandoned 911 Calls

Phone Call Volume Per Month

February 1, 2016 - February 29, 2016



Average Phone Calls Per Day Of The Week February 1, 2016 - February 29, 2016

	In. 911 Calls	Ab. 911 Calls	In. Admin Calls	Out. Admin Calls	Total
Monday	412.2	38.6	252.0	302.0	1004.8
Tuesday	425.8	41.3	253.5	316.3	1036.8
Wednesday	441.8	60.5	302.3	328.5	1133.0
Thursday	437.8	49.3	307.5	335.5	1130.0
Friday	446.3	37.5	284.0	333.8	1101.5
Saturday	395.5	32.5	199.5	264.0	891.5
Sunday	356.3	36.8	172.8	242.5	808.3
Per Week	2915.5	296.4	1771.5	2122.5	7105.8

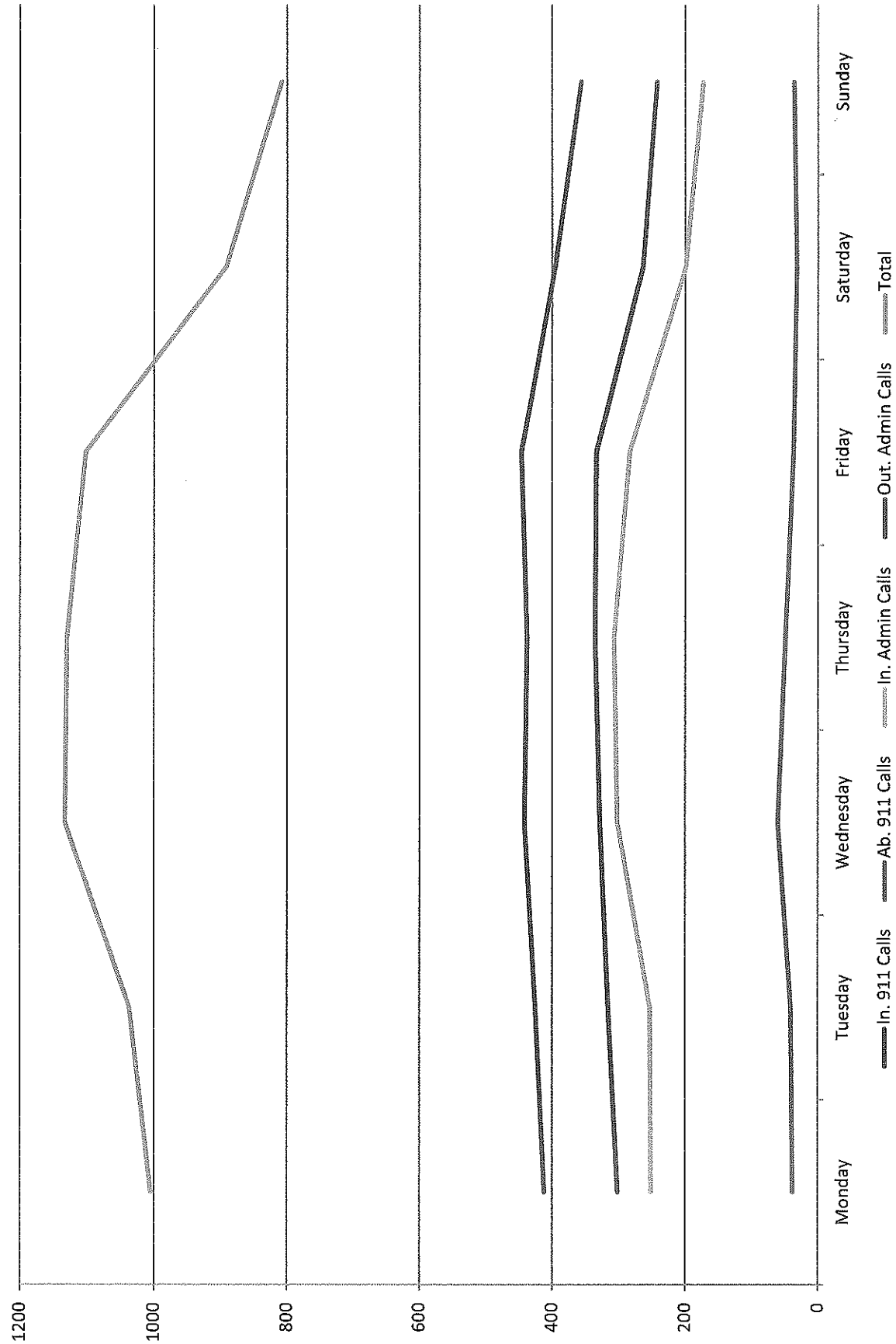
Average Phone Calls Per Hour Of The Day February 1, 2016 - February 29, 2016

	In. 911 Calls	Ab. 911 Calls	In. Admin Calls	Out. Admin Calls	Total
0000 - 0100	10.2	1.5	5.2	7.9	24.8
0100 - 0200	7.3	1.2	5.1	7.2	20.7
0200 - 0300	5.4	0.6	4.3	6.4	16.9
0300 - 0400	5.9	0.2	3.8	3.8	13.6
0400 - 0500	4.2	0.3	3.7	5.5	13.7
0500 - 0600	4.2	0.2	4.9	3.8	13.1
0600 - 0700	8.7	0.3	7.1	8.3	24.4
0700 - 0800	14.0	0.7	9.4	9.8	33.9
0800 - 0900	18.7	1.6	13.8	13.9	47.9
0900 - 1000	18.7	1.7	14.7	12.9	48.0
1000 - 1100	21.1	3.0	15.4	16.0	55.6
1100 - 1200	23.3	2.3	16.2	16.3	58.1
1200 - 1300	24.1	2.3	14.7	15.9	57.0
1300 - 1400	27.0	2.4	17.2	17.1	63.7
1400 - 1500	25.7	2.9	16.6	18.3	63.5
1500 - 1600	26.9	3.0	16.7	17.1	63.6
1600 - 1700	27.0	2.6	15.8	20.2	65.5
1700 - 1800	28.6	2.7	13.1	19.7	64.0
1800 - 1900	25.7	2.7	12.3	18.6	59.2
1900 - 2000	23.1	1.8	11.7	16.6	53.1
2000 - 2100	20.9	1.9	9.8	16.4	49.0
2100 - 2200	16.9	1.5	7.9	12.4	38.8
2200 - 2300	16.9	3.8	7.2	9.6	37.5
2300 - 2400	12.0	1.1	6.5	9.5	29.1
Per Day	416.3	42.2	253.0	303.2	1014.8

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 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.

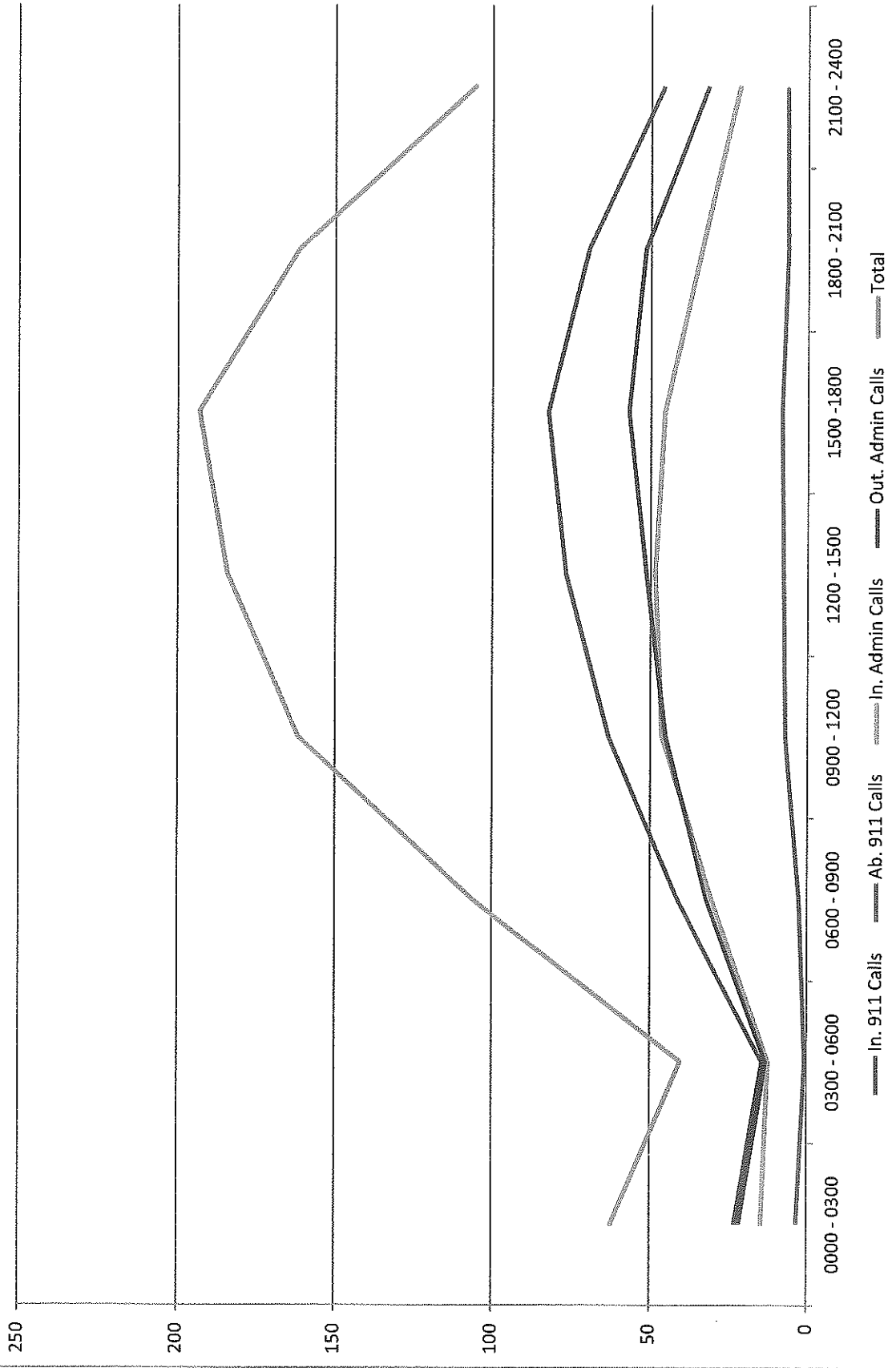
Average Phone Calls Per Day Of The Week

February 1, 2016 - February 29, 2016



Average Phone Calls Per Hour Of The Day

February 1, 2016 - February 29, 2016



Incident Count Per Agency

February 1, 2016 - February 29, 2016

	SSPD		JCPD	
	Call Count	% of Total	Call Count	% of Total
Dispatched Incidents	4379	43.5%	1487	23.1%
Officer-Initiated Incidents	5680	56.5%	4962	76.9%
Total Incidents	10059	100.0%	6449	100.0%

	DPD		BPD	
	Call Count	% of Total	Call Count	% of Total
Dispatched Incidents	1866	40.8%	2194	41.9%
Officer-Initiated Incidents	2703	59.2%	3047	58.1%
Total Incidents	4569	100.0%	5241	100.0%

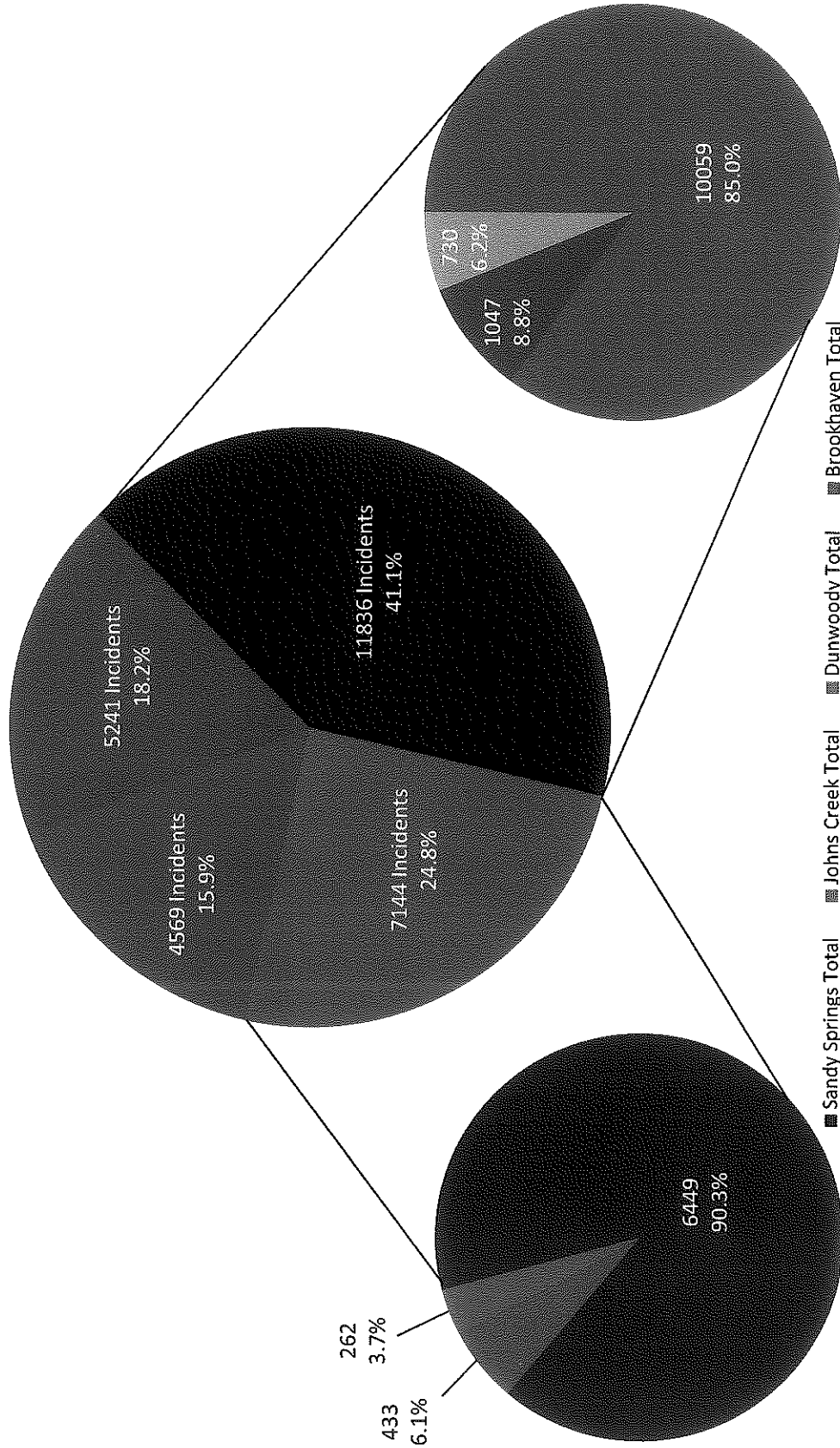
	SSFR		JCFD	
	Call Count	% of Total	Call Count	% of Total
Fire Incidents	339	32.4%	147	33.9%
Fire Alarm Incidents	137	13.1%	59	13.6%
Medical Incidents	571	54.5%	227	52.4%
Total Incidents	1047	100.0%	433	100.0%

	RMA - Sandy Springs		RMA - Johns Creek	
	Call Count	% of Total	Call Count	% of Total
High Priority Incidents	377	51.6%	104	39.7%
Low Priority Incidents	353	48.4%	158	60.3%
Total Incidents	730	100.0%	262	100.0%

	Call Count	% of City's Total	% of Grand Total
Sandy Springs Police Department	10059	85.0%	34.9%
Sandy Springs Fire Rescue	1047	8.8%	3.6%
RMA - Sandy Springs	730	6.2%	2.5%
All Sandy Springs Calls	11836	100.0%	41.1%
Johns Creek Police Department	6449	90.3%	22.4%
Johns Creek Fire Department	433	6.1%	1.5%
RMA - Johns Creek	262	3.7%	0.9%
All Johns Creek Calls	7144	100.0%	24.8%
Dunwoody Police Department	4569	100.0%	15.9%
Brookhaven Police Department	5241	100.0%	18.2%
Total	28790	N/A	100.0%

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

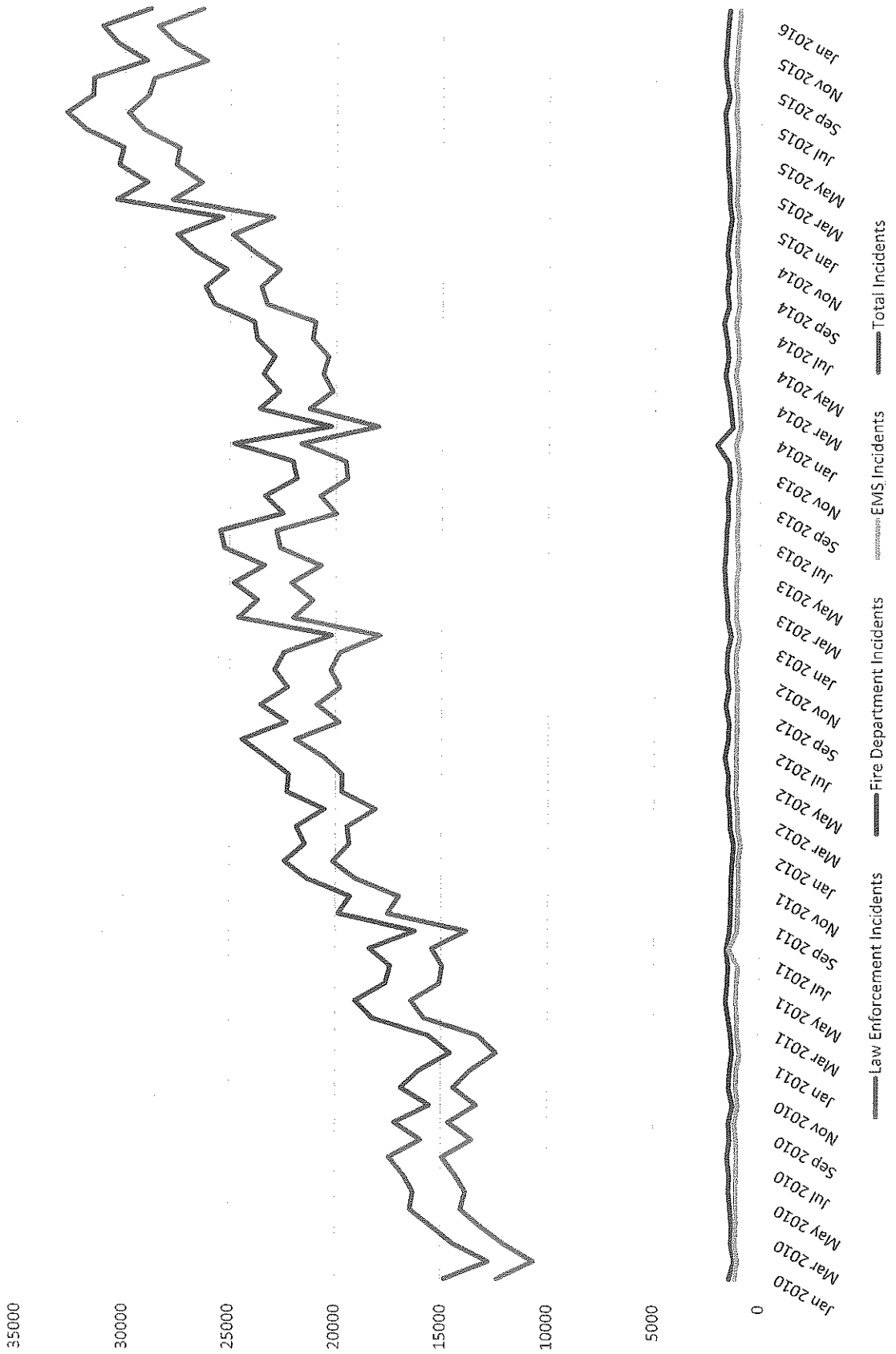
Incident Count Per Agency February 1, 2016 - February 29, 2016



- Sandy Springs Total
- Johns Creek Total
- Dunwoody Total
- Brookhaven Total
- Sandy Springs Police Department
- Sandy Springs Fire Rescue
- RMA - Sandy Springs
- Johns Creek Police Department
- Johns Creek Fire Department
- RMA - Johns Creek

CAD Incident Volume Per Month

February 1, 2016 - February 29, 2016



Average Incidents Per Day Of The Week

February 1, 2016 - February 29, 2016

	SSPD	SSFR	RMA - SS	JCPD	JCFD	RMA - JC	DPD	BPD	All Calls
Monday	358.2	34.8	23.8	205.4	12.6	8.4	149.4	181.4	974.0
Tuesday	370.0	40.5	28.8	226.3	14.5	9.0	160.0	171.3	1020.3
Wednesday	377.0	41.3	28.5	245.8	15.3	9.8	154.5	179.0	1051.0
Thursday	353.3	38.8	25.8	252.3	16.5	10.3	174.8	182.5	1054.0
Friday	374.3	42.3	29.0	246.5	18.5	9.5	187.0	190.0	1097.0
Saturday	303.8	27.5	21.3	212.8	13.8	8.0	154.5	178.3	919.8
Sunday	288.8	28.0	19.5	172.0	14.0	8.5	124.8	182.5	838.0
Per Week	2425.2	253.1	176.6	1560.9	105.1	63.4	1104.9	1264.9	6954.0

Average Incidents Per Hour Of The Day

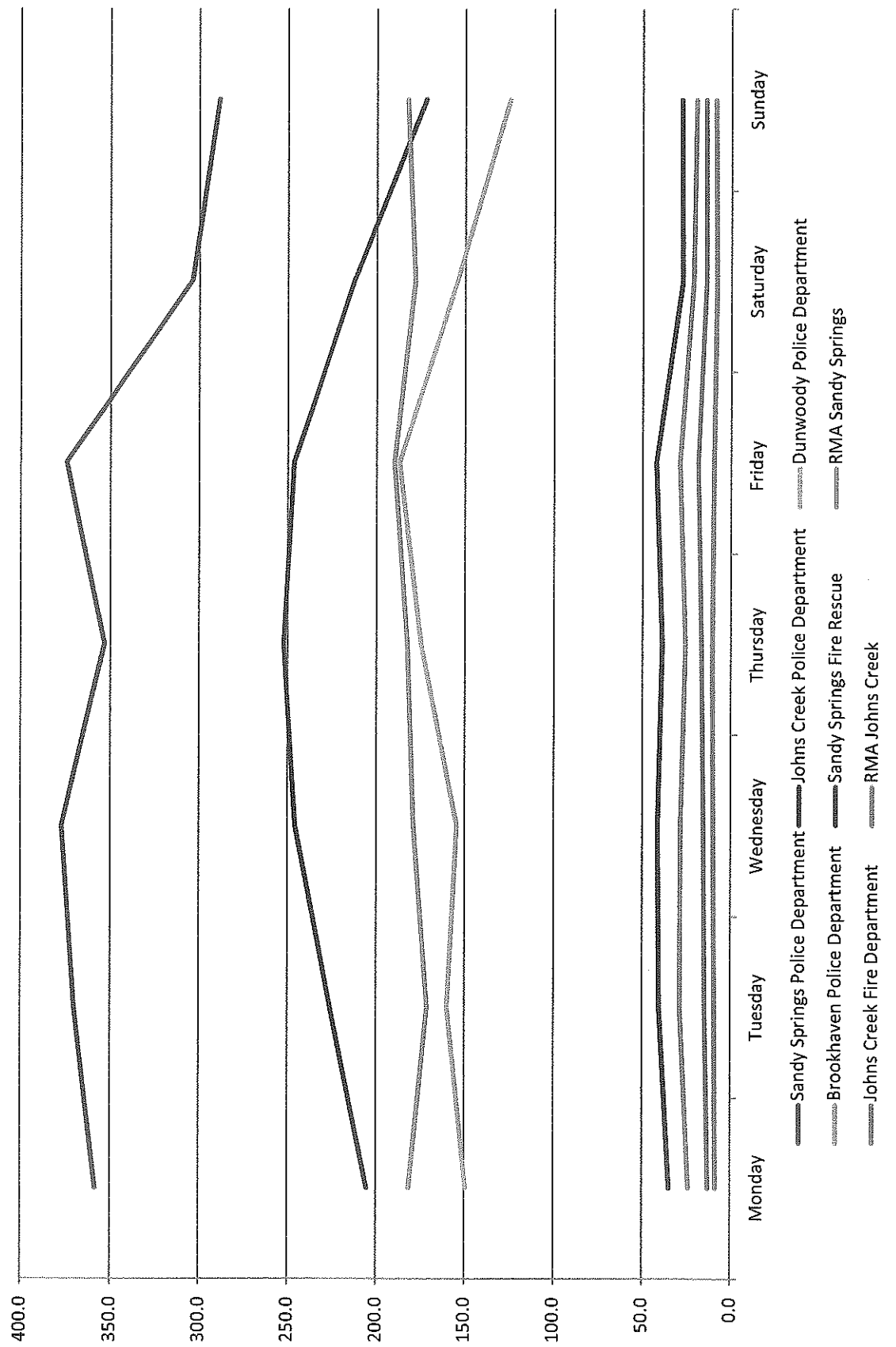
February 1, 2016 - February 29, 2016

	SSPD	SSFR	RMA - SS	JCPD	JCFD	RMA - JC	DPD	BPD	All Calls
0000 - 0100	11.4	0.8	0.7	9.9	0.3	0.2	5.5	8.5	37.2
0100 - 0200	10.3	0.9	0.8	7.8	0.2	0.1	4.8	7.5	32.3
0200 - 0300	8.2	0.6	0.5	6.3	0.2	0.1	4.0	6.9	26.7
0300 - 0400	6.5	0.8	0.4	3.3	0.1	0.1	3.0	6.7	21.0
0400 - 0500	4.3	0.6	0.5	2.0	0.3	0.2	1.7	6.3	16.0
0500 - 0600	6.0	0.8	0.7	2.1	0.7	0.1	1.7	3.4	15.5
0600 - 0700	12.3	1.1	0.7	2.9	1.0	0.3	5.2	3.3	26.8
0700 - 0800	15.2	1.2	0.7	6.9	0.6	0.4	7.1	6.2	38.4
0800 - 0900	18.7	1.4	1.0	10.3	0.6	0.4	7.1	7.1	46.6
0900 - 1000	20.6	1.4	0.9	12.9	1.0	0.6	7.9	7.6	52.8
1000 - 1100	19.2	2.4	1.4	11.6	0.9	0.3	8.6	8.7	53.1
1100 - 1200	17.6	2.2	1.6	11.9	0.7	0.4	6.9	9.4	50.7
1200 - 1300	21.3	2.0	1.3	10.2	1.1	0.8	9.0	7.9	53.6
1300 - 1400	20.0	2.6	1.8	12.1	1.0	0.6	8.3	7.0	53.3
1400 - 1500	18.5	2.2	1.5	10.9	0.7	0.5	9.1	7.4	51.0
1500 - 1600	18.2	2.0	1.2	9.5	0.7	0.5	7.6	7.1	46.8
1600 - 1700	16.0	1.7	1.4	7.8	0.7	0.6	6.6	7.5	42.4
1700 - 1800	17.2	2.1	1.6	7.8	0.4	0.2	6.7	6.5	42.6
1800 - 1900	15.0	1.8	1.3	14.4	1.1	0.8	9.6	7.4	51.4
1900 - 2000	15.7	2.0	1.6	14.7	0.8	0.6	8.7	10.1	54.2
2000 - 2100	12.9	1.9	1.3	13.2	0.7	0.4	7.6	9.4	47.3
2100 - 2200	14.0	1.4	0.9	11.3	0.5	0.4	6.9	9.8	45.2
2200 - 2300	14.0	1.0	0.8	11.0	0.3	0.2	7.8	9.4	44.5
2300 - 2400	13.6	1.0	0.7	11.6	0.6	0.4	6.2	9.6	43.6
Per Day	346.9	36.1	25.2	222.4	14.9	9.0	157.6	180.7	992.8

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

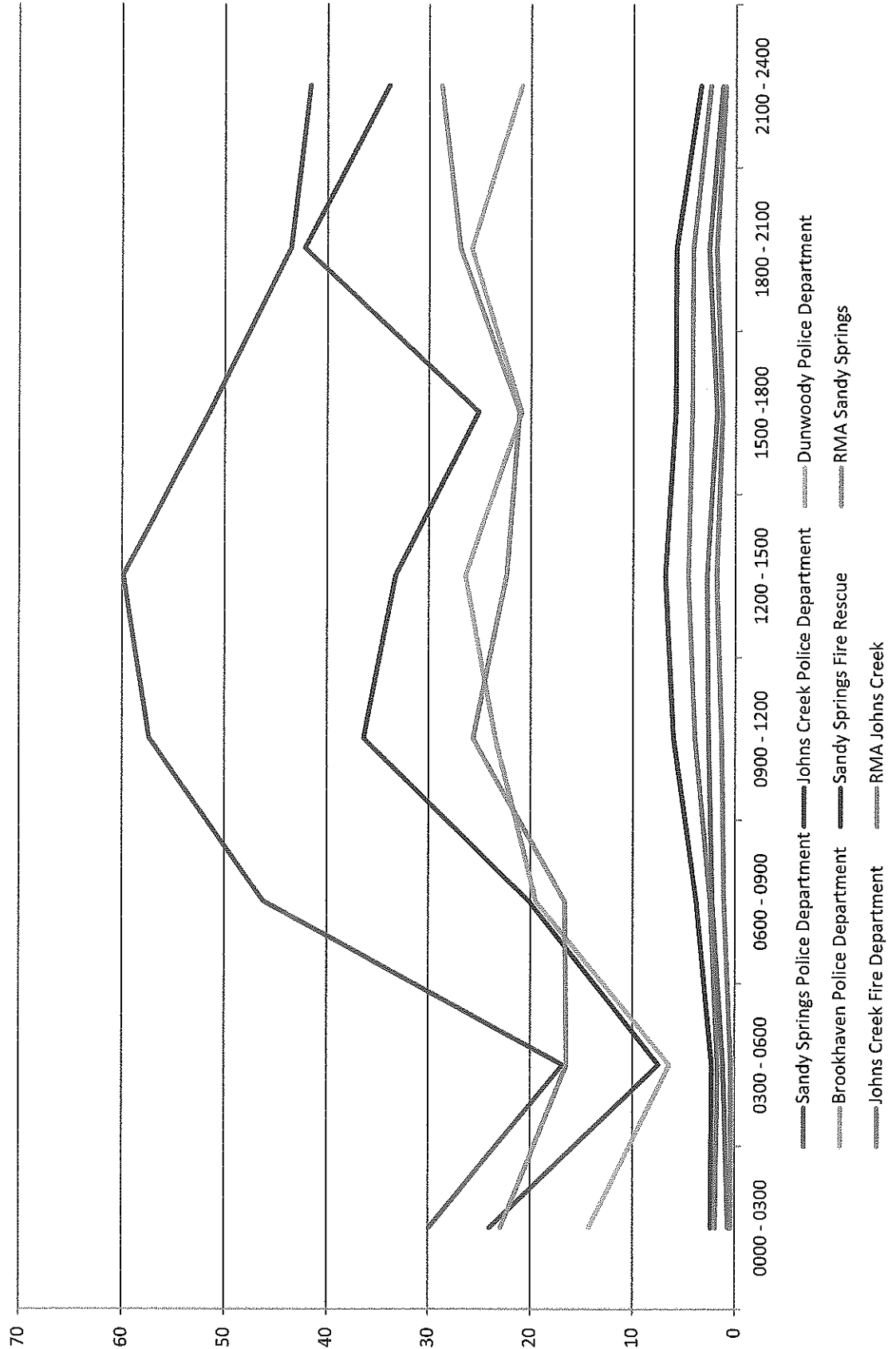
Average Incidents Per Day Of The Week

February 1, 2016 - February 29, 2016



Average Incidents Per Hour Of The Day

February 1, 2016 - February 29, 2016



Dispatched Incidents With "SUPV" Timestamp

February 1, 2016 - February 29, 2016

	SSPD	JCPD	DPD	BPD	Total
911 HANG UP	17	3	14	15	49
ABANDONED VEHICLE	0	3	1	0	4
ACCIDENT NEGATIVE INJURIES	80	30	32	31	173
ACCIDENT PRIVATE PROP NEG INJ	8	8	10	10	36
ACCIDENT UNKNOWN INJURIES	11	2	1	0	14
ACCIDENT W ENTRAPMENT	1	0	0	0	1
ACCIDENT W INJURIES	23	9	7	2	41
ALARM CARBON MONOXID NONSYMPT	0	0	0	1	1
ALARM CARBON MONOXID SYMPTOMAT	0	0	0	1	1
ALARM COMMERCIAL	21	11	10	7	49
ALARM DURESS OR PANIC	8	2	3	8	21
ALARM FIRE COMMERCIAL BUILDING	0	0	1	1	2
ALARM FIRE NON COMMERCIAL	0	0	0	1	1
ALARM HOLDUP	0	1	3	1	5
ALARM RESIDENTIAL	31	22	22	48	123
ALARM SILENT OR AUDIBLE	5	2	4	5	16
ALARM VEHICLE AUDIBLE	0	0	1	0	1
ANIMAL CALL	5	2	2	5	14
ARMED PERSON	1	1	1	6	9
ASSAULT IN PROGRESS	0	0	0	3	3
ASSAULT OR BATTERY	0	1	2	6	9
ASSIST CITIZEN FLAGDOWN	0	1	0	0	1
ASSIST OTHER AGENCY	2	0	2	3	7
BOMB THREAT	0	0	1	0	1
BURGLARY	6	2	2	14	24
BURGLARY IN PROGRESS	2	1	1	0	4
BURGLARY JUST OCCURRED	1	0	1	1	3
BUSINESS CHECK	1	0	0	4	5
CIVIL DISPUTE 1 PARTY	8	1	0	3	12
CIVIL DISPUTE 2 OR MORE PARTIE	7	3	9	9	28
DAMAGE TO PROPERTY	8	3	0	11	22
DEATH INVESTIGATION	0	2	0	0	2

	SSPD	JCPD	DPD	BPD	Total
DELIVER EMERGENCY MESSAGE	0	0	0	1	1
DEMENTED PERSON	1	2	3	2	8
DISCHARGING FIREARMS	7	0	0	5	12
DISORDERLY JUVENILE	2	3	2	5	12
DISORDERLY PERSON	4	1	0	10	15
DOMESTIC DISPUTE	17	2	10	18	47
EMD ALPHA	0	0	5	0	5
EMD ALPHA WITH LAW	1	2	1	0	4
EMD BRAVO	0	0	3	0	3
EMD BRAVO WITH LAW	7	0	2	0	9
EMD CHARLIE WITH LAW	4	1	3	0	8
EMD DELTA	0	0	4	0	4
EMD DELTA WITH LAW	8	1	1	0	10
EMD ECHO WITH LAW	1	1	0	0	2
ENTERING AUTO	4	2	8	11	25
ENTERING AUTO IN PROGRESS	0	0	0	1	1
ENTERING AUTO JUST OCCURRED	0	0	0	1	1
FIGHT	2	0	1	2	5
FIRE DUMPSTER TRASH	0	0	0	1	1
FIRE OUTSIDE SMALL	2	2	0	0	4
FIRE STRUCTURAL	17	1	2	2	22
FOUND PROPERTY	1	2	0	1	4
FRAUD	10	2	11	7	30
FRAUD IN PROGRESS	0	0	1	0	1
FUEL SPILL	2	0	0	0	2
GAS LEAK INSIDE STRUCTURE	1	2	0	0	3
GAS LEAK OUTSIDE STRUCTURE	5	1	0	1	7
HARASSMENT	5	2	2	1	10
HIT AND RUN ACCIDENT	26	2	11	6	45
HIT AND RUN ACCIDENT W INJURY	3	0	0	0	3
ILLEGAL DRUGS	3	1	1	3	8
ILLEGAL PARKING	3	1	2	4	10
IMPAIRED DRIVER	1	1	0	1	3
INFORMATION FOR OFFICER	20	9	29	35	93

	SSPD	JCPD	DPD	BPD	Total
INVALID ASSIST	0	0	1	0	1
KIDNAPPING	1	0	0	0	1
LARCENY	16	1	13	4	34
LARCENY IN PROGRESS	0	0	0	1	1
LARCENY JUST OCCURRED	0	0	0	1	1
LITTERING ILLEGAL DUMPING	0	0	1	1	2
LOCKOUT W CHILD OR PET	0	0	0	1	1
LOITERING	2	0	0	2	4
LOST PROPERTY	2	2	0	2	6
MEDICAL RESPONSE DEKALB	1	0	38	85	124
MISSING ADULT OR CHILD	5	3	2	7	17
MISSING OR RUNAWAY LOCATED	0	0	0	3	3
MOLESTATION	2	0	0	0	2
NOISE COMPLAINT	6	4	1	3	14
ODOR INVESTIGATION	3	1	0	0	4
ORDINANCE VIOLATION	2	0	0	0	2
PANHANDLING	2	1	0	5	8
PERSON DRUNK	1	2	0	4	7
PERSON HIT BY AUTO W INJURY	1	1	3	2	7
PERSON SCREAMING	1	0	1	2	4
PERSON STABBED	1	0	0	0	1
PERSON STUCK IN ELEVATOR	0	0	0	1	1
PRISONER TRANSPORT	21	0	0	0	21
PUBLIC INDECENCY	1	0	0	0	1
RECKLESS DRIVING TRAFFIC VIOLA	3	2	3	1	9
RESIDENTIAL CHECK	2	1	2	4	9
ROBBERY	1	0	1	3	5
ROBBERY JUST OCCURRED	2	1	0	2	5
RUNAWAY JUVENILE	0	0	1	0	1
SERVICE CALL	0	0	1	1	2
SEXUAL ASSAULT	0	1	0	0	1
SHOPLIFTING ALREADY OCCURRED	1	1	8	1	11
SHOPLIFTING IN PROGRESS	0	1	10	1	12
SOLICITATIONS	6	1	2	0	9

	SSPD	JCPD	DPD	BPD	Total
STALKING	0	0	1	0	1
STOLEN VEHICLE LOCATED	0	0	1	2	3
STRANDED MOTORIST	8	0	0	1	9
SUICIDE ATTEMPT	1	0	0	1	2
SUICIDE THREAT	5	3	1	3	12
SUSPICIOUS ACTIVITY	7	3	2	7	19
SUSPICIOUS PACKAGE NO SYMPTOMS	0	2	0	1	3
SUSPICIOUS PERSON	13	2	5	13	33
SUSPICIOUS VEHICLE	5	4	4	12	25
THREATS	2	1	3	0	6
TRAFFIC HAZARD	9	4	4	7	24
TRAFFIC STOP	2	0	1	1	4
TREE DOWN OBSTRUCTING ROADWAY	1	1	0	2	4
TROUBLE UNKOWN	2	0	1	0	3
VEHICLE FIRE	2	0	0	1	3
VEHICLE STOLEN	3	1	1	5	10
WANTED PERSON	4	2	1	1	8
WATER MAIN BREAK	1	0	1	1	3
WELFARE CHECK	24	6	6	16	52
WIRES DOWN OR ARCING	0	0	0	2	2
WORK TRAFFIC	3	5	1	6	15
Total	578	208	353	533	1672

"SUPV" Timestamp is used when a call is in the dispatch queue and a unit is not available to dispatch .
The road supervisor is notified of the pending call and the timestamp is entered into the CAD at that time.

Incident Response Time Per Agency February 1, 2016 - February 29, 2016

Sandy Springs Police Department							
	P	1	2	3	Total	% Of Calls	Cumulative %
0 - 6 Minutes	51	1248	1018	25	2342	53.5%	53.5%
6 - 10 Minutes	9	459	368	11	847	19.3%	72.8%
10 - 20 Minutes	3	486	429	10	928	21.2%	94.0%
Over 20 Minutes	1	101	160	0	262	6.0%	100.0%
Total	64	2294	1975	46	4379	100.0%	N/A

Sandy Springs Fire Rescue							
	P	1	2	3	Total	% Of Calls	Cumulative %
0 - 6 Minutes	118	327	81	86	698	60.7%	60.7%
6 - 10 Minutes	97	149	34	61	339	29.5%	90.2%
10 - 20 Minutes	15	36	10	26	109	9.5%	99.7%
Over 20 Minutes	0	6	1	0	4	0.3%	100.0%
Total	269	602	148	131	1150	100.0%	N/A

Johns Creek Police Department							
	P	1	2	3	Total	% Of Calls	Cumulative %
0 - 6 Minutes	15	457	308	9	789	53.1%	53.1%
6 - 10 Minutes	5	172	131	2	310	20.8%	73.9%
10 - 20 Minutes	1	183	130	3	317	21.3%	95.2%
Over 20 Minutes	0	34	37	0	71	4.8%	100.0%
Total	21	846	606	14	1487	100.0%	N/A

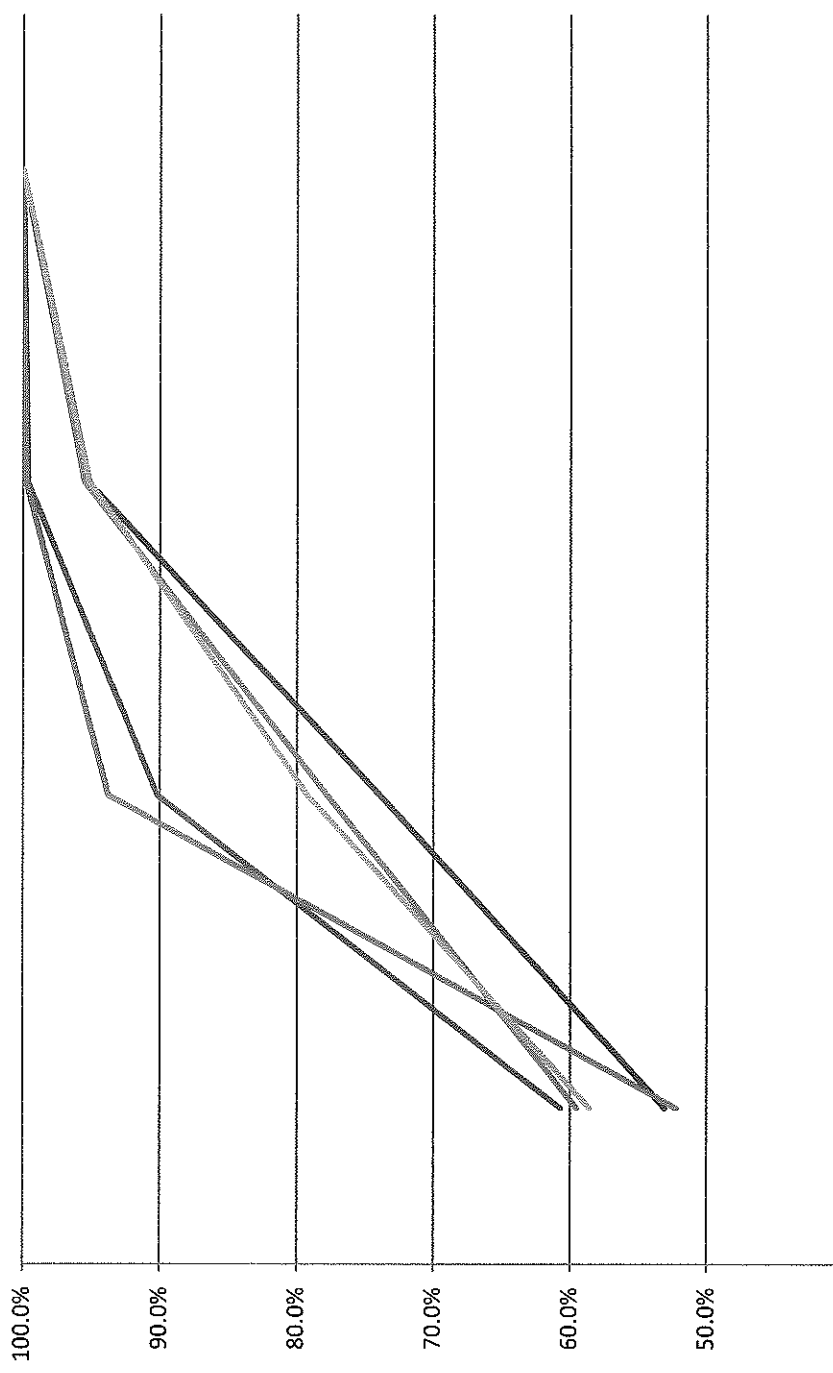
Johns Creek Fire Department							
	P	1	2	3	Total	% Of Calls	Cumulative %
0 - 6 Minutes	47	93	40	46	226	52.2%	52.2%
6 - 10 Minutes	47	80	22	31	180	41.6%	93.8%
10 - 20 Minutes	5	8	1	12	26	6.0%	99.8%
Over 20 Minutes	0	1	0	0	1	0.2%	100.0%
Total	99	182	63	89	433	100.0%	N/A

Dunwoody Police Department							
	P	1	2	3	Total	% Of Calls	Cumulative %
0 - 6 Minutes	48	567	484	12	1111	59.5%	59.5%
6 - 10 Minutes	10	174	156	0	340	18.2%	77.8%
10 - 20 Minutes	4	159	164	4	331	17.7%	95.5%
Over 20 Minutes	1	34	49	0	84	4.5%	100.0%
Total	63	934	853	16	1866	100.0%	N/A

Brookhaven Police Department							
	P	1	2	3	Total	% Of Calls	Cumulative %
0 - 6 Minutes	25	671	575	14	1285	58.6%	58.6%
6 - 10 Minutes	6	225	221	1	453	20.6%	79.2%
10 - 20 Minutes	2	162	184	1	349	15.9%	95.1%
Over 20 Minutes	0	36	70	1	107	4.9%	100.0%
Total	33	1094	1050	17	2194	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 reflects the response time for incidents received and dispatched by Chatcomm 911 for LE.
 Response Time reflects the response time for all incidents for Fire & EMS.

Incident Response Time Per Agency February 1, 2016 - February 29, 2016

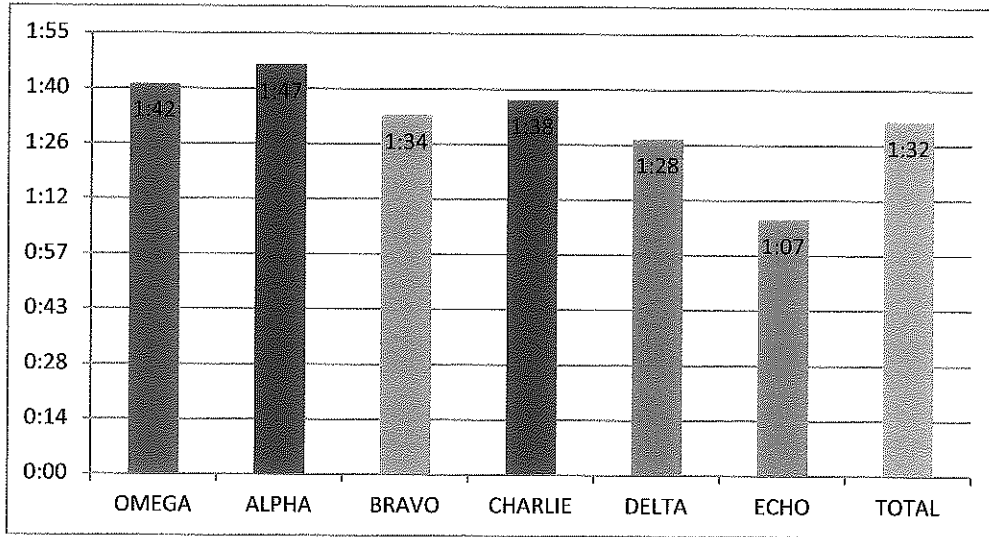


	0 - 6 Minutes	6 - 10 Minutes	10 - 20 Minutes	Over 20 Minutes
Sandy Springs Police Department	60.7%	90.2%	99.7%	100.0%
Sandy Springs Fire Rescue	53.1%	73.9%	95.2%	100.0%
Johns Creek Police Department	52.2%	93.8%	99.8%	100.0%
Johns Creek Fire Department	52.2%	93.8%	99.8%	100.0%
Dunwoody Police Department	59.5%	77.8%	95.5%	100.0%
Brookhaven Police Department	58.6%	79.2%	95.1%	100.0%

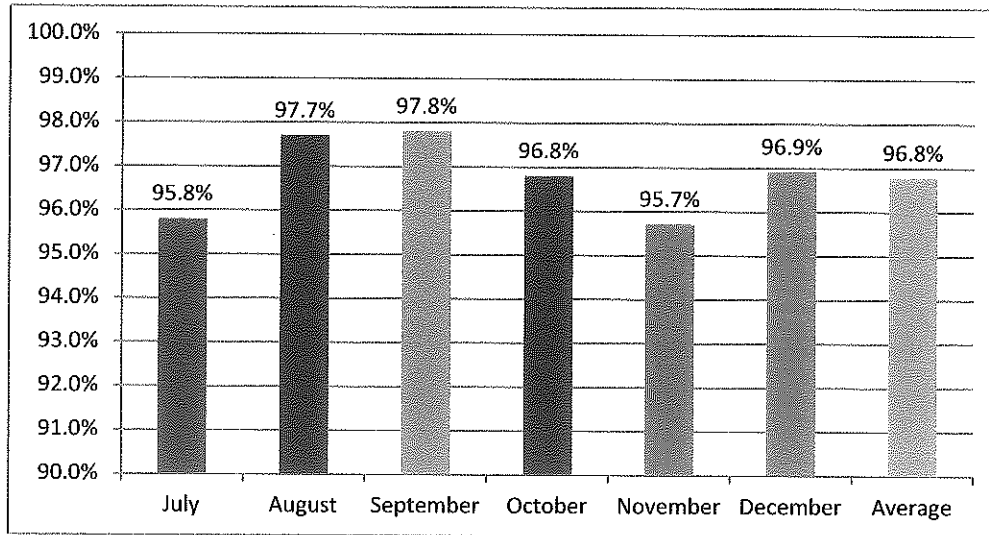
EMD Times & Compliance

February 1, 2016 - February 29, 2016

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTAL
Number of Cases	14	282	255	211	274	17	1053
Percent Of Total	1.3%	26.8%	24.2%	20.0%	26.0%	1.6%	100.0%
Avg Time To Queue	1:42	1:47	1:34	1:38	1:28	1:07	1:32



	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	Longterm Average
Compliance Percentage	95.8%	97.7%	97.8%	96.8%	95.7%	96.9%	96.8%

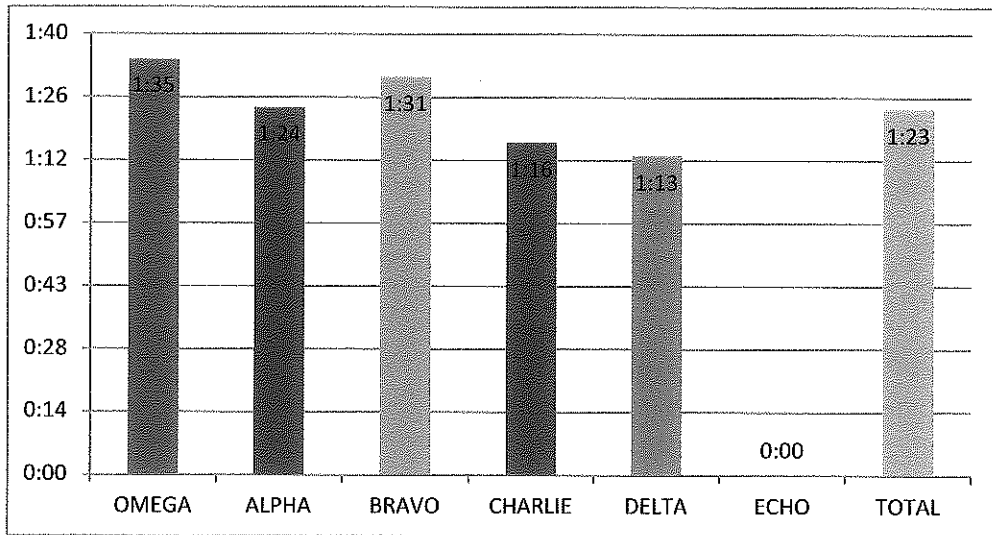


Time To Queue is calculated from the time the Calltaker starts EMD until a Determinant Code is given.
 The Compliance Percentage is determined by averaging all QIs processed for the month.

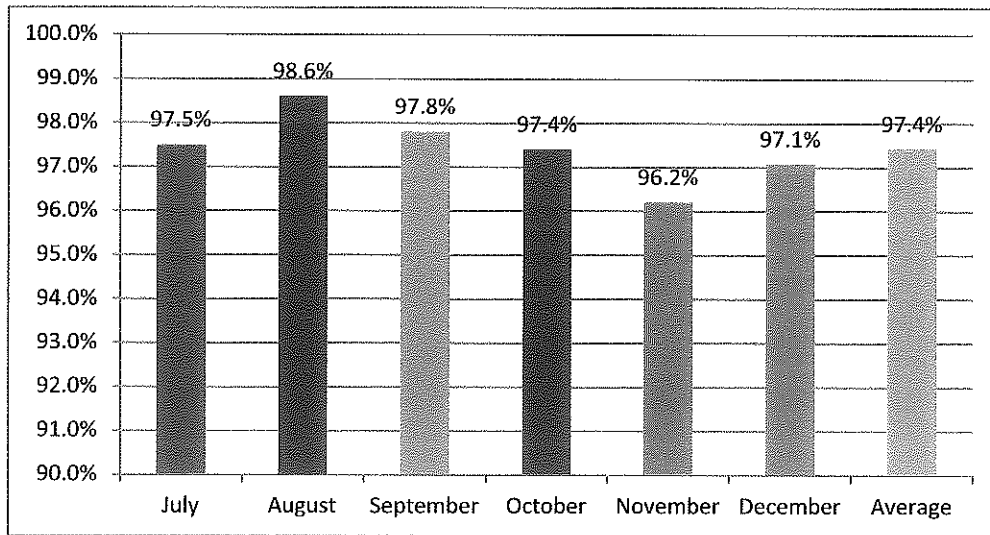
EFD Times & Compliance

February 1, 2016 - February 29, 2016

	OMEGA	ALPHA	BRAVO	CHARLIE	DELTA	ECHO	TOTAL
Number of Cases	12	88	148	130	50	0	428
Percent Of Total	2.8%	20.6%	34.6%	30.4%	11.7%	0.0%	100.0%
Avg Time To Queue	1:35	1:24	1:31	1:16	1:13	N/A	1:23



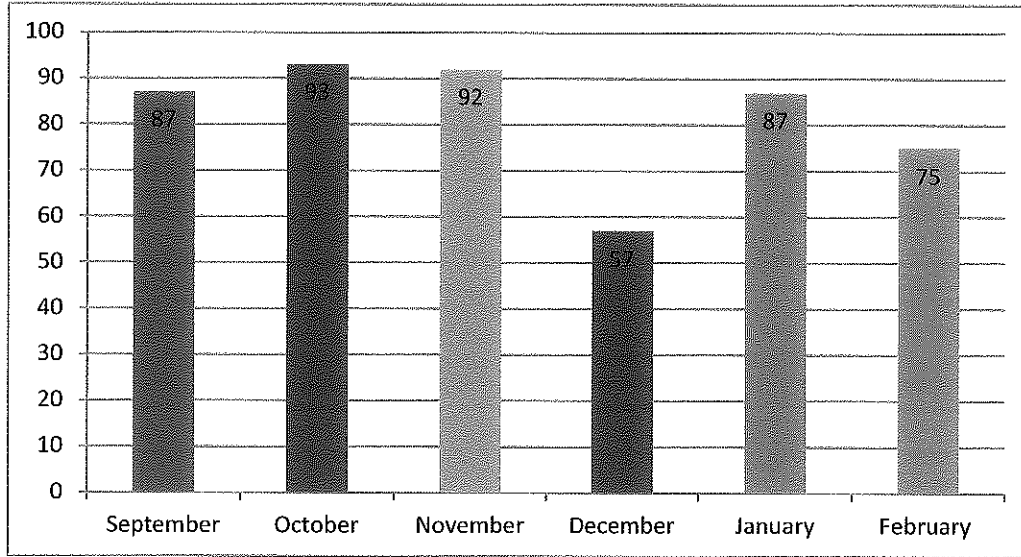
	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	Longterm Average
Compliance Percentage	97.5%	98.6%	97.8%	97.4%	96.2%	97.1%	97.4%



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

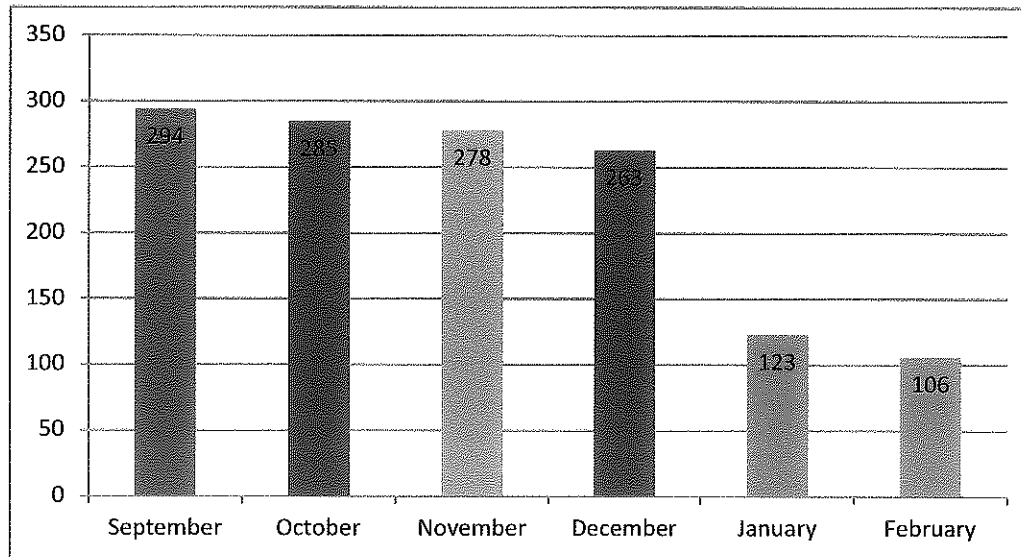
GCIC Confirmations Per Month

	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	Total
GCIC Confirmations	87	93	92	57	87	75	491



Record Requests Per Month

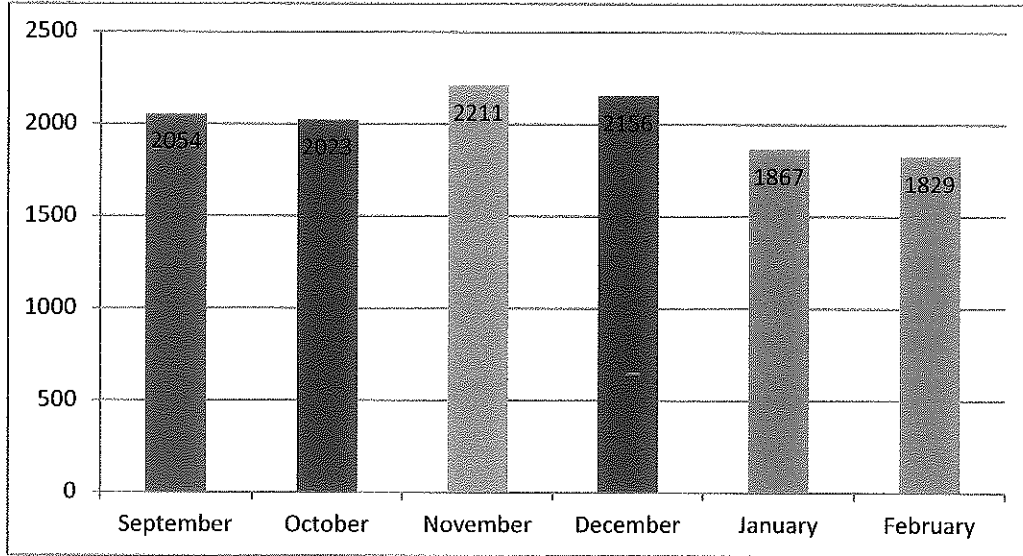
	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	Total
Record Requests	294	285	278	263	123	106	1349



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

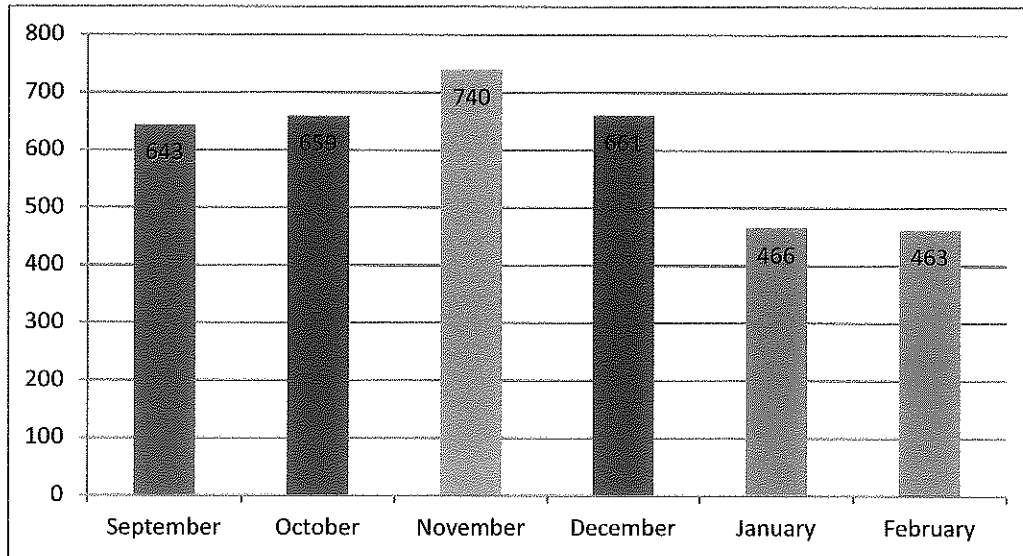
Call Transfers Per Month

	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	Total
Call Transfers	2054	2023	2211	2156	1867	1829	12140



DeKalb Call Transfers Per Month

	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	Total
Call Transfers	643	659	740	661	466	463	3632



Call Transfers are calls received by Chatcomm 911 that have to be transferred to another agency.