



Communications Director

Capt. Joseph Bennett

911 Systems Administrator

Chad Almond

G.C.I.C Specialist

Metra Ingram-Wearing

911 Supervisors

Derringer Long
Mary Jo Bagnato
Barbara Johnson

Communications Officers

Amanda Berry
Micheaux Boyce
Geoff Calhoun
Travis Davenport
Britton Davis
Danielle Fortner
Shauna Hall
Nikkiah Hill
Belinda Morris
Thenuis Olivier
Amanda Williams
Part-Time
Chris Flowers
Sakina Mahama
Tammy Morrical
David Snively
Braquel Striefthau

E 9-1-1 Annual Report - 2013

Mission Statement

It is our mission to make every second count and to provide 9-1-1 services and public safety radio communications with a professional, courteous, and well trained staff that consistently does the right thing at the right time for the right reason.

WHO WE ARE:

The Smyrna Police Department's E 9-1-1 Communications Division continues to be an integral part of Smyrna Public Safety Organization. Smyrna E 9-1-1 Communications Center provides optimum communications for Smyrna Police Department, Smyrna Fire Department, Smyrna Park Rangers and the Smyrna City Marshalls Office.

Lead by Captain Joseph Bennett, Communications Director, the Smyrna Emergency Communications Center (S.E.C.C.) is a 24/7 operation and is manned by three eight hour shifts utilizing five Communications Officers per shift. First line supervision includes three Shift Supervisors: Derringer Long, Mary Jo Bagnato and Barbara Johnson.

Our Communications Training Officers are: Amanda Berry, Geoff Calhoun, Britton Davis and Belinda Morris,

the Training Officer oversees the initial and ongoing training of the trainees.

Chad Almond, the 911 Systems Administrator, oversees the day-to-day operation of the CAD (Computer Aided Dispatch), he also oversees the implementation of OneSolution Public Safety Software Suite which includes; RMS (Records Management Software) JMS (Jail Management Software) and MCT (Mobile Computer Terminal) software modules.

Metra Ingram-Wearing, GCIC Specialist, is the primary TAC (Terminal Agency Coordinator) for the Police Department and is responsible for all Georgia Crime Information Center (GCIC) and National Crime Information Center (NCIC) compliance. She enters over 1,300 warrants per year.

WHAT WE DO:

The E 9-1-1 Smyrna Emergency Communications Center received 109,027 Contacts for Service during the FY2013 Calendar year. That equates to an average of 9,086 contacts per month. This is an average of 303 contacts in 24 hours, or 12.6 contacts per hour. 7,268 calls were answered per Communications Officer.

99.1% of all 911 calls are answered in two rings or less. The ringing pattern is known as ring cadence.

In North America, the standard ring cadence is "2-4", or two seconds of ringing followed by four seconds of silence.

65,301 incidents were entered into our CAD system, 52,572 were police related and 5,406 were fire related. This included 14,641 traffic stops that were entered into the system as well.

REMODELING A 911 CENTER

The E 9-1-1 center was built and equipped in 1997 with very few things being updated over the years. The old Motorola dispatch consoles were outdated and technology had surpassed their usability.

In September 2012 the center was remodeled from the floor up. New carpet was installed along with new computers, the radio system was upgraded and new ergonomic consoles were installed.

New dedicated electrical outlets were installed to allow communications officers to plug in personal devices such as heaters and fans. This allowed the ability to maintain the integrity of dedicated circuits for the E 9-1-1 phone , Motorola Radio equipment along with computer aided dispatch (CAD) equipment.

The remodel and the new equipment was a much needed application to prepare for future technology.

Future goals of Smyrna 9-1-1 is to keep up with the technology and move forward to next generation 9-1-1



Before and After

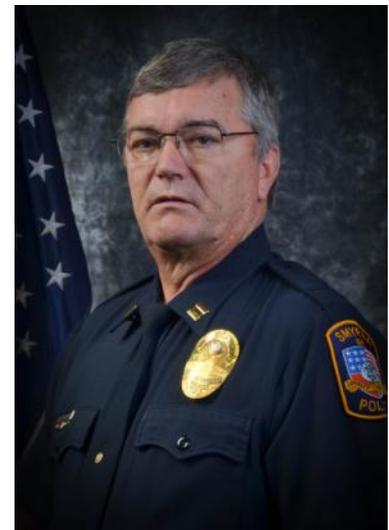
which will enable the dispatcher to process emergency calls from technology that is greatly advanced such as text messaging and video. The first and foremost goal is to provide excellent service to all residents of Smyrna and to the individuals who travel through the City that may encounter an emergency.



Capt. Thom Baker
E 9-1-1 Director from 2006 - 2012

Capt. Thom Baker served as the E 9-1-1 Director from 2006 to 2012. He was instrumental in bringing a new CAD system into the 911 center in 2008 which improved the call handling methods by allowing the communications officer to send the call directly to the police or fire unit via the MCT (Mobile Computer Terminal). Thom was instrumental in the remodeling of the E 9-1-1 center in 2012.

LOOKING BACK



Capt. Randy Dobson
E 9-1-1 Director from 2012 - 2013

Capt. Randy Dobson served as the E 9-1-1 Director from 2012 to 2013. Capt. Dobson brought new ideas and change to the division. Capt. Dobson implemented new training programs with the fire department that are still in use today. Capt. Dobson was able to re-establish the uniform allowance for communications officers which establishes sense of pride within the unit. He retired in September 2013 and moved to Florida to enjoy his retirement.

LOOKING AHEAD



Capt. Joe Bennett

E 9-1-1 Director from 2013 - Present

Capt. Joe Bennett was recently promoted to Captain and assigned to the E 9-1-1 Communications Division. Capt. Bennett has very strong and proven leadership skills as he previously commanded the S.W.A.T. team for the police department making it one of the best S.W.A.T. teams in the area.

During his time in E 9-1-1 Capt. Bennett has established new interviewing and hiring guidelines to improve the quality and retention of new hires. He has delegated tasks to the current staff to find ways to improve our day to day operations such as training and standard operating procedures.

Capt. Bennett is a strong proponent of higher education, networking and training. He is seeking out and finding training opportunities for staff members to attend.

Capt. Bennett has also been working on numerous tasks such as researching and upgrading our aging 800mhz radio system, phone system and audio recording system.

Capt. Bennett's most challenging task is working on the Capital Improvement Plan. Since the economy has struggled over the past several years, big budget items were put on hold. Now that the economy is showing signs of improvement, he has budgeted the big budget items that are needing replaced.

Capt. Joe Bennett received his Bachelors degree in Organizational Leadership from Reinhardt University and his Masters degree in Public Safety Administration from Columbus State University. He is a graduate of Class 50 of the Georgia Law Enforcement command college and attended Session 248

911 CENTER EMPLOYEE HIGHLIGHTS



Communications Officer
Geoff Calhoun - Serving since 2007

Geoff Calhoun was the 2013 recipient for the meritorious service award. Geoff was instrumental in assisting CID (Criminal Investigations Division) in apprehending a homicide suspect.

Geoff's supervisor, Mary Jo Bagnato stated that she was working with him on shift during this call and was very impressed with his dedication and

perseverance in retrieving information and getting in contact with the suspect.

Detective Mitchell Plumb stated: "Geoff was able to initiate the

Emergency Call Out and continued to speak with the complainant keeping him calm. Once police were able to enter the residence it was revealed a homicide had taken place. Geoff then began a callout to for command staff and detectives. Geoff was able to maintain and keep account of all personnel involved in the incident to include a change of shift by Uniform Personnel. His ability to remain calm and stay focused to the ever changing situation was amazing.

Geoff was then given the task of contacting the victim's phone and begins a "Ping" and trace added additional duties. While working with detectives and working with the phone companies the accused called into dispatch. Geoff was able to transfer the call to the Lead Investigator so they could begin a dialogue. During the three phones calls the suspect called in on, Geoff provided geographical locations of the suspect as the he drove around in the Metro area. Geoff should be commended for his dedication to duty and his attention to a very complex situation. His calming nature and ability to see the big picture was an asset to the department."

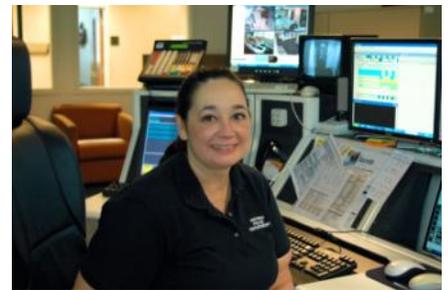


Communications Supervisor
Mary Jo Bagnato - Serving since 1995

Smyrna is Mary Jo Bagnato's hometown, she grew up in Smyrna and lived on Spring Road, the house she grew up in is no longer due to the expansion and widening and development of the Spring Road corridor. She graduated from Campbell High School. In 1993 she applied for and became a dispatcher for Smyrna Police Department. She fell in love with the job.

Mary Jo's efforts go beyond her job description, she volunteers for many programs, benefits and organizations. She loves her community. She has been

a part of the Smyrna Police Explorer program for many years. She works closely with the Smyrna Public Safety Foundation.



Mary Jo has a strong sense of pride for what she does and she has a big heart. She is a huge asset to the division.

SUPPORTING THE COMMUNITY



This year the Smyrna Police Department supported several families from our community that were in need of help for Christmas. Each department was given a family selected from Cobb Street Ministries. Barbara Johnson, Communications Supervisor and other members from the E 9-1-1 Center collected cash donations and with the money they purchased clothing and toys for a mother and her three children; two girls and a boy, Their ages were five, six and nine years old.



THE DISPATCHER'S PRAYER



Dear Lord, help me keep safe those who depend on me. Give me healthy ears, for they are my link with those who need me. Keep my mind sharp and alert, my fingers quick and nimble. Grant that I never forget how to do ten things at once, and do them all equally well.

Bless me with patience Lord. Patience to deal with the public, with the officers, with the boss, and with everyone else who makes me want to grit my teeth and yell.

Give me nerves of steel, that I may listen to a mother screaming for her child to live, the man with a gun, or an officer yelling for backup, and not give way to panic.

Grant me empathy, that I may help the battered wife, the rape victim, the abused child, and not cause them more pain than they already have.

God, give me the ability to learn what I need, to remember it quickly, and give me the wisdom to use the knowledge properly.

Bless my family Lord, for they will have to make sacrifices to shift work, overtime, canceled plans, and times when I just can't take on one more thing. Help them understand the missed ball games, school programs, and dinners for two.

Lord, give me courage. Courage to persevere when I feel undervalued, unappreciated, overworked, and unrecognized. Courage to keep trying when I feel in my heart it's hopeless.

Last of all Lord, help me to never forget why I chose to do this job in the first place, to never lose sight of what is important in the midst of the stress. Help me to remember that I make a difference, however small it may seem some days, and that I matter.

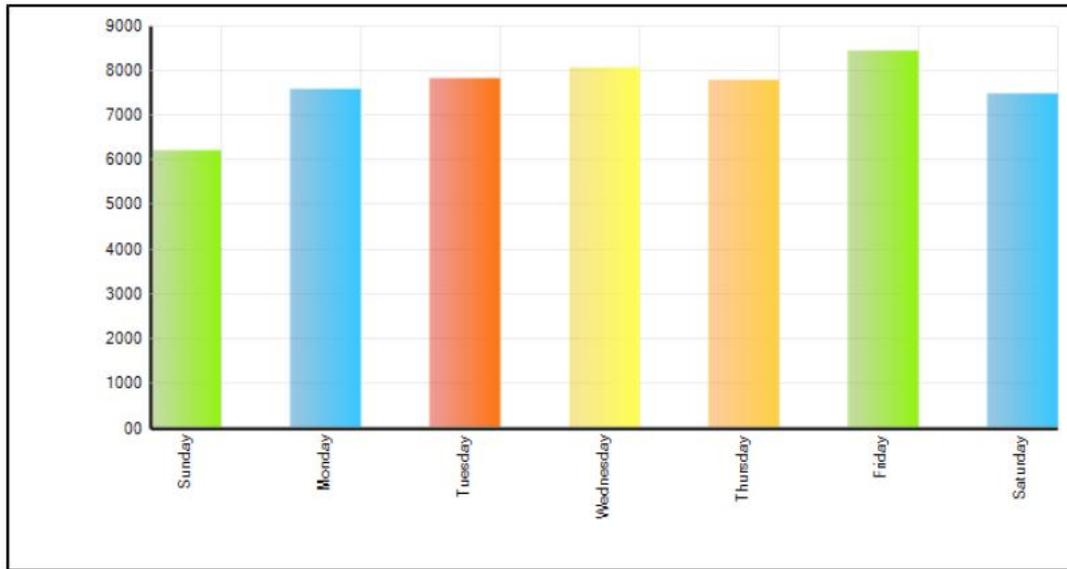
I am a dispatcher, Lord, grant me peace.



CONTINUE 

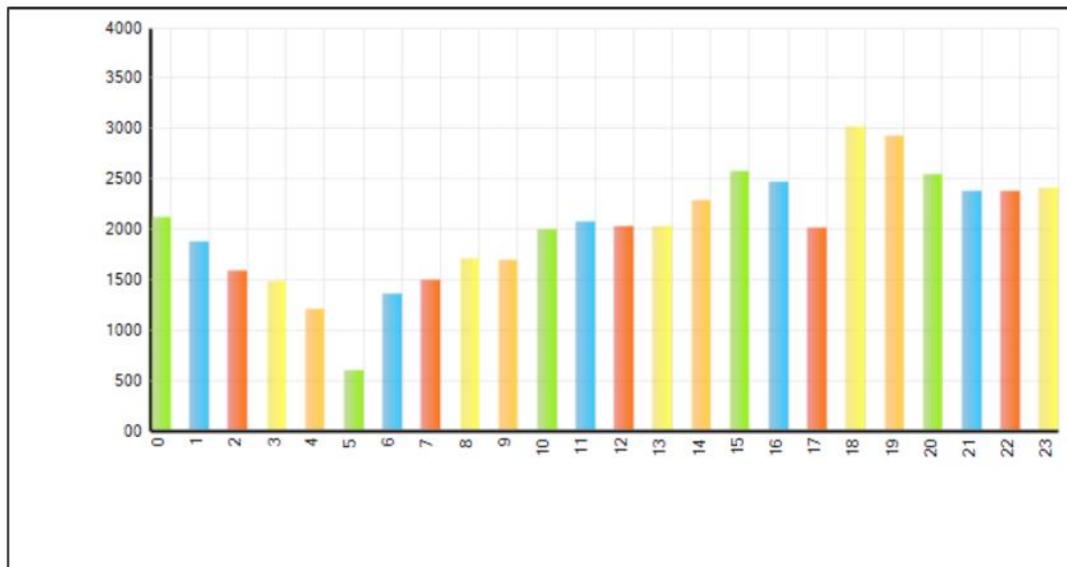
POLICE STATS: FY 2013

Calls For Service by Day of Week
Date: ALL CALLS - 7/1/2012 - 6/30/2013



Calls For Service by Hour of Day

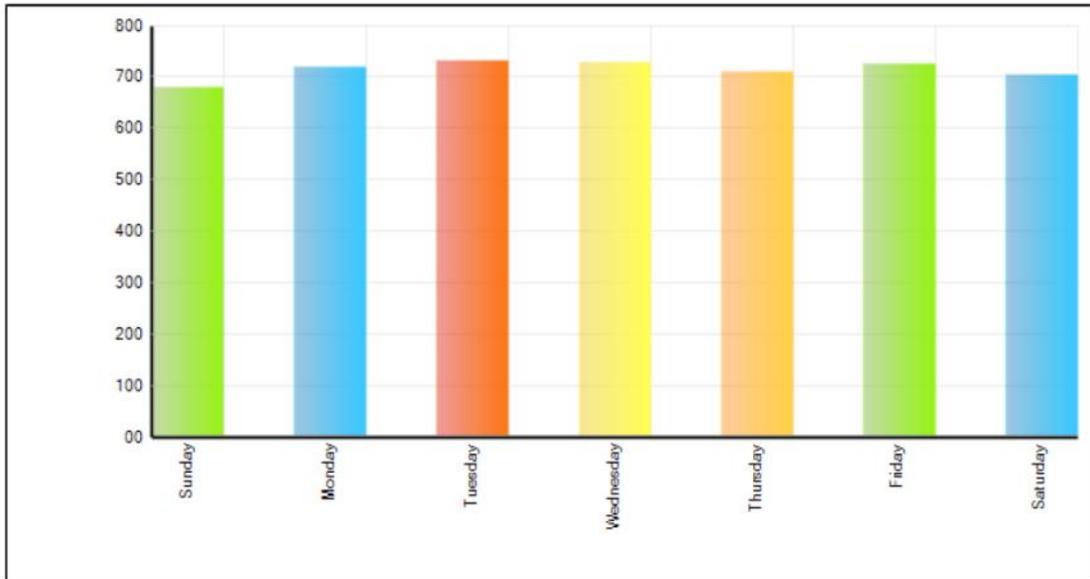
Agency: SMYRNA POLICE DEPARTMENT - Date: 7/1/2012 - 6/30/2013



FIRE STATS: - CALLS FOR SERVICE - FY 2013

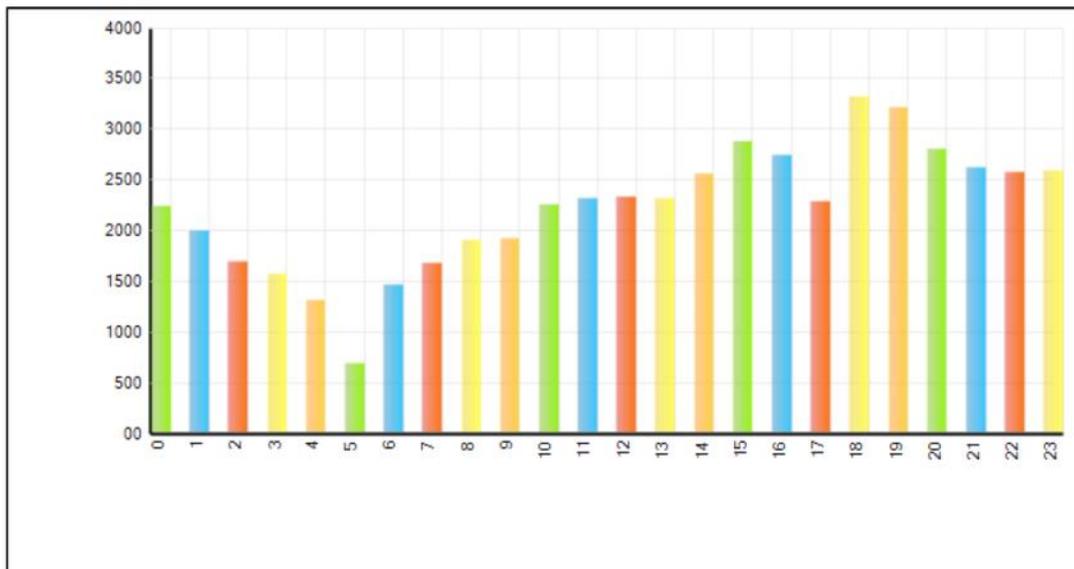
Calls For Service by Day of Week

Agency: SMYRNA FIRE DEPARTMENT - Date: 7/1/2012 - 6/30/2013



Calls For Service by Hour of Day

Agency: SMYRNA FIRE DEPARTMENT - Date: 7/1/2012 - 6/30/2013



CALLS FOR SERVICE DOW - FY 2013

CITY OF SMYRNA

Citizen Calls for Service

Call date range: 07/01/2012 - 06/30/2013

Time of Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Total
0000 - 0059	158	155	143	140	130	184	241	1151
Calls/Day	3.04	2.98	2.75	2.69	2.50	3.54	4.63	3.15
0100 - 0159	116	122	109	126	134	174	167	948
Calls/Day	2.23	2.35	2.10	2.42	2.58	3.35	3.21	2.60
0200 - 0259	80	90	93	77	110	154	156	760
Calls/Day	1.54	1.73	1.79	1.48	2.12	2.96	3.00	2.08
0300 - 0359	84	109	85	79	83	106	152	698
Calls/Day	1.62	2.10	1.63	1.52	1.60	2.04	2.92	1.91
0400 - 0459	87	104	79	68	96	132	89	655
Calls/Day	1.67	2.00	1.52	1.31	1.85	2.54	1.71	1.79
0500 - 0559	84	98	84	91	72	88	65	582
Calls/Day	1.62	1.88	1.62	1.75	1.38	1.69	1.25	1.59
0600 - 0659	106	118	96	111	93	96	83	703
Calls/Day	2.04	2.27	1.85	2.13	1.79	1.85	1.60	1.93
0700 - 0759	188	236	212	228	223	122	101	1310
Calls/Day	3.62	4.54	4.08	4.38	4.29	2.35	1.94	3.59
0800 - 0859	243	273	246	248	240	161	136	1547
Calls/Day	4.67	5.25	4.73	4.77	4.62	3.10	2.62	4.24
0900 - 0959	246	276	264	296	245	236	168	1731
Calls/Day	4.73	5.31	5.08	5.69	4.71	4.54	3.23	4.74
1000 - 1059	274	298	270	301	282	249	217	1891
Calls/Day	5.27	5.73	5.19	5.79	5.42	4.79	4.17	5.18
1100 - 1159	264	283	310	329	311	262	211	1970
Calls/Day	5.08	5.44	5.96	6.33	5.98	5.04	4.06	5.40
1200 - 1259	273	300	359	297	341	289	250	2109
Calls/Day	5.25	5.77	6.90	5.71	6.56	5.56	4.81	5.78
1300 - 1359	289	282	363	315	350	335	298	2232
Calls/Day	5.56	5.42	6.98	6.06	6.73	6.44	5.73	6.12
1400 - 1459	287	330	343	298	327	357	230	2172
Calls/Day	5.52	6.35	6.60	5.73	6.29	6.87	4.42	5.95
1500 - 1559	315	358	304	324	313	268	257	2139
Calls/Day	6.06	6.88	5.85	6.23	6.02	5.15	4.94	5.86
1600 - 1659	299	342	332	296	379	253	260	2161
Calls/Day	5.75	6.58	6.38	5.69	7.29	4.87	5.00	5.92
1700 - 1759	396	356	322	326	367	259	249	2275
Calls/Day	7.62	6.85	6.19	6.27	7.06	4.98	4.79	6.23
1800 - 1859	335	394	343	342	369	311	226	2320
Calls/Day	6.44	7.58	6.60	6.58	7.10	5.98	4.35	6.36
1900 - 1959	290	330	299	314	284	267	227	2011
Calls/Day	5.58	6.35	5.75	6.04	5.46	5.13	4.37	5.51
2000 - 2059	274	251	265	267	301	318	204	1880
Calls/Day	5.27	4.83	5.10	5.13	5.79	6.12	3.92	5.15
2100 - 2159	239	254	256	247	264	237	202	1699
Calls/Day	4.60	4.88	4.92	4.75	5.08	4.56	3.88	4.65
2200 - 2259	186	217	205	214	259	275	230	1586
Calls/Day	3.58	4.17	3.94	4.12	4.98	5.29	4.42	4.35
2300 - 2359	206	177	200	162	236	270	168	1419
Calls/Day	3.96	3.40	3.85	3.12	4.54	5.19	3.23	3.89
Total	5,319	5,753	5,582	5,496	5,809	5,403	4,587	37,949

ACTIVITY REPORT - FY 2013

CITY OF SMYRNA

Officer-Initiated Activity Report

Agency: SPD, Call date/Time range: 07/01/2012 - 06/30/2013

		0700- 1059	1100- 1459	1500- 1859	1900- 2259	2300- 0259	0300- 0659	Total
All	Total Hours	706.44	829.34	1,176.56	1,299.32	1,201.59	651.40	5,864.65
	Number	3,378.00	3,863.00	5,066.00	6,041.00	5,390.00	3,187.00	26,925.00
	Avg. Time	0.21	0.21	0.23	0.22	0.22	0.20	0.22

FY13'	CAD Events	Police Incidents	Fire Incidents
July 12'	5119	4100	439
August	5398	4322	489
September	5567	4422	428
October	5339	4234	439
November	5277	4223	441
December	4886	3811	495
January 13'	5251	4241	441
February	4889	4069	357
March	6094	5034	443
April	5747	4682	462
May	5731	4558	471
June	6003	4876	501
Total	65301	52572	5406
Average	5441.75	4381.00	450.50

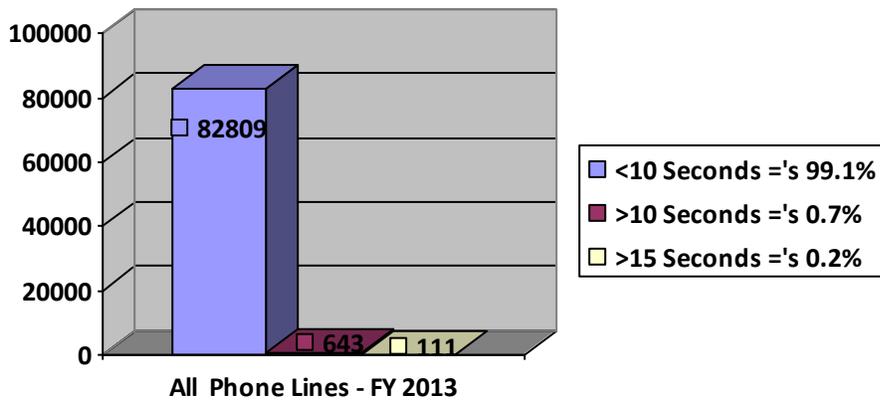
Actually Dispatched	49,261	Actually Dispatched	5,069
	PD Report #'s 8,997		
	Traffic Stops		
	14,641		

Total Events		52,572			
Description	# Non-Zero	Average	Minimum	Maximum	
Call Receive to Routed	34,304	000:00:54	000:00:01	002:52:29	
Call Receive to Call-Taking Finished	34,183	000:00:58	000:00:01	002:52:42	
Time Held (Call Receive to 1st Dispatch)	29,209	000:03:49	000:00:01	021:23:30	
Call Route to 1st Dispatch	21,591	000:03:49	000:00:01	021:19:20	
Call Finish to 1st Dispatch	21,457	000:03:50	000:00:01	021:19:20	
Call Receive to 1st En-Route	23,350	000:05:39	000:00:01	022:15:25	
Response Time (Call Receive to 1st Arrive)	27,936	000:08:48	000:00:01	026:23:27	
Call Receive to Last Clear	47,852	000:22:12	000:00:02	066:31:52	
En-Route Time (1st Dispatch to 1st En-Route)	21,035	000:01:27	000:00:01	016:31:39	
Unit Reaction (1st Dispatch to 1st Arrive)	20,492	000:06:48	000:00:01	009:42:51	
On-Scene Time (1st Arrive to Last Clear)	47,399	000:17:08	000:00:01	066:23:30	

Total Events		5,406			
Description	# Non-Zero	Average	Minimum	Maximum	
Call Receive to Routed	3,955	000:00:58	000:00:01	000:20:56	
Call Receive to Call-Taking Finished	3,941	000:01:13	000:00:01	000:24:32	
Time Held (Call Receive to 1st Dispatch)	5,039	000:01:19	000:00:01	000:26:31	
Call Route to 1st Dispatch	4,511	000:00:38	000:00:01	000:25:05	
Call Finish to 1st Dispatch	4,497	000:00:38	000:00:01	000:25:05	
Call Receive to 1st En-Route	4,840	000:02:48	000:00:01	001:59:44	
Response Time (Call Receive to 1st Arrive)	4,668	000:06:51	000:00:01	001:03:28	
Call Receive to Last Clear	5,007	000:27:11	000:00:04	016:13:02	
En-Route Time (1st Dispatch to 1st En-Route)	4,770	000:01:31	000:00:02	001:59:39	
Unit Reaction (1st Dispatch to 1st Arrive)	4,608	000:05:37	000:00:03	001:02:17	
On-Scene Time (1st Arrive to Last Clear)	4,678	000:21:30	000:00:03	016:05:56	

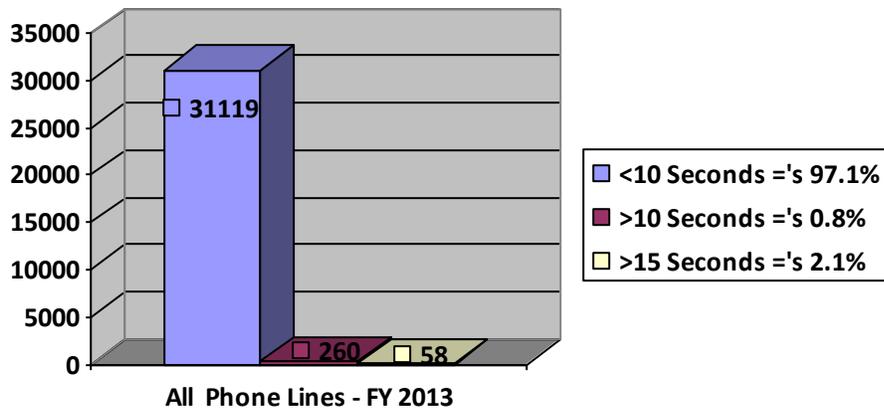
RING TIME FOR PHONE LINES - FY 2013

ALL TRUNK LINES

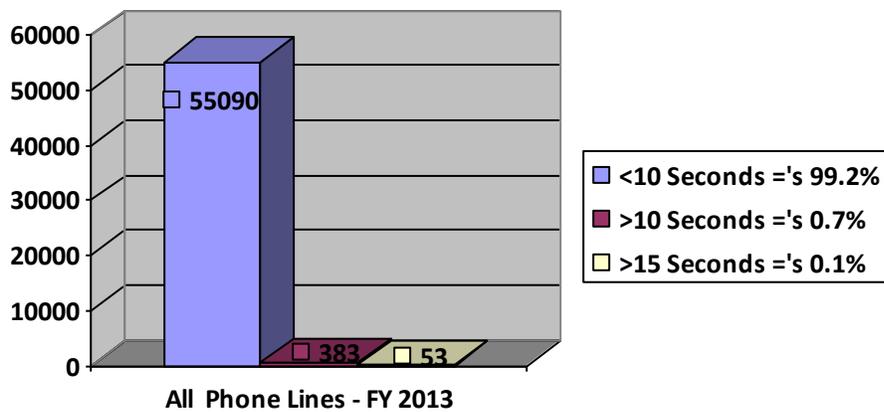


The ringing pattern is known as ring cadence. In North America, the standard ring cadence is "2-4", or two seconds of ringing followed by four seconds of silence.

911 TRUNK LINES



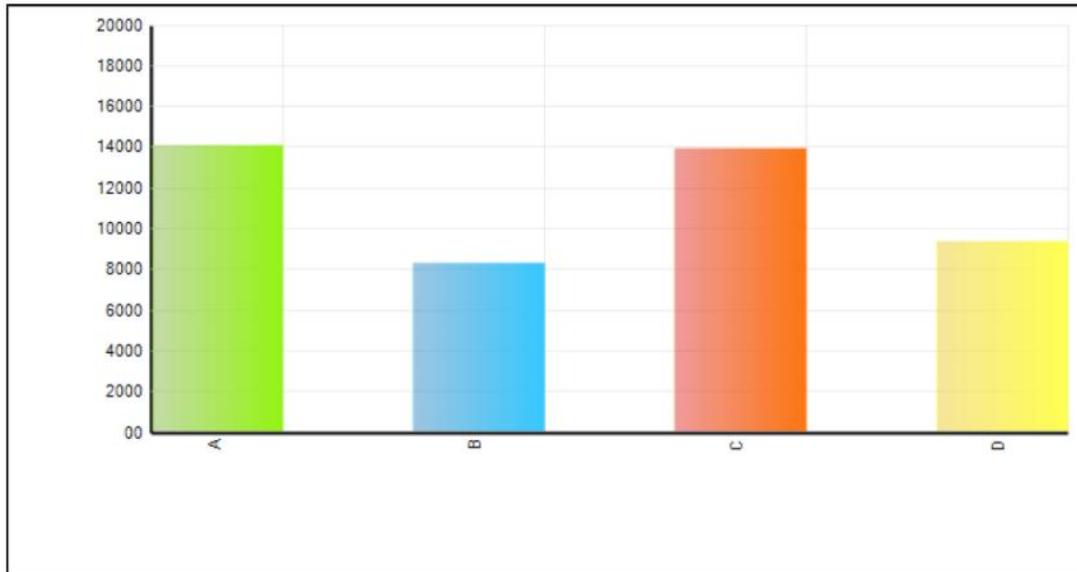
ADMIN TRUNK LINES



PD AND FD CALLS PER BEAT/STATION - FY 2013

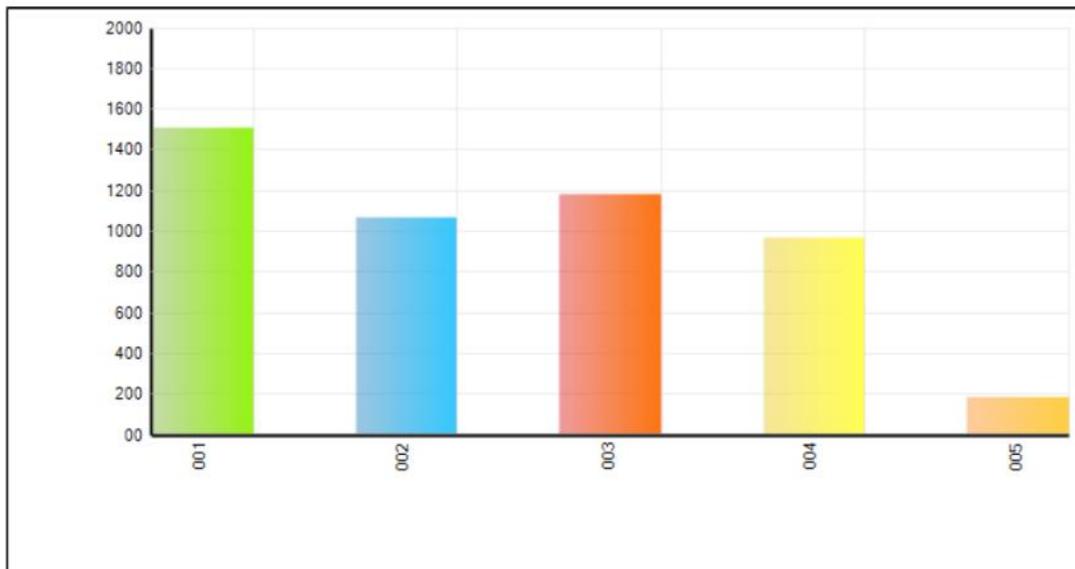
Calls by Law Beat

Agency: SPD Date: 7/1/2012 - 6/30/2013



Calls by Fire Station

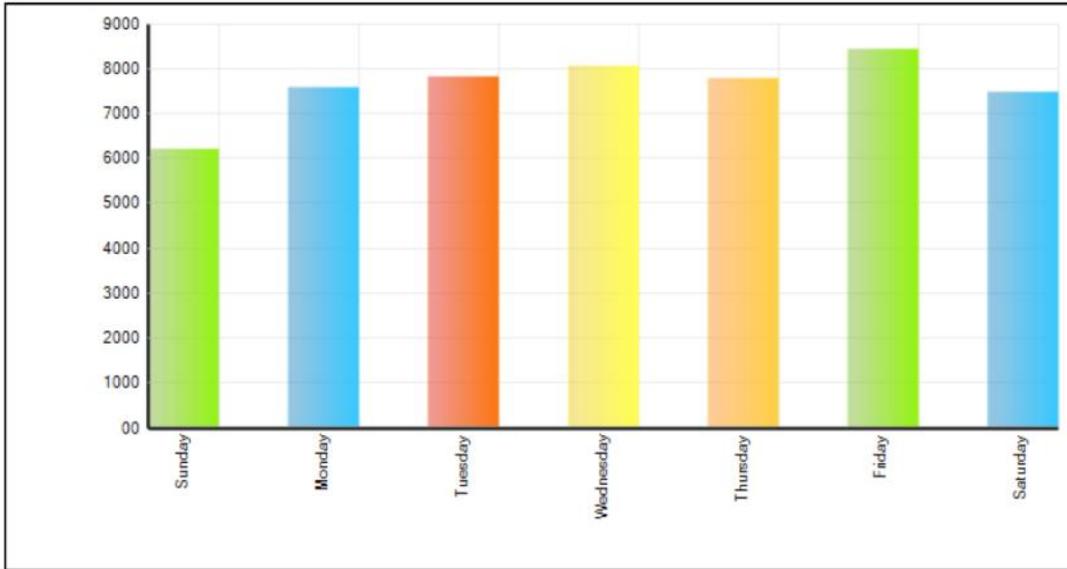
Agency: SFD Date: 7/1/2012 - 6/30/2013



ALL CALLS FOR SERVICE - FY 2013

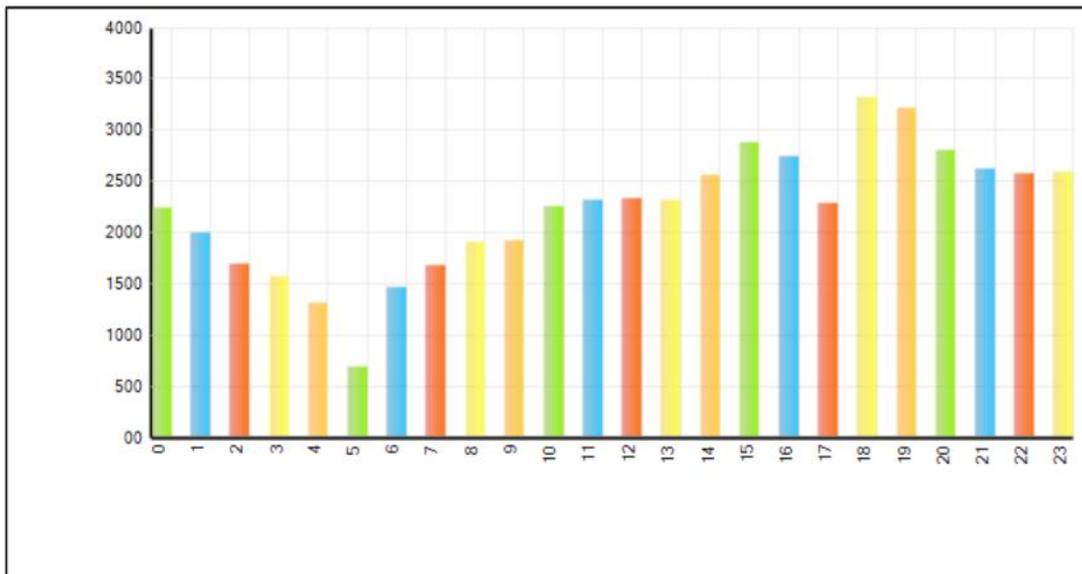
Calls For Service by Day of Week

Date: ALL CALLS - 7/1/2012 - 6/30/2013



Calls For Service by Hour of Day

Date: ALL CALL - 7/1/2012 - 6/30/2013



911 CALL FREQUENCY BY MONTH - FY 2013



Print Date : 12/13/2013 8:47:34AM
 Begin Date : 7/1/2012 12:00:00 AM
 End Date : 6/30/2013 11:59:59 PM

MIS Summary Report - Call Frequency By Month of Year

Smyrna

Month	Calls	911		Wireless		Admin				Abandoned		Average Call Rate Incoming	Average Call Rate Outgoing
		Total	Rate	Total	Rate	Incoming		Outgoing		Total	Rate		
Jan	8643	2484	28.74%	1443	16.70%	4563	52.79%	1596	18.47%	404	4.67%	81.53%	18.47%
Feb	7571	2097	27.70%	1242	16.40%	4101	54.17%	1373	18.13%	358	4.73%	81.87%	18.13%
Mar	8960	2670	29.80%	1549	17.29%	4674	52.17%	1616	18.04%	425	4.74%	81.96%	18.04%
Apr	8849	2631	29.73%	1555	17.57%	4488	50.72%	1730	19.55%	385	4.35%	80.45%	19.55%
May	9329	2817	30.20%	1700	18.22%	4765	51.08%	1747	18.73%	424	4.54%	81.27%	18.73%
Jun	9085	2639	29.05%	1592	17.52%	4826	53.12%	1620	17.83%	404	4.45%	82.17%	17.83%
Jul-12	9513	2744	28.84%	1645	17.29%	4908	51.59%	1861	19.56%	394	4.14%	80.44%	19.56%
Aug	10588	2939	27.76%	1798	16.98%	5477	51.73%	2172	20.51%	464	4.38%	79.49%	20.51%
Sep	9357	2676	28.60%	1645	17.58%	4933	52.72%	1748	18.68%	378	4.04%	81.32%	18.68%
Oct	9794	2621	26.76%	1568	16.01%	5255	53.66%	1918	19.58%	401	4.09%	80.42%	19.58%
Nov	8421	2507	29.77%	1519	18.04%	4381	52.02%	1533	18.20%	335	3.98%	81.80%	18.20%
Dec	8917	2637	29.57%	1615	18.11%	4690	52.60%	1590	17.83%	411	4.61%	82.17%	17.83%
Totals	109027	31462		18871		57061		20504		4783			

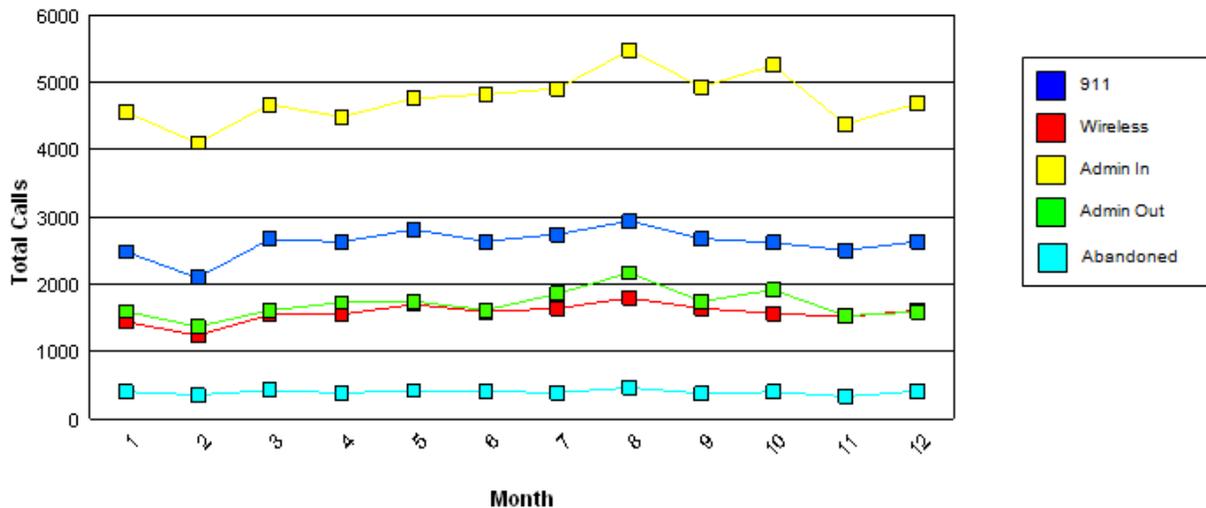


Print Date : 12/13/2013 9:25:34AM
 Begin Date : 7/1/2012 12:00:00 AM
 End Date : 6/30/2013 11:59:59 PM

MIS Summary Report - Call Frequency By Month of Year

Smyrna

Total Calls By Month



911 CALL FREQUENCY BY HOUR - FY 2013



Print Date : 12/13/2013 8:57:23AM
 Begin Date : 7/1/2012 12:00:00 AM
 End Date : 6/30/2013 11:59:59 PM

MIS Summary Report - Call Frequency By Hour of Day

Smyrna

Hour	Calls	911		Wireless		Admin				Abandoned		Average Call Rate Incoming	Average Call Rate Outgoing
		Total	Rate	Total	Rate	Incoming		Outgoing		Total	Rate		
						Total	Rate	Total	Rate				
0	2833	845	29.83%	564	19.91%	1457	51.43%	531	18.74%	120	4.24%	81.26%	18.74%
1	2357	646	27.41%	405	17.18%	1291	54.77%	420	17.82%	72	3.05%	82.18%	17.82%
2	1962	505	25.74%	332	16.92%	1059	53.98%	398	20.29%	50	2.55%	79.71%	20.29%
3	1929	496	25.71%	322	16.69%	1001	51.89%	432	22.40%	60	3.11%	77.60%	22.40%
4	1651	414	25.08%	289	17.50%	912	55.24%	325	19.69%	34	2.06%	80.31%	19.69%
5	1900	383	20.16%	238	12.53%	1202	63.26%	315	16.58%	51	2.68%	83.42%	16.58%
6	2802	594	21.20%	339	12.10%	1476	52.68%	732	26.12%	96	3.43%	73.88%	26.12%
7	4373	904	20.67%	488	11.16%	2177	49.78%	1292	29.54%	226	5.17%	70.46%	29.54%
8	4657	1083	23.26%	572	12.28%	2816	60.47%	758	16.28%	239	5.13%	83.72%	16.28%
9	5029	1254	24.94%	657	13.06%	2978	59.22%	797	15.85%	264	5.25%	84.15%	15.85%
10	5538	1394	25.17%	714	12.89%	3254	58.76%	890	16.07%	296	5.34%	83.93%	16.07%
11	5688	1518	26.69%	844	14.84%	3252	57.17%	918	16.14%	275	4.83%	83.86%	16.14%
12	5798	1752	30.22%	995	17.16%	3158	54.47%	888	15.32%	284	4.90%	84.68%	15.32%
13	6220	1837	29.53%	1040	16.72%	3416	54.92%	967	15.55%	297	4.77%	84.45%	15.55%
14	6763	1877	27.75%	1120	16.56%	3509	51.89%	1377	20.36%	319	4.72%	79.64%	20.36%
15	7987	2165	27.11%	1281	16.04%	3380	42.32%	2442	30.57%	296	3.71%	69.43%	30.57%
16	6371	2065	32.41%	1258	19.75%	3167	49.71%	1139	17.88%	284	4.46%	82.12%	17.88%
17	6261	2138	34.15%	1363	21.77%	3229	51.57%	894	14.28%	312	4.98%	85.72%	14.28%
18	6174	2041	33.06%	1305	21.14%	3206	51.93%	927	15.01%	299	4.84%	84.99%	15.01%
19	5357	1776	33.15%	1080	20.16%	2777	51.84%	804	15.01%	232	4.33%	84.99%	15.01%
20	4939	1669	33.79%	1085	21.97%	2484	50.29%	786	15.91%	220	4.45%	84.09%	15.91%
21	4328	1509	34.87%	942	21.77%	2090	48.29%	729	16.84%	175	4.04%	83.16%	16.84%
22	4160	1432	34.42%	949	22.81%	1993	47.91%	735	17.67%	153	3.68%	82.33%	17.67%
23	3950	1165	29.49%	689	17.44%	1777	44.99%	1008	25.52%	129	3.27%	74.48%	25.52%

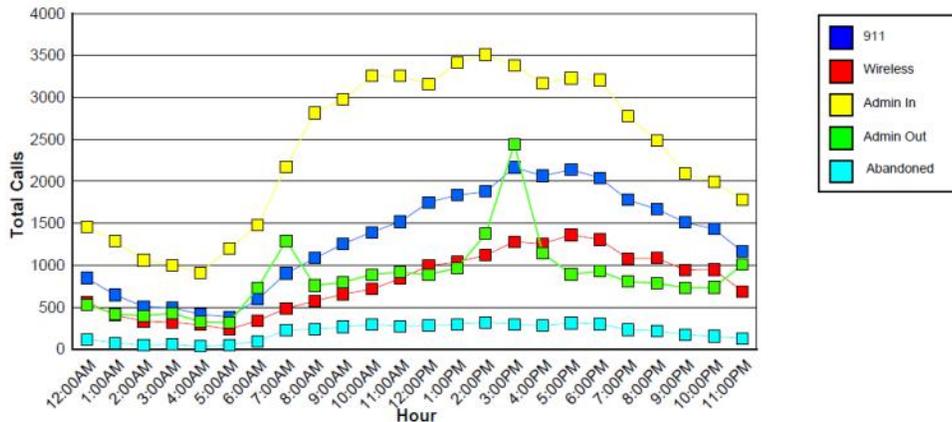


Print Date : 12/13/2013 8:57:23AM
 Begin Date : 7/1/2012 12:00:00 AM
 End Date : 6/30/2013 11:59:59 PM

MIS Summary Report - Call Frequency By Hour of Day

Smyrna

Total Calls By Hour



911 CALL FREQUENCY BY DAY - FY 2013



Print Date : 12/13/2013 8:54:08AM
 Begin Date : 7/1/2012 12:00:00 AM
 End Date : 6/30/2013 11:59:59 PM

MIS Summary Report - Call Frequency By Day Of Week

Smyrna

Day	Calls	911		Wireless		Admin				Abandoned		Average Call Rate Incoming	Average Call Rate Outgoing
		Total	Rate	Total	Rate	Incoming		Outgoing		Total	Rate		
Sun	12550	4101	32.68%	2545	20.28%	6039	48.12%	2410	19.20%	557	4.44%	80.80%	19.20%
Mon	16300	4513	27.69%	2736	16.79%	8688	53.30%	3099	19.01%	749	4.60%	80.99%	19.01%
Tue	16209	4491	27.71%	2655	16.38%	8883	54.80%	2835	17.49%	731	4.51%	82.51%	17.49%
Wed	16357	4422	27.03%	2564	15.68%	8855	54.14%	3080	18.83%	686	4.19%	81.17%	18.83%
Thu	16649	4496	27.00%	2584	15.52%	9071	54.48%	3082	18.51%	707	4.25%	81.49%	18.51%
Fri	16950	4807	28.36%	2911	17.17%	8854	52.24%	3289	19.40%	750	4.42%	80.60%	19.40%
Sat	14012	4632	33.06%	2876	20.53%	6671	47.61%	2709	19.33%	603	4.30%	80.67%	19.33%

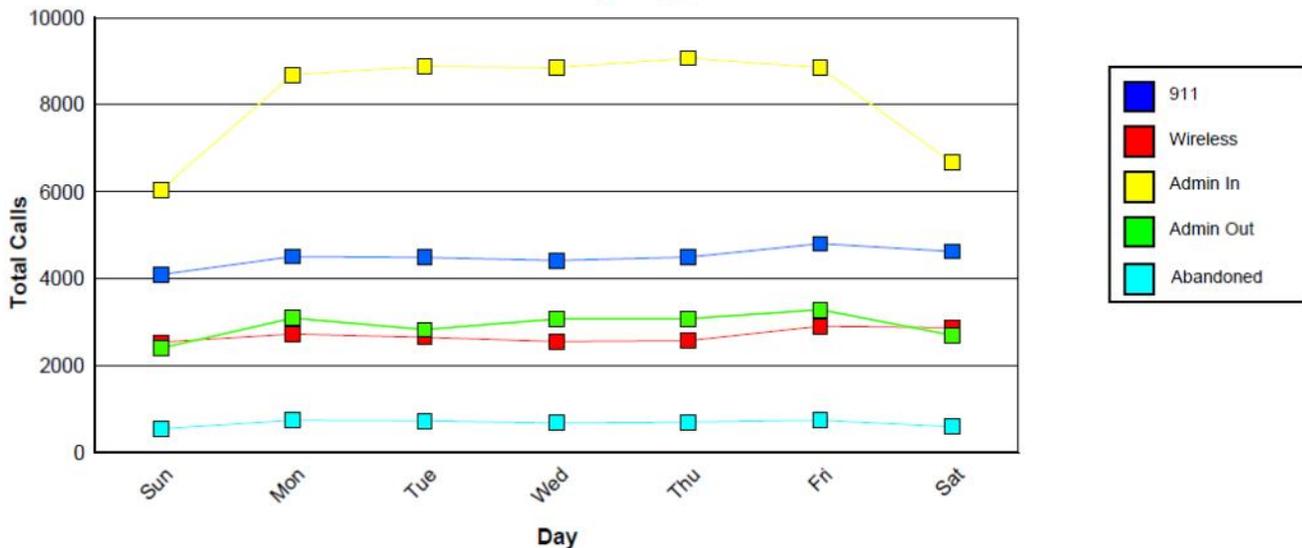


Print Date : 12/13/2013 8:54:08AM
 Begin Date : 7/1/2012 12:00:00 AM
 End Date : 6/30/2013 11:59:59 PM

MIS Summary Report - Call Frequency By Day Of Week

Smyrna

Total Calls By Day



911 CALL FREQUENCY BY DAY OF MONTH - FY 2013



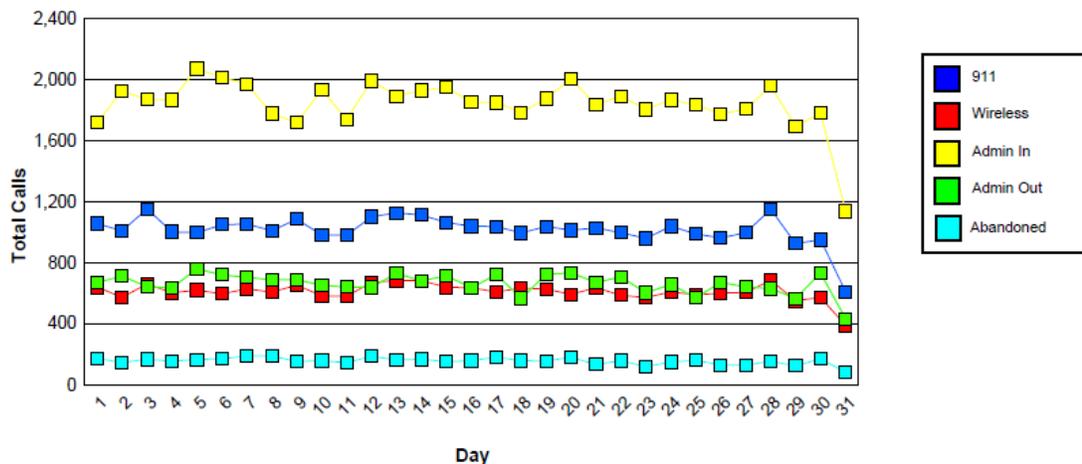
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 Begin Date : 7/1/2012 12:00:00 AM
 End Date : 6/30/2013 11:59:59 PM

MIS Summary Report - Call Frequency By Day Of Month

Smyrna

Day	Calls	Total 911	Total Wireless	Total Admin IN	Total Admin OUT	Total Abandoned
1	3443	1055	638	1718	670	171
2	3639	1006	572	1923	710	145
3	3661	1151	660	1868	642	167
4	3499	1001	601	1865	633	154
5	3824	995	619	2070	759	164
6	3777	1047	595	2012	718	170
7	3724	1052	627	1968	704	188
8	3471	1009	606	1776	686	188
9	3487	1083	652	1716	688	151
10	3561	981	582	1930	650	157
11	3358	979	578	1738	641	144
12	3728	1100	670	1991	637	186
13	3747	1126	682	1891	730	161
14	3716	1111	681	1926	679	166
15	3722	1062	638	1946	714	150
16	3521	1037	634	1850	634	156
17	3605	1036	607	1848	721	180
18	3343	994	632	1783	566	157
19	3634	1036	625	1875	723	155
20	3744	1011	591	2002	731	179
21	3529	1026	635	1833	670	132
22	3592	995	585	1891	706	156
23	3363	958	570	1803	602	117
24	3560	1038	608	1866	656	149
25	3388	988	589	1832	568	159
26	3404	961	599	1773	670	129
27	3441	996	604	1805	640	127
28	3733	1148	683	1956	629	154
29	3181	924	550	1692	565	122
30	3457	949	570	1778	730	169
31	2175	607	388	1136	432	80

Total Calls By Day



CERTIFICATION OF 9-1-1 EXPENDITURES - FY 2013

City of Smyrna

Certification of 9-1-1 Expenditures

For the Year Ended June 30, 2013

Line No.		O.C.G.A. Reference:	
1	Indicate UCOA Fund Type Used to Account for 9-1-1 Activity (choose one): <input checked="" type="checkbox"/> Special Revenue Fund <input type="checkbox"/> Enterprise Fund		
2	Expenditures (UCOA Activity 3800) Wireless service supplier cost recovery charges (identify each supplier individually on lines below - attach list, if necessary)	46-5-134(e)	
	At&t		\$ 77854
	Southern Link		\$ 55
	_____		_____
	_____		_____
3	Emergency telephone equipment, including necessary computer hardware, software, and data base provisioning, addressing, and nonrecurring costs of establishing a 9-1-1 system:		
3a	Lease costs	46-5-134(f)(1)(A)	\$ _____
3b	Purchase costs	46-5-134(f)(1)(A)	\$ _____
3c	Maintenance costs	46-5-134(f)(1)(A)	\$ _____
4	Rates associated with the service suppliers 9-1-1 service and other service suppliers recurring charges	46-5-134(f)(1)(B)	\$ 64897
5	Employees hired by the local government solely for the operation and maintenance of the emergency 9-1-1 system and employees who work as directors as defined in O.C.G.A. §46-5-138.2		
5a	Salaries and wages	46-5-134(f)(1)(C)	\$ 741412
5b	Employee benefits	46-5-134(f)(1)(C)	\$ 323894
6	Cost of training of employees who work as dispatchers or directors	46-5-134(f)(1)(D)	\$ 4316
7	Office supplies of the public safety answering points used directly in providing emergency 9-1-1 system services	46-5-134(f)(1)(E)	\$ _____
8	Building used as a public safety answering point:		
8a	Lease costs	46-5-134(f)(1)(F)	\$ _____
8b	Purchase costs	46-5-134(f)(1)(F)	\$ _____
9	Computer hardware and software used at a public safety answering point, including computer assisted dispatch systems and automatic vehicle location systems:		
9a	Lease costs	46-5-134(f)(1)(G)	\$ _____
9b	Purchase costs	46-5-134(f)(1)(G)	\$ _____
9c	Maintenance costs	46-5-134(f)(1)(G)	\$ _____

CERTIFICATION OF 9-1-1 EXPENDITURES - FY 2013

City of Smyrna

Certification of 9-1-1 Expenditures

For the Year Ended June 30, 2013

Line No.		O.C.G.A. Reference:	
10	Supplies directly related to providing emergency 9-1-1 system services, including the cost of printing emergency 9-1-1 public education materials	46-5-134(f)(1)(H)	\$ <u>7514</u>
11	Logging recorders used at a public safety answering point to record telephone and radio traffic:		
11a	Lease costs	46-5-134(f)(1)(I)	\$ _____
11b	Purchase costs	46-5-134(f)(1)(I)	\$ _____
11c	Maintenance costs	46-5-134(f)(1)(I)	\$ _____
12	Insurance purchased to insure against risks and liability in the operation and maintenance of the 9-1-1 system on behalf of the local government or on behalf of employees hired by the local government solely for the operation and maintenance of the 9-1-1 system and employees who work as directors	46-5-134(f)(2)(B)(i)	\$ _____
13	Mobile communications vehicle and equipment, if the primary purpose and designation of such vehicle is to function as a backup 9-1-1 system center		
13a	Lease costs	46-5-134(f)(2)(B)(ii)	\$ _____
13b	Purchase costs	46-5-134(f)(2)(B)(ii)	\$ _____
13c	Maintenance costs	46-5-134(f)(2)(B)(ii)	\$ _____
14	Allocation of indirect costs associated with supporting the 9-1-1 system center and operations as identified and outlined in an indirect cost allocation plan approved by the local governing authority that is consistent with the costs allocated within the local government to both governmental and business-type activities	46-5-134(f)(2)(B)(iii)	\$ _____
15	Mobile public safety voice and data equipment, geo-targeted test messaging alert systems, or towers necessary to carry out the function of 9-1-1 system operations		
15a	Lease costs	46-5-134(f)(2)(B)(iv)	\$ _____
15b	Purchase costs	46-5-134(f)(2)(B)(iv)	\$ _____
15c	Maintenance costs	46-5-134(f)(2)(B)(iv)	\$ <u>8830</u>
16	Public safety voice and data communications systems located in the 9-1-1 system facility that further the legislative intent of providing the highest level of emergency response service on a local, regional, and state-wide basis, including equipment and associated hardware and software that supports the use of public safety wireless voice and data communication systems		
16a	Lease costs	46-5-134(f)(2)(B)(v)	\$ _____
16b	Purchase costs	46-5-134(f)(2)(B)(v)	\$ _____
16c	Maintenance costs	46-5-134(f)(2)(B)(v)	\$ _____

CERTIFICATION OF 9-1-1 EXPENDITURES - FY 2013

City of Smyrna

Certification of 9-1-1 Expenditures

For the Year Ended June 30, 2013

Line
No.

O.C.G.A.
Reference:

17 Other expenditures not included in Lines 2 through 16 above.
Identify by object and purpose.

Zayo Fiber Optic Data Line	\$	24356
Language Line Interpretation	\$	3629
Verizon Air Cards (MCTto CAD Link)	\$	33858
Dues and fees	\$	222
	\$	
	\$	
	\$	
	\$	

18 Total Expenditures (total of all amounts reported on Lines 2 through 17 above) \$ 1290837

END OF REPORT

