



## Houston County Sheriff's Office

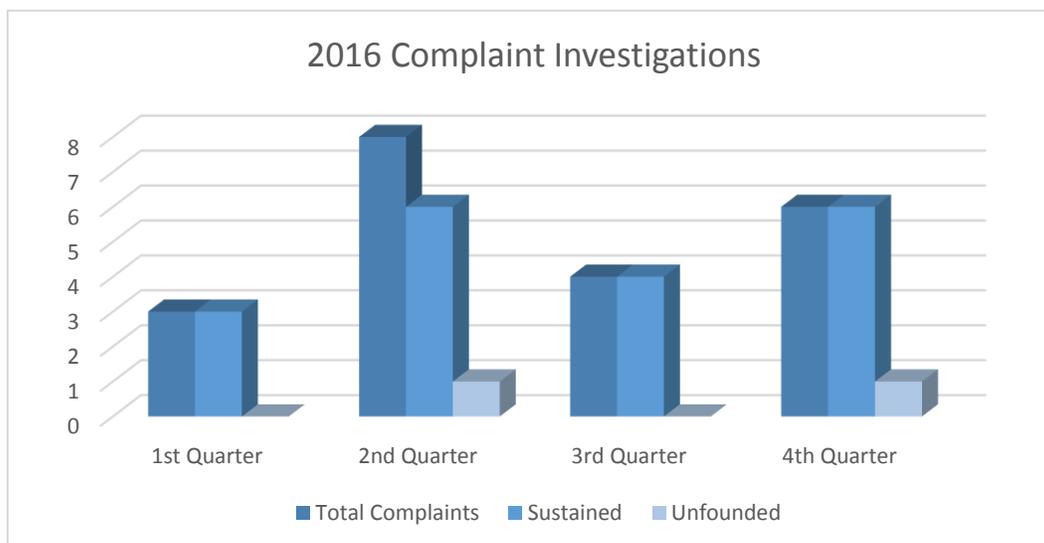
### Communication Division

# Annual Statistical Summary of Internal Investigations 2016

CALEA Standard 1.4.11 requires an annual statistical summary, based upon records of internal investigations. Additionally, this statistically summary is required, by standard, to be made available to the public and to agency employees. In accordance with policy, the following is the statistical summary of internal investigations for calendar year 2016.

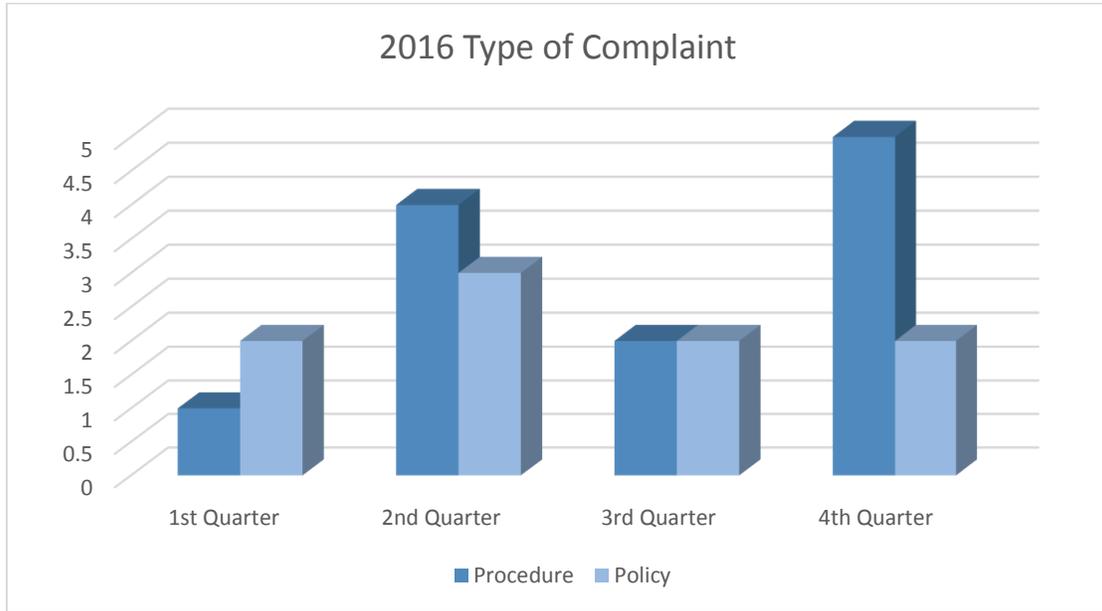
For calendar year 2016, the 911 center received 21 complaints. The investigation conducted by either a supervisors or a member of the command staff resulted in 19 of the 21 complaints being sustained (90.4%) and 2 being unfounded (9.5%). In 2016, The 911 center handled 143,643 911 emergency calls, 142,060 non-emergency calls and had 109,949 outgoing calls for a total of 387,695 calls. To illustrate, there is roughly 18,461 calls for every 1 stained complaint.

Graph 1, shows a quarterly breakdown of the complaints received.



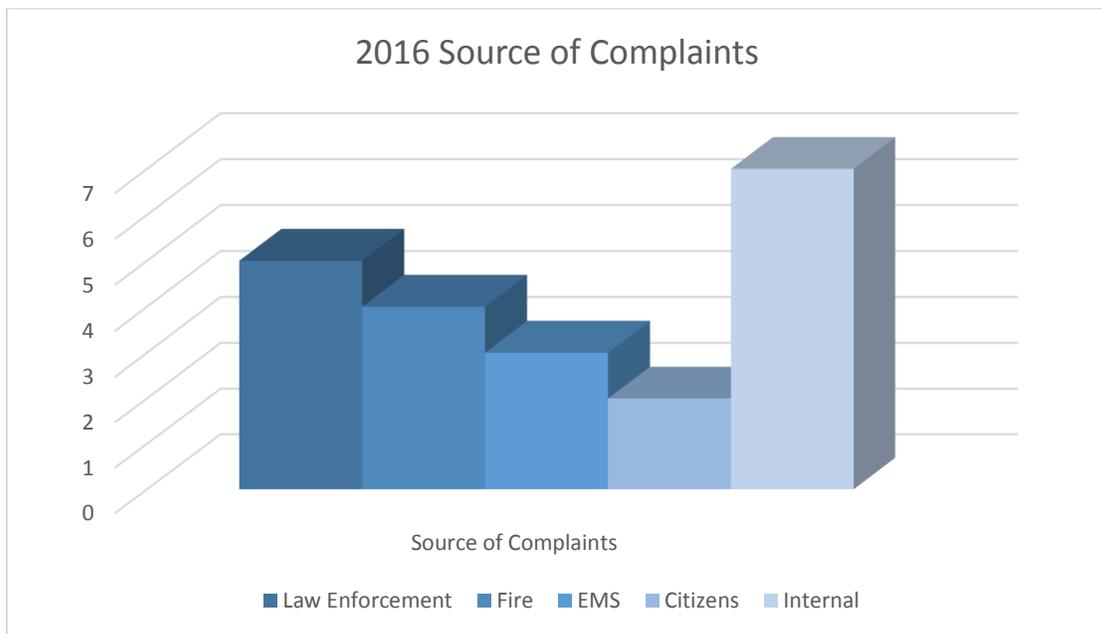
All complaints investigated are classified as one of two types: Violations of a procedure (e.g. address verifications error) or a violation of policy (e.g. code of conduct). Out of the 21 complaints, 12 were violation of a procedure and 9 were violation of a policy.

Graph 2 illustrates the type of complaints broken down by quarter.



As the 911 center serves law enforcement, Fire and ems, as well as the citizens of Houston County, the source of any complaints is also recorded in an effort to determine where improvements in service need to be made, if any.

Graph 3 illustrate the source of complaints.



A further breakdown indicates that address verifications errors, which have always been a concern, was reported as 1 incident in 2016. In the coming years, the Houston County 911 center will keep a close eye on address verifications and continue to train in briefings as well as quality assurance to ensure our employees verify locations.

The result of this statistical summary will be available to all employees and citizens via the Houston County e911 website ([www.houstoncountye911.com](http://www.houstoncountye911.com)).

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Effective Date: 08/25/2017

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Next Annual Review Date: 01/02/2018