



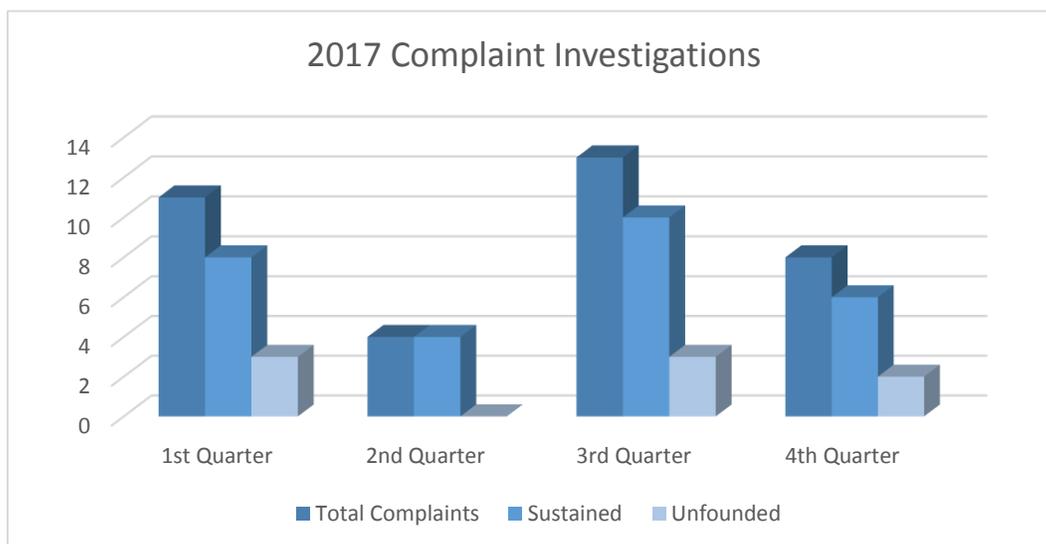
Houston County Sheriff's Office
Communication Division

Annual Statistical Summary of Internal Investigations
2017

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 2017.

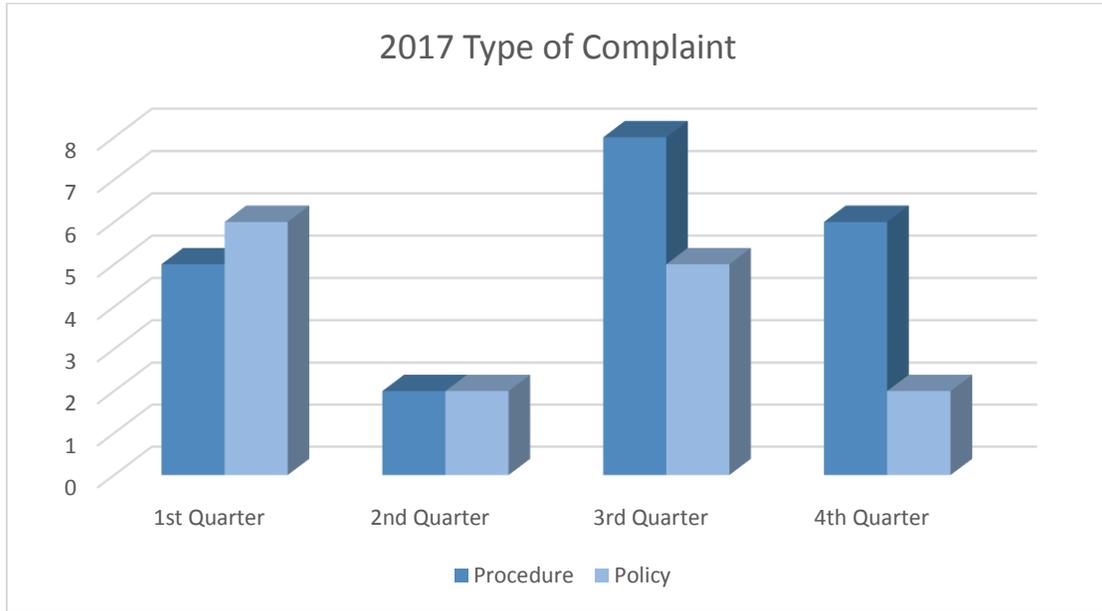
For calendar year 2017, the 911 center received 36 complaints. The investigation conducted by either a supervisors or a member of the command staff resulted in 28 of the 36 complaints being sustained (77.8%) and 8 being unfounded (22.2%). In 2017, The 911 center handled 138,020 911 emergency calls, 142,457 non-emergency calls, 758 RAFB Ring down calls and had 94,318 outgoing calls for a total of 375,553 calls. To illustrate, there is roughly 13,413 calls for every 1 sustained complaint.

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



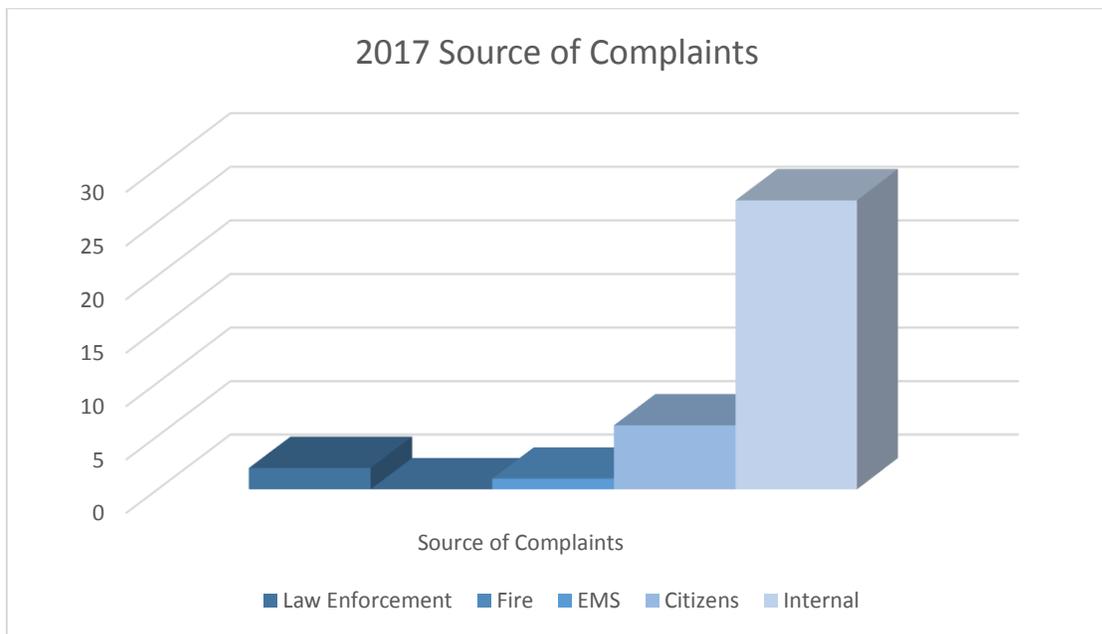
All complaints investigated are classified as one of two types: Violations of a procedure (e.g. address verifications error) or a violation of policy (e.g. code of conduct). Out of the 36 complaints, 21 were violation of a procedure and 15 were violation of a policy.

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 4 in 2017 compared to 1 incident in 2016. In the coming year, 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 Training/Accreditation Coordinator is extending the training on addresses in the new hire classes.

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

Effective Date: 01/26/2018

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Next Annual Review Date: 01/01/2019