



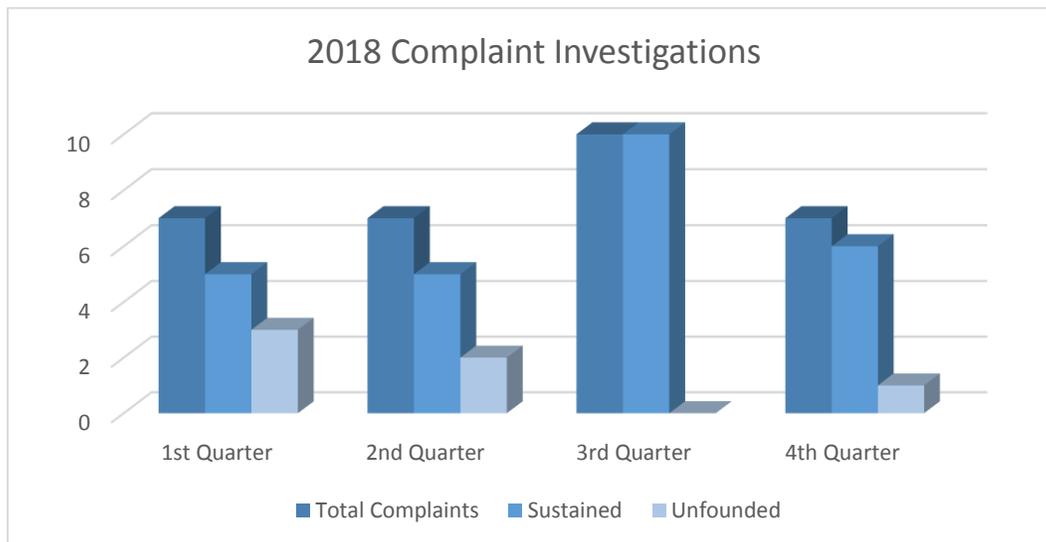
Houston County Sheriff's Office Communication Division

Annual Statistical Summary of Complaints and Internal Investigations 2018

CALEA Standard 1.4.11 requires an annual statistical summary, based upon records of complaints and 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 complaints and internal investigations for calendar year 2018.

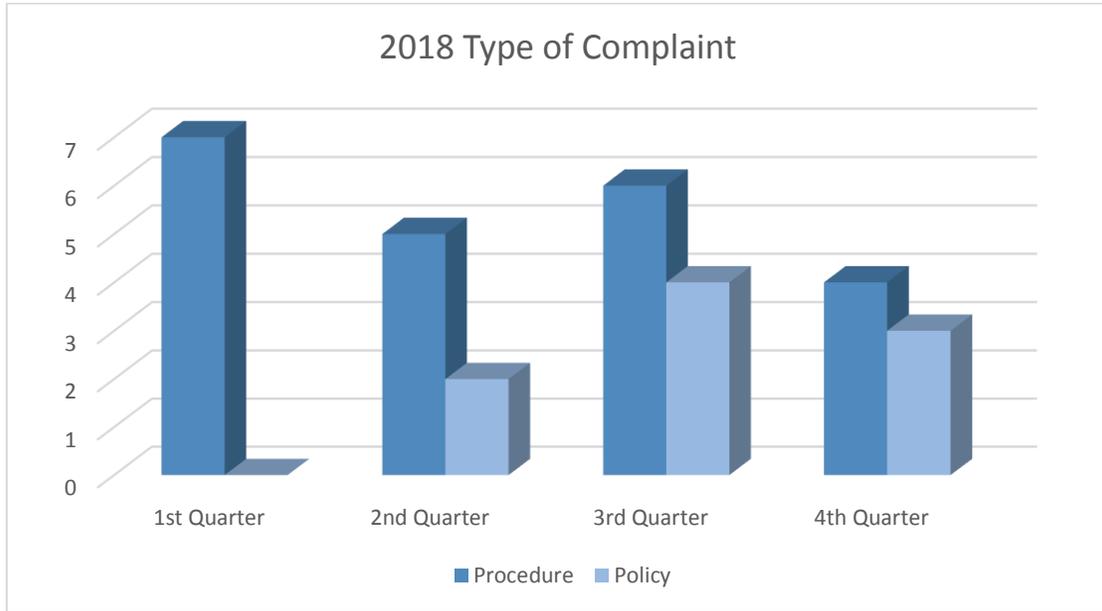
For calendar year 2018, the 911 center received 31 complaints and 0 internal investigations. The investigation conducted by either a supervisors or a member of the command staff resulted in 25 of the 31 complaints being sustained (80.6%) and 6 being unfounded (19.4%). In 2018, The 911 center handled 123,506 911 emergency calls, 136,352 non-emergency calls, had 83,817 outgoing calls for a total of 343,675 calls. To illustrate, there is roughly 13,747 calls for every 1 sustained complaint.

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



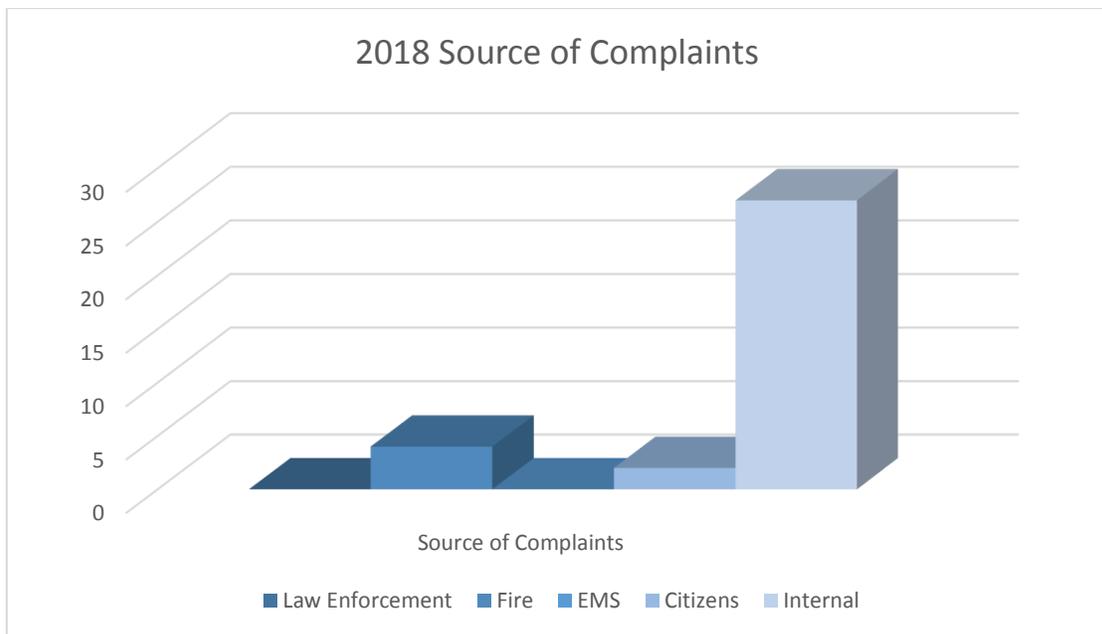
All complaints investigated are classified as one of two types: Violations of a procedure (e.g. address verifications error) or a violation of policy (e.g. code of conduct). Out of the 31 complaints, 23 were violation of a procedure and 8 were violation of a policy.

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 8 in 2018 compared to 4 incidents in 2017. In 2018, we implemented spelling street names to try and prevent wrong addresses. 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 Manager extended the new hire classes for 2 extra weeks to go over addresses and how to verify the addresses. The Training/Accreditation Manager, will continue this practice to help our new employees.

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: 01/09/2019

Prepared by: Veronica Edens

Next Annual Review Date: 01/01/2020