



Houston County Sheriff's Office Communication Division

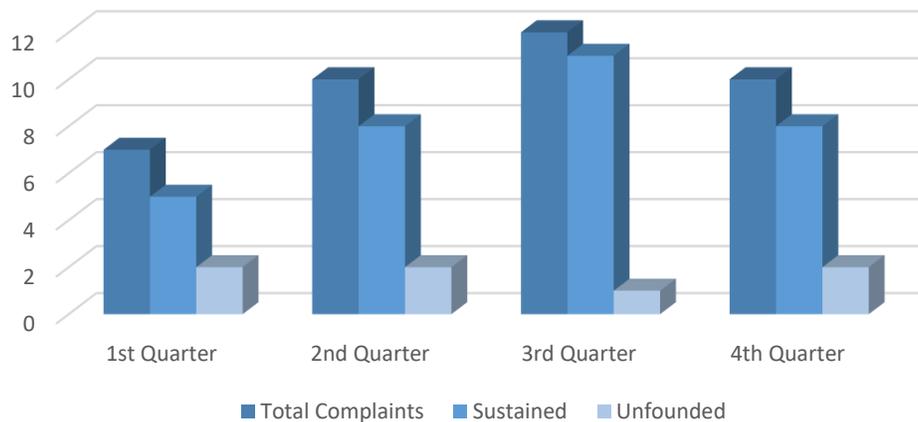
Annual Statistical Summary of Complaints and Internal Investigations 2019

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 2019.

For calendar year 2019, the 911 center received 39 complaints and 0 internal investigations. The investigation conducted by either a supervisor or a member of the command staff resulted in 32 of the 39 complaints being sustained (82.05%) and 7 being unfounded (17.95%). In 2019, The 911 center handled 121,252 911 emergency calls, 131,896 non-emergency calls, had 92,028 outgoing calls for a total of 345,176 calls. To illustrate, there is roughly 11,134 calls for every 1 sustained complaint.

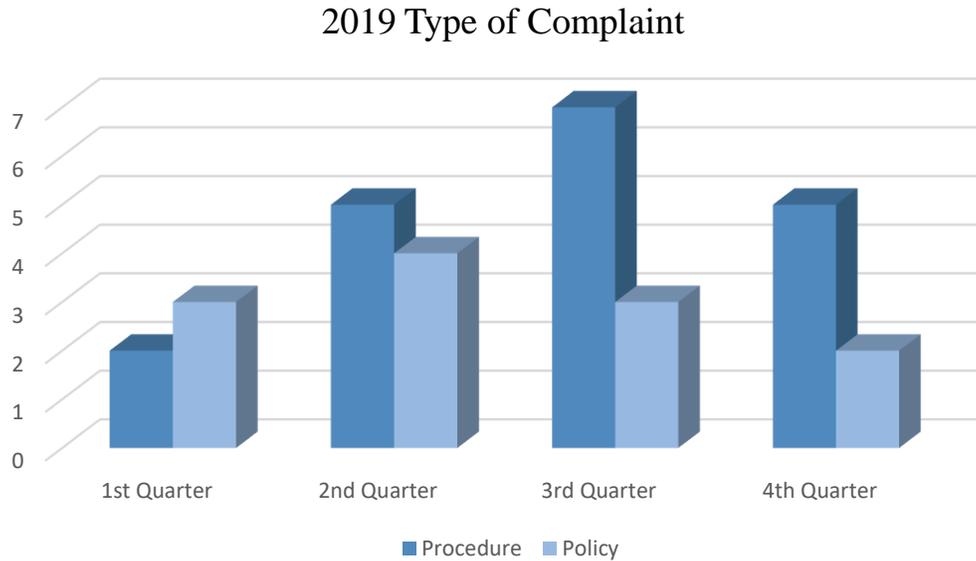
Graph 1, shows a quarterly breakdown of the complaints received.

2019 Complaint Investigations



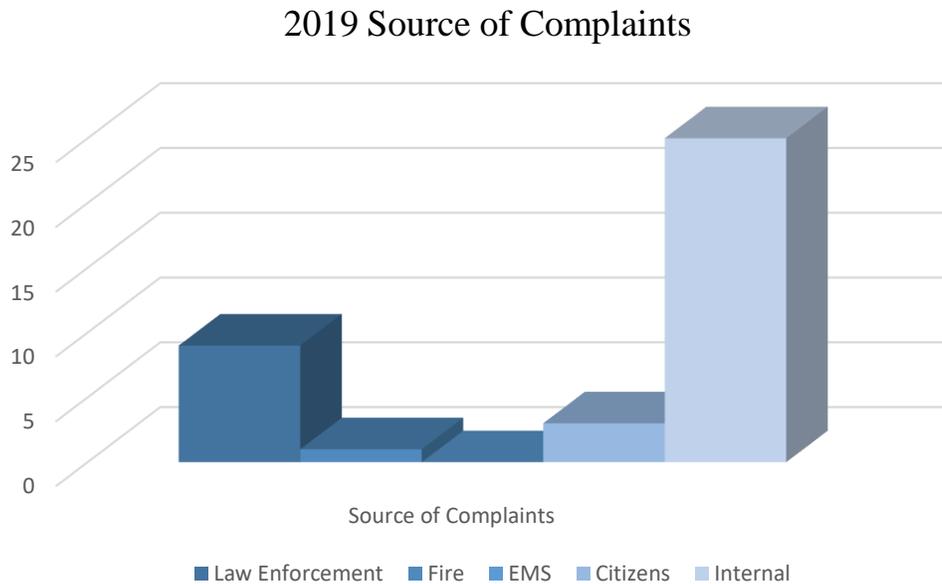
All complaints investigated are classified as one of two types: Violations of a procedure (e.g. address verifications error) or a violation of policy (e.g. code of conduct). Out of the 31 complaints, 19 were violation of a procedure and 12 were violation of a policy.

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 5 in 2019 compared to 8 incidents in 2018. The Houston County 911 center will continue to 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: 01/03/2020

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Next Annual Review Date: 01/01/2021

Training/Accreditation Manager