



Houston County Sheriff's Office Communication Division

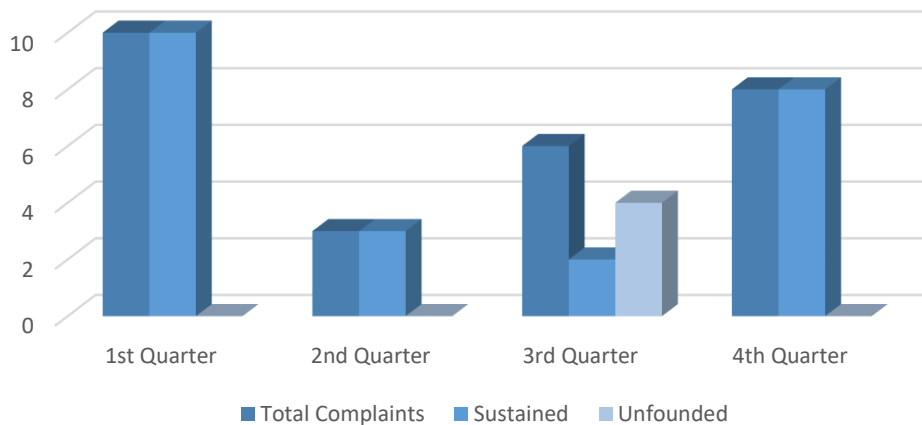
Annual Statistical Summary of Complaints and Internal Investigations 2021

Houston County Communication Division 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 2021.

For calendar year 2021, the 911 center received 27 complaints and 1 internal investigations. The investigation conducted by either a supervisor or a member of the command staff resulted in 23 of the 27 complaints being sustained (85.19%) and 4 being unfounded (14.81%). In 2021, The 911 center handled 115,432 emergency calls, 121,138 non-emergency calls, had 92,330 outgoing calls for a total of 328,900 calls. To illustrate, there is roughly 12,181 calls for every 1 sustained complaint.

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

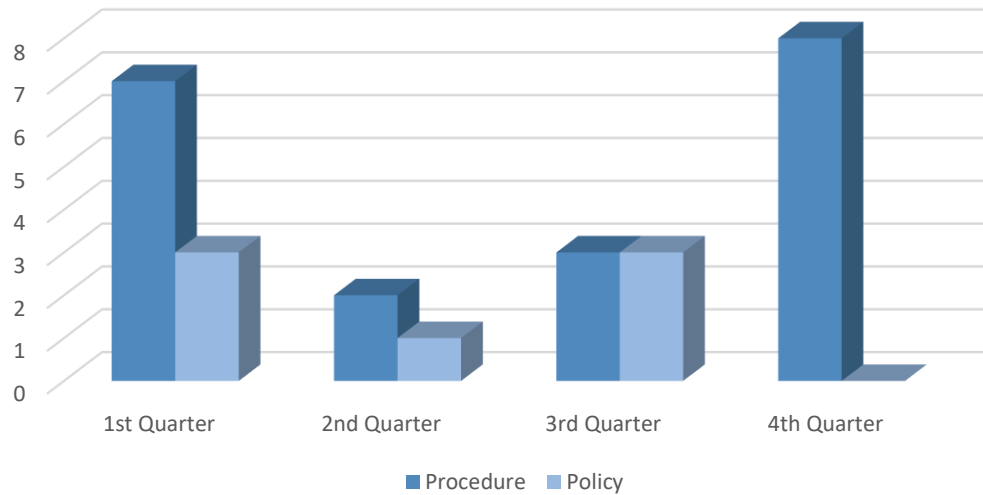
2021 Complaint Investigations



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 27 complaints, 20 were violation of a procedure and 7 were violation of a policy.

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

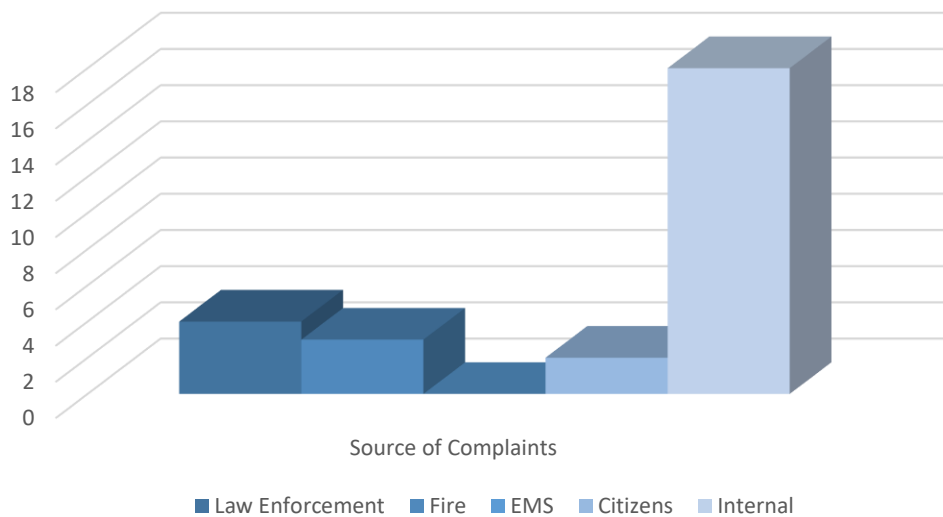
2021 Type of Complaint



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.

2021 Source of Complaints



A further breakdown indicates that address verifications errors, which have always been a concern, was reported as 8 in 2021 and 7 in 2020. 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: 01/04/2022

Prepared by: Sgt. Veronica Edens

Next Annual Review Date: 01/01/2023

Training/Accreditation Manager