



Houston County Sheriff's Office Communication Division

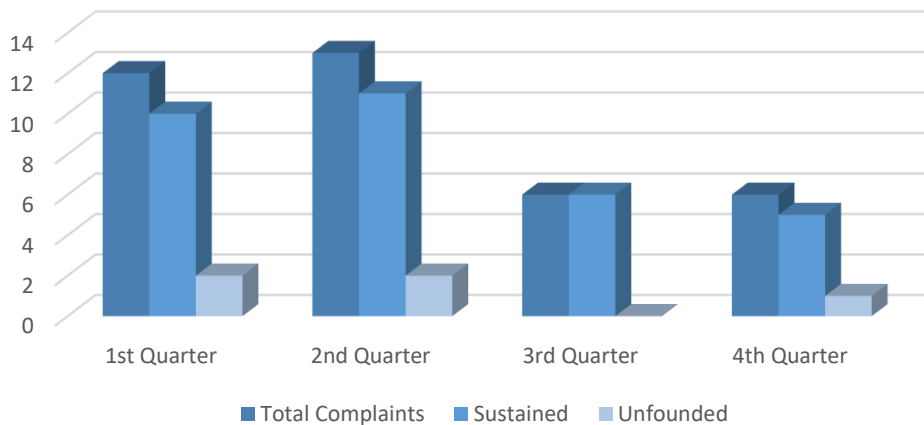
Annual Statistical Summary of Complaints and Internal Investigations 2023

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 2023.

For calendar year 2023, the 911 center received 36 complaints and 1 internal investigations. The investigations conducted by either a supervisor or a member of the command staff resulted in 31 of the 36 complaints being sustained (86.11%) and 5 being unfounded (13.89%). In 2023, The 911 center handled 115,877 emergency calls, 122,094 non-emergency calls, and had 94,214 outgoing calls for a total of 332,185 calls. To illustrate, there are roughly 10,715 calls for every 1 sustained complaint.

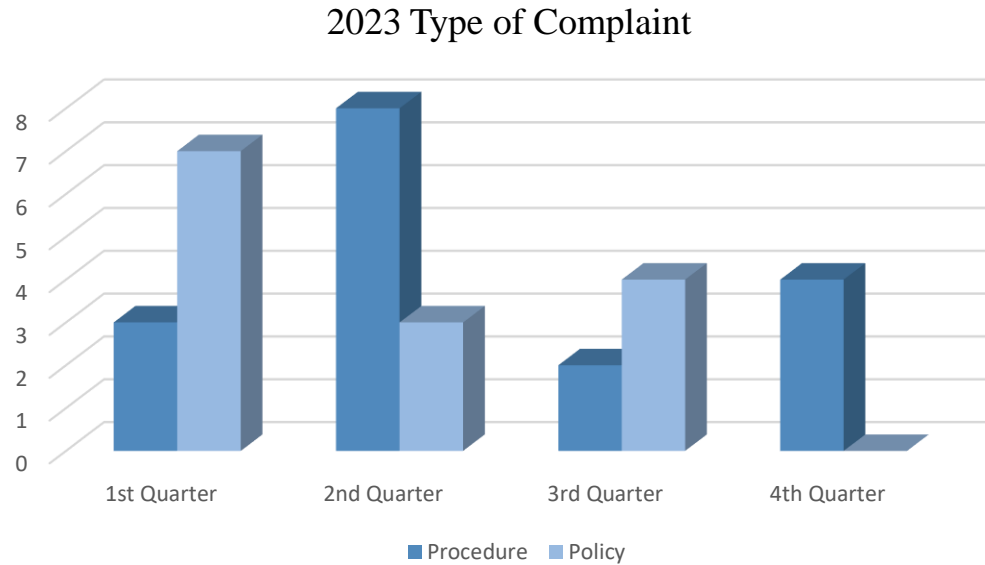
Graph 1 shows a quarterly breakdown of the complaints received.

2023 Complaint Investigations



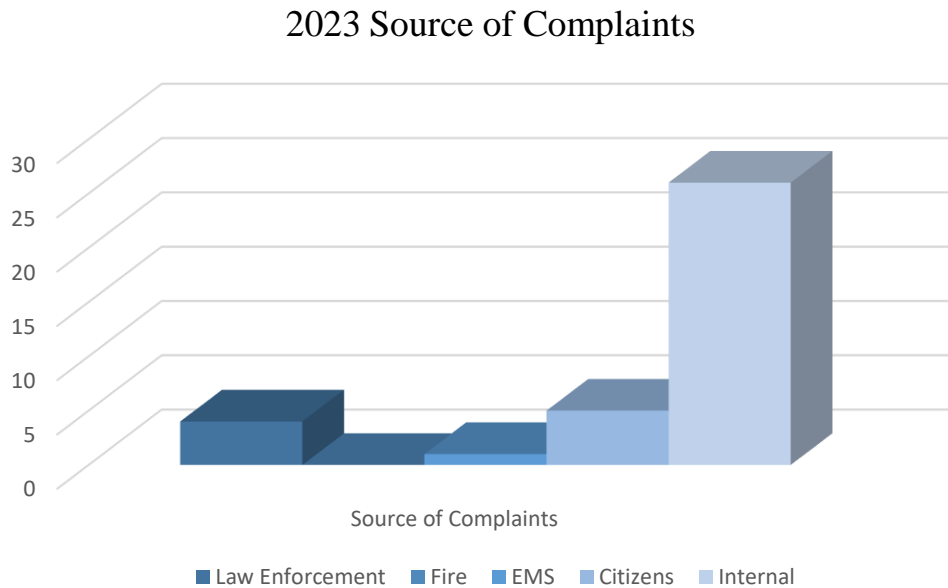
All complaints investigated are classified as one of two types: Violations of a procedure (e.g., address verifications error) or a violation of policy (e.g., code of conduct). Out of the 31 sustained complaints, 17 were violation of a procedure and 14 were violation of a policy.

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 have improved with 2 being reported in 2023, a significant decrease from the 8 reported in 2021 and 3 reported in 2022. 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. Supervisors cover EMD (Emergency Medical Dispatch) cards and nature code questions during daily briefings to ensure all employees are familiar with procedures. During briefings, employees have the opportunity to ask any questions needed to ensure understanding. The Operations Coordinator will continue to address such issues via daily shift briefings and one on one coaching with employees as well as holding shift supervisors responsible for more closely monitoring day to day activities.

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: 01/03/2024

Prepared by: Lt. Veronica Edens

Next Annual Review Date: 01/01/2025

Operations Coordinator