

COMMUNITY SAFETY REPORT

911 Caller Experience



20%



66%

Of all respondents
have called 911 in
the past 12 months

Of callers had an
officer dispatched

Caller Demographics

Average age: **40**

Female: **79%**

Latinx: **11%**

Black: **37%**

White: **52%**

Married: **51%**

Monthly income: **\$4,246**

Veteran: **8%**

Employed: **88%**

UGA Student: **18%**



Satisfied Neither Dissatisfied

Overall, how satisfied were you with the assistance provided by the 911 operator over the telephone?

88%

7%

5%

Overall, how satisfied were you with the speed with which your call to 911 was answered by the operator?

84%

11%

5%

Overall, how satisfied were you with the professionalism of the 911 operator?

88%

11%

1%

Overall, how satisfied were you with the knowledge and understanding of the 911 operator?

87%

9%

5%

How satisfied were you with the overall customer service you received when you contacted the 911 center?

87%

8%

5%



After controlling for age, income, college enrollment, and veteran status:

Groups that were more satisfied with their 911 operator included:

Female callers

White callers

Married callers

Groups that were less satisfied with their 911 operator included:

Latinx callers

Black callers



An important contextual note: Data were collected in 2018--after the 2014 death of Michael Brown and prior to the 2020 death of George Floyd, both of which proved to be pivotal events with national impacts. We do not intend to quantify how these or other incidents and their media portrayals have impacted Athenians' perceptions about ACCPD Officers and employees.

