

Covington-Newton County 9-1-1 Communications Center Annual Report 2010



Mike Smith
Director

To the Citizens of Newton County,

It is with great pleasure that we present to you the Covington-Newton County 9-1-1 Communications Center annual report for the year 2010. This report is a summary of our activities and efforts that have occurred throughout the last year. We, at the Covington-Newton County 9-1-1 Communications Center believe that we should provide this information in order for you to know what your 9-1-1 Center is doing. Of course, we can't put everything that the department does in this report because it would take volumes. It is, however, important to summarize the activities that we feel will mean the most to you.

It is our desire to provide you with highest level of 9-1-1 services. In doing so, the Covington-Newton County 9-1-1 Communications Center strives to promote excellence in everything that we do. We are very proud of our department and the men and women who serve as the true first responders. This report will allow you to see our mission statement, awards, and calls for service.

Sincerely,

A handwritten signature in black ink that reads "Mike Smith". The signature is written in a cursive style with a large, prominent "M" and "S".

Director of 9-1-1 / Communications

The Mission of the Covington-Newton County 9-1-1 Communications Center

The Covington-Newton County 9-1-1 Center, as public safety servants is comprised of people dedicated to preserving the value of life of all citizens of, and visitors to, our diverse community. We respond to emergency and non-emergency situations with professionalism, empathy, and accuracy to provide the vital link between public safety and the citizens who need assistance. Our goal is to increase public awareness through community involvement and public education. We strive to continuously improve through training, public feedback, and team work. By utilizing technology and experience, we will continue to grow to fulfill the needs of our expanding community and all who pass through it.

Vision

The vision of the Covington-Newton County 9-1-1 Center is to excel in our quality of service to the public and the public safety agencies we serve. Integrity, caring nature, professionalism, and excellence are the values that the 9-1-1 Center maintains. We strive to maintain the highest level of integrity inside and outside of the 9-1-1 Center and place great emphasis on the well-being of the public and public safety personnel regardless of age, sex, ethnicity, and mental or physical handicaps. The 9-1-1 Center upholds and conforms to the ethical and practical standards of a communications center by means of distinctive qualifications and specialized knowledge. In addition, we promote teamwork, both within our organization and with the agencies we serve. The 9-1-1 Center is committed to providing quality service while we constantly observe the latest trends in emergency communications and are not fearful to undertake new actions to improve the quality of our service.

Code of Ethics

As a Public Safety Telecommunicator, I regard myself as a model to the communities and departments that I serve.

I will show reverence for the fundamental freedoms safeguarded by the Constitution of the United States.

I am individually accountable for reflecting model values in my professional and personal life.

I acknowledge respect for human life above all else.

I will exhibit honesty and integrity through ethical behavior.

I will demonstrate professional excellence through leadership, cooperation, and dedication to serving the public.

I recognize diversity among the members of communities and departments, allowing for fair and open access to services.

As a Public Safety Telecommunicator, there is recognition of the honor of my office and that it is a symbol of public faith.

Communications Officers and Staff
Covington-Newton County 9-1-1 Communications Center

INTERNAL AFFAIRS SUMMARY

There was one Internal Affairs investigation during the calendar year 2010. All complaints were handled satisfactorily at the line level by supervisors.

GRIEVANCES

There was one grievance filed during 2010 in reference to a lighting and uniform issue. The grievance procedures were followed and the Personnel chose not to take action further after the Director's review.

TECHNOLOGY

In 2005 the voters of Newton County overwhelmingly approved a SPLOST (Special Purpose Local Option Sales Tax) initiative of which approximately \$6,000,000 was allocated for public safety radio and data interoperability projects. These projects were placed under the direction of the Covington-Newton County 9-1-1 Communications Center. These projects were concluded in 2010 and have now entered the Maintenance and Operation phase.

RADIO

The E911 Board of Governors recommended the purchase of the OpenSky radio network from M/A-COM, a division of Tyco Electronics. The approximate cost of the system when completed will be \$4.6 million. The OpenSky system is one of the most advanced radio systems on the market today and will allow for seamless interoperability between all public safety agencies within Newton County, and those from surrounding counties as well. The new system went live in August 2008 with all agencies moving over to the new radios. Final acceptance on all services except the Dispatch consoles was attained in 2010. Presently there are 675 radios operating on the system.

DATA

The E911 Board of Governors recommended the expansion of the existing data system in use by the 9-1-1 Center from Spillman Technologies. The approximate cost of this expansion when completed will be \$1.2 million. The Spillman software has allowed the seamless sharing of data between all public safety agencies within Newton County. Public Safety first responders now have the most up to date information available to them at their fingertips with the implementation of Mobile Data Computer in responding vehicles. The Covington Police Department and the Newton County Sheriff's Department were the first to deploy these units with good reviews from the Officers and Deputies. The system is fully functional and a total of 201 MDC's were on-line in 2010.

2010 Awards Banquet

The 2010 Christmas and Awards Banquet was held on December 14, 2010 at Covington Fire Station #1 Community Room.

The following awards were presented to employees:

Rookie of the Year

Tammy Dvorak



Dispatcher of the Year

Anna Miller



Employee of the Year

Christian Favors





ACCREDITATION

The Covington-Newton 9-1-1 Center received its first re-accreditation in November of 2009. The 9-1-1 Center received an exemplary review from the CALEA assessors. The Covington-Newton County 9-1-1 Center is scheduled for the second reaccreditation in November 2012.





Agency Response Figures and Percentages 2010

Total CAD Calls Received – 2010	105,458
Total Agency Calls Generated – 2010	117,842
Law Calls Generated	98,634 83.70%
<i>Covington Police</i>	28,962 24.58%
<i>Georgia State Patrol</i>	299 .25%
<i>Animal Control</i>	437 .37%
<i>NC SO</i>	62,511 53.05 %
<i>Oxford Police</i>	1,625 1.38%
<i>Porterdale Police</i>	4,818 4.09%
Fire Calls Generated	8,627 7.32%
<i>Covington Fire</i>	2,562 2.17%
<i>NC Fire</i>	6,065 5.15%
EMS Calls Generated	10,581 8.98 %
<i>Newton EMS</i>	10,581 8.98%

2009 to 2010 Comparison					
December	2009	2010	+/-	%	
Law	96,957	98,634	1,677	1.73%	
Fire	7,178	8,627	1,449	20.18%	
EMS	9,897	10,581	684	6.91%	
CAD Rec'd	103,382	105,458	2,076	2.01%	
Calls Generated	113,315	117,842	4,527	4.00%	
Radio Log Entries	993,133	1,004,044	10,911	1.10%	

2010 was another very busy year for the 9-1-1 Center as calls for service passed the 110,000 mark with increases noted in all areas. Overall calls for service increased 4% in 2010 over 2009. Since 2001 the 9-1-1 Center has seen a rapid increase in calls for service to our present level with no increase in staffing levels. In spite of these numbers, the 9-1-1 Center continues to work diligently to answer every call as quickly and as professionally as possible.

Covington-Newton County 9-1-1



Communications Center

Performance Measures
2009-2010



	2010	2009
Average Call Processing Time:	1:59	1:05
Total CAD Calls Entered:	105,461	103,383
Total 9-1-1 Calls:	74,176	75,601
Total Incoming Admin Calls:	90,984	164,751
Total Outgoing Admin Calls:	67,065	63,384
Total Abandonment Rate %:	2.17%	5.60%
Grand Total of Phone Calls Processed:	232,225	303,736

Analysis

A Performance Measure is the data that we collect and compare according to our policies. Here we are comparing the years 2009 and 2010. Our average call processing time, the time elapsed from acceptance of the address, to assignment of the unit increased by 54 seconds in 2010. We are still within the parameters of our policy which states that calls will be assigned within 120 seconds. The total calls for service entered into Spillman increased by 2,078. This is attributed to an increase in On-Site Calls and Traffic Stops initiated by the field units. Whereas the total incoming phone calls decreased, the number of outgoing calls increased. The abandonment rate for the 9-1-1 lines decreased by 3.43%. The calltakers processed more phone calls in 2009, but the number of officer initiated calls increased in 2010. This increase could be explained by the creation of a traffic division for the Newton County Sheriff's Office.

Covington-Newton County 9-1-1



Communications Center



Phone Call Activity
2009/2010 Comparison

	2010	2009	Change	% Change
911 Calls:	74,146	76,067	1,921	3.0%
Wireless 9-1-1	49,599	51,174	1,575	3.0%
Transfers:	3,800	3,922	122	3.0%
Admin Calls:	158,049	166,108	8,059	4.8%
Incoming	90,984	103,227	12,293	11.8%
Outgoing	67,065	62,881	4,184	6.2%
Total Calls:	232,195	242,175	14,164	7.9%
Abandoned 911 Calls	5,045	4,739	306	6.1%
Daily Avg. 911 Calls:	203	208	5	2.4%
Daily Avg. All Calls:	636	663	24	4.1%
Avg. # Calls Per Hour	27	28	1	5.0%

ANALYSIS

The year 2010 saw a decrease in our total call volume as compared to 2009. The emergency calls received on the 9-1-1 lines decreased by 1,921 calls or 3% and the Administrative call volume decreased by 8,059 calls or 4.8%. Looking at the daily average calls, there was a decrease in the total 9-1-1 calls of 2.4%, and a decrease in the daily average of ALL calls, 9-1-1 and administrative, of 4.1%. There was an increase in the total of abandoned 9-1-1 calls. Abandoned calls are those that are captured but disconnect before the call taker answers. After all totals were examined, the hourly average of phone calls processed only decreased by 1.

Covington-Newton County 9-1-1



Communications Center Quality Assurance Protocol Compliance & Comparison 2009 and 2010



	2009	2010	%+/-
Total Medical Calls Reviewed	65	150	57%
Protocol Compliance Percentage for Medical Calls	90.93%	96.74%	6%
Other Quality Assurance Calls Performed	1083	1176	8%
Protocol Compliance Percentage for Other Calls	93.79%	94.35%	1%

ANALYSIS

A total of 150 medical calls were reviewed for Quality Assurance in 2010. This was an increase in calls of 85 or 57% over the 2009 total. Our Protocol Compliance Percentage for the medical calls reviewed in 2010 is 96.74% which is an increase of 6% compliance over the 2009 total of 90.93%.

We reviewed 1,176 randomly chosen, priority 1 law and fire calls where the employee was the call taker and/or the dispatcher. Each employee had a traffic stop call reviewed each month also. This total is an increase of 8% over the 2009 total of 1,083. The total compliance score for these call types in 2010 was 94.35% which is a 1% increase over the 2009 total of 93.79%.

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Communications Center

Ring Time Comparison
2009 - 2010



	2009	% of total calls	2010	% of total calls
911 Ring Times:				
< 10 sec	72,246	96.3%	71,363	96.2%
> = 10 sec < 15 sec	2,426	3.2%	2,450	3.3%
> = 15 sec < 20 sec	248	0.3%	198	0.3%
> = 20 sec < 25 sec	73	0.1%	81	0.1%
> = 25 sec	61	0.1%	54	0.1%
Admin Ring Times:				
< 10 sec	95,730	96.5%	87,686	96.4%
> = 10 sec < 15 sec	2,795	2.8%	2,598	2.9%
> = 15 sec < 20 sec	370	0.4%	378	0.4%
> = 20 sec < 25 sec	144	0.1%	146	0.2%
> = 25 sec	146	0.1%	176	0.2%

ANALYSIS

When researching Ring Times, that is, how long the phone actually rings before being answered by a 9-1-1 call taker, it was observed that in 2009, 96.3% of all 9-1-1 call were answered within 10 seconds. When looking at the administrative lines, again, 96.5% of the calls were answered within 10 seconds.

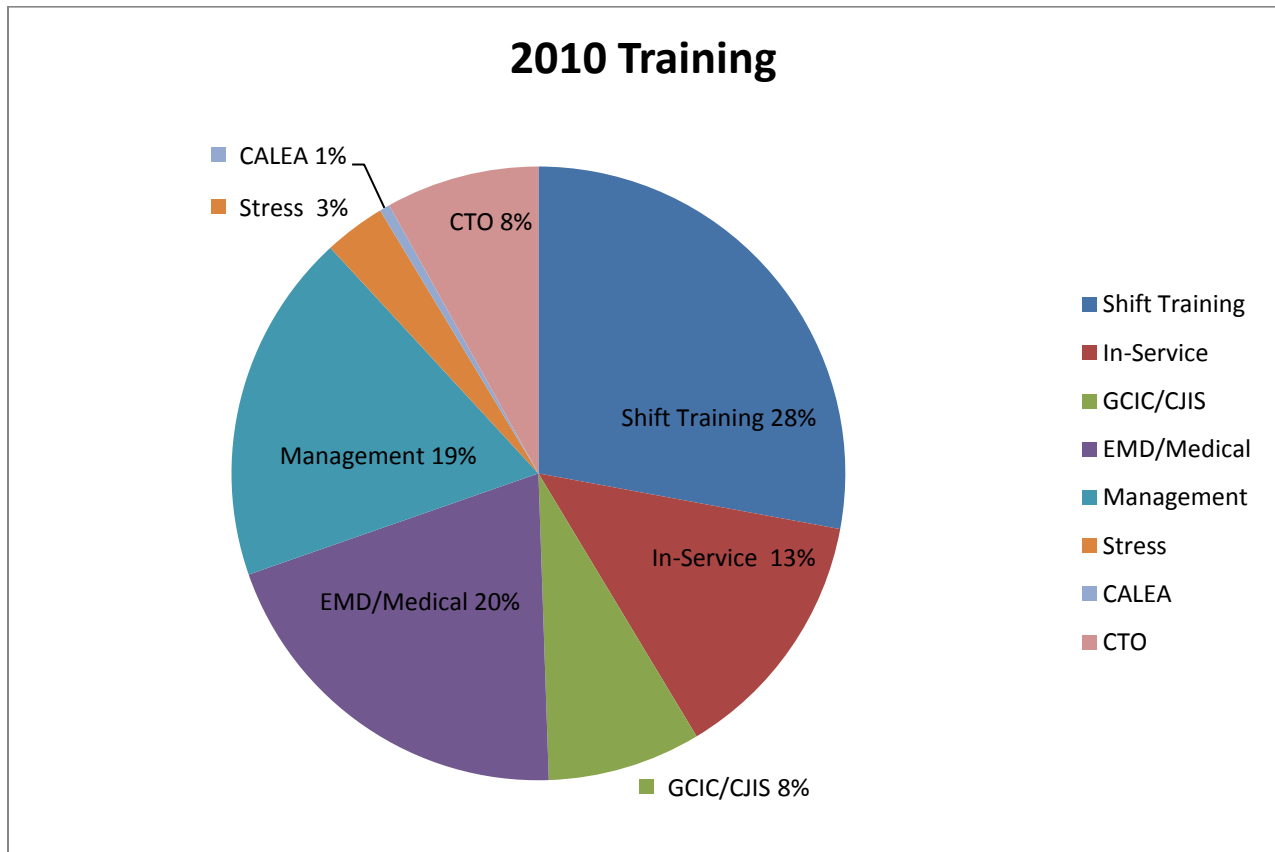
In 2010, 96.2% of the 9-1-1 lines were answered within 10 seconds and 96.4% of the administrative lines were answered within 10 seconds. This is a 0.1% increase on the 9-1-1 lines and a 0.1% improvement on the administrative lines.

The Covington-Newton County 911 Center completed a total of 1,484.50 training hours during 2010. This does not include the training of new recruits. We had an average of 38 hours of annual training per employee; with many who exceeded this amount. Our policy is that each employee completes a minimum of 20 hours of annual retraining each year. Communication officers receive a variety of training as seen in the chart below. We also hired a total of 7 employees this year with 1 having completed training and 4 are still in the training process. As of 2010 we have retained 13 employees for 3 years or longer.

Training Type	Hours
Shift Training	414.25
In-service/Classroom	200.00
GCIC/CJIS	120.00
EMD /Medical Training	299.75
Supervisor/Management	274.50
Stress Management	48.00
CALEA	8.00
CTO (Training Officer)	120.00

Category	Number
Hired	7
Released from Probation	2
Completed Training	1
Retained for Three Years or More	13
Average In-service Training Hours	37

Total Hours 1484.50



Public Education/Community Involvement

The Covington-Newton County 911 Center actively participates in the community. During 2010 we hosted at least 4 tours of the 911 Center and made 2 presentations for local community groups. We contacted at least 109 people in person during 2010, this does not include the hundreds of contacts we have made through our Facebook page. Community surveys are sent out to callers at least once every three years, there were not any sent out during 2010. We receive very minimal response from the surveys sent out. Surveys are an opportunity for the community to give us feedback on our services, they can also give feedback on our website www.covington-newton911.com.

We are very excited about the progress we have made in public education and involvement using Facebook page this year. We have 1,213 followers on Facebook. We have been able to keep the community updated with weather alerts, traffic updates, our center activities, and many more. Facebook also gives us the opportunity to receive feedback from the community. To access our page go to <http://www.facebook.com/pages/Covington-Newton-County-9-1-1/205878843245>.

Public Education	2010
Surveys Completed	0
Presentations Performed	2
Number of People Contacted (Tours etc)	109
Press Releases Initiated by Agency	3



Covington-Newton County 911

2010 Annual Statistical Summary of Complaints/Commendations

Complaint	Sustained	Not Sustained	Unfounded	Exonerated	Policy Failure	Total
<i>Neglect of Duty</i>	1	0	0	0	0	1
<i>Discourteous/ Rude Conduct</i>	6	0	2	0	0	8
<i>Improper Call Taking</i>	1	0	0	0	0	1
Total	8	0	2	0	0	10
Commendations	--	--	--	--	--	8

The Covington-Newton County 911 Center investigated 10 complaints during 2010. This was an increase of 4 complaints from 2009. 8 complaints were sustained, 1 for Neglect of Duty, 6 for Discourteous/Rude Conduct, and 1 for Improper Call Taking. Our communications center made at least 165,160 contacts with the public this year, based on our incoming 911 and administrative line calls received. The number of complaints received compared to the contacts made with the public shows that less than 0.007% of contacts result in a complaint filed. No investigations revealed the need to change policy or training practices, however all sustained complaints resulted in remedial training and/or disciplinary actions for those individual employees.

On a better note, our employees received 8 commendations during 2010.