



911's 411

Covington-Newton County 911 Center

Events at the State Capital from February 8, 2005

[911 Directors] met with Rep. Lunsford along with Mike Sherberger, Dan Brown, and Buzz Weis of GEMA, Kem Kimbrough from ACCG and a representative from the Georgia Department of Revenue to discuss HB174. Rep. Lunsford was adamant that he wants to correct this issue of 911 surcharges not going to the proper jurisdictions and actually had some copies of constituent's cell phone bills which evidenced the problem. Rep. Lunsford had also passed along the information to one of Channel 2's reporter's who was very interested in following up on the information. After much discussion, the Rep. Lunsford agreed to submit a rewrite of the bill to include the following revisions:

1. Require the carriers to utilize Zip +4 and/or county code numbers (FIPS) to ensure proper distribution of surcharges.
2. Require carriers to print on customer statements the jurisdiction to which the surcharges are being remitted.
3. Put into place provisions for subscribers or governments to reconcile incorrect

surcharge remittances.

Rep. Lunsford also stated he would **attempt** to add into this bill the following:

1. Clarify that the maximum amount of cost recovery available to carriers is .30 per subscriber regardless of what phase.

There was further discussion on this issue where we made the Representative aware that wireless carriers did have cost recovery mechanisms in place and that many were already utilizing this AS WELL AS collecting what they could from the 911 Centers. The Representative found this VERY disturbing and felt that the carriers might be "double dipping" and assured us that he would look into this and address it if possible.

2. Designate where 911 surcharges for pre-paid cellular phones should be sent.

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Happy Birthday

- 01/13—Trudy Henry
- 01/15—Laurel Roysden
- 01/15—Katie Quinn
- 01/26—GEB Beasley
- 03/04—Edmetrius Moore
- 03/07—Sarah Herbert
- 03/07—Rebecca Myrick
- 03/10—Anessa Westmoreland
- 03/11—Mike Watts
- 03/12—Erin Ruppel
- 03/18—Suzzan Monroe
- 03/25—Fay Puckett

Happy Anniversary

- 01/07—Karen, 3 years
- 01/10—Pam, 3 years
- 02/27—Erin, 4 years
- 02/28—GEB, 2 years
- 03/10—Suzzan, 10 years

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Wellness Contest



Need a little help losing those extra pounds? A little competition might be just the right help!

The Wellness Contest will run from March 1—June 1, 2005. The cost to participate is \$20 and whoever loses the most weight will win the money.



There will be two (confidential) weigh-ins, supervised by Karen Nelson.

To sign up contact Karen Nelson for an appointment on March 1, 2005 after 4pm.



“Do not dwell in the past, do not dream of the future, concentrate the mind on the present moment.”

--Buddha

The 911 Center, Relay for Life team (Riding for a Cure) has arranged for several fund raisers! A Pancake Breakfast, Hotdog Lunch, and a Spaghetti Dinner (maybe even a bake sale—like last year). We hope that all of you are able to participate, even if all you do is take part in the good food! If you would like to volunteer your services please see Anessa or Erin for information.



What does Team Work mean to You?

Teamwork *noun* (tēm' wûrk') Cooperative effort by the members of a group or team to achieve a common goal.

Team *noun* (tēm') A group organized to work together.

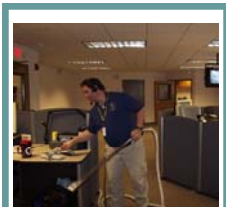
Source: The American Heritage Dictionary of the English Language, Fourth Edition.

The above definitions seem pretty cut and dried; however, as we all know they also do not take into account all the different personalities working here. Those (of us) with multiple personalities really screw things up when trying to work together. It is easy for me to sit here and analyze, fold, spindle and mutilate the idea of teamwork, easy, I don't require anyone else's input or ideas and really am better off without them.



Now who's brown-nosing?

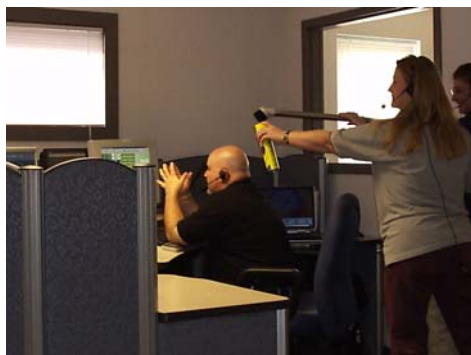
Actual teamwork, however, requires give and take; everyone's personality must bend enough to get along with all the other personalities on the team. What am I saying?, sometimes we have to put up with PMS, the aftermath of a family fight, simple disagreements among team members, ignorant or offensive callers and/or units, long hours, and the stress of a particular call or event on the radio. All of this must be dealt with while trying to maintain a positive attitude among the entire team, something our team has begun to improve through lighthearted pursuits like taking ridiculous photos of each other or playing



My turn? It's not lunch

ing games.

--Tom Wall



For a squeaky clean shine every time...

Senator visits 911 Center

On Friday, January 21, 2005, Sen. John Douglas visited the Covington-Newton County 911 Communications Center. While at the 911 Center, Sen. Douglas and Director Mike Smith discussed legislative issues, present and pending, as well as issues concerning 911 throughout the State of Georgia. Sen. Douglas is presently serving on the Senate Science and Technology Committee, which hears issues related to the 911 Industry in Georgia. Sen. Douglas was impressed by the technology being used by the Communications Officers at the Covington-Newton 911 Center. Sen. Douglas thanked the Communications Officer's for the job they do in providing a vital link between the public and public safety and recognized them as the true "First Responders" in public safety.



"Sen. Douglas was impressed by the technology being used by the Communications Officers"

"It is hard to fail, but it is worse never to have tried to succeed."

--Theodore Roosevelt

Fire Extinguisher Training Class

On Thursday, February 3, 2005, at 0900, a Fire Extinguisher Training Class was held at Station 1. [The firefighters] hosting the class did a great job of teaching about the different types of fire extinguishers and the types of fires they can be used for. Erin, Trudy, Anessa, and [myself] learned that this is important information, using the wrong type of extinguisher could cause the fire to grow and/or spread! At the end, we were given an opportunity to don some protective goggles and put out a fire on our own. Hey, firefighters, it is your turn to learn about our jobs!



Students & Teachers by



Anessa, Erin, Trudy, & Pam learning how to fight fires!



Continued from front page...

He is leaning towards the fees going to the county or jurisdiction in which the phone is purchased.

Rep. Lunsford coincidentally had received a call from the carriers requesting a meeting with him and that they appeared to be in a very reconciliatory posture, since being contacted by the media on this (go figure), stating that they feel they can work with him on these issues and it appears to be just a "simple computer problem" on their side and they want to fix it. Rep. Lunsford is using the muscle of the Department of Revenue

since there is an obvious sales tax issue here as well with sales taxes being submitted improperly to the wrong tax jurisdictions. The Commissioner of the Department of Revenue is behind 911 on this issue 100% and is offering their continued "Leverage" to help resolve this issue without litigation on their part. The carriers have made it clear they want to avoid this at all costs. Kem Kimbrough will be attending this meeting as well and will let us know its results as soon as he can.

Mike Smith, Director



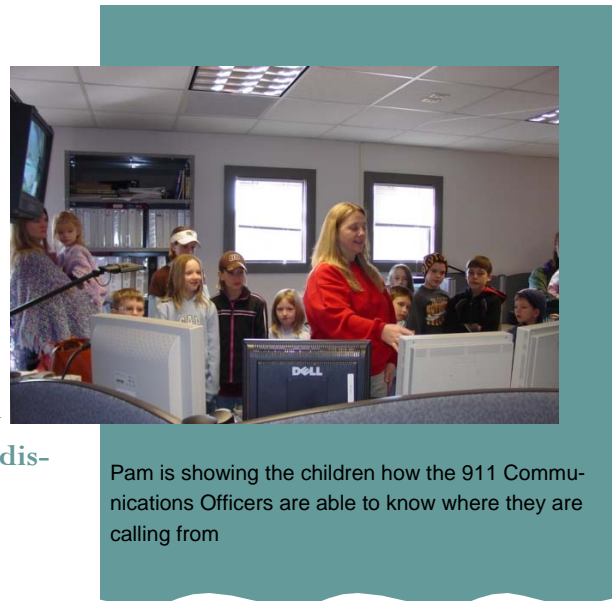
"If we cannot now end our differences, at least we can help make the world safe for diversity."

--John F. Kennedy

911 Center Tours...

On Thursday February 10, 2005, the Covington-Newton County 911 Center was paid a visit by a group of home schooled children from Newton County.

The children were instructed on the proper use of 911 and what happens to their information should they call. They were also told what information Communications Officers would need from them if they call 911. Team Leader Pam Pinkstaff is shown in the attached picture showing the children how the 911 Communications Officers are able to know where they are calling from and how public safety responders are dispatched to their emergency.



Pam is showing the children how the 911 Communications Officers are able to know where they are calling from

GREAT JOB!

I just wanted to personally thank all of you on Teams A & B for the outstanding job in handling the recent ice event we had. I have had nothing but compliments for the way you handled the increased volume of calls throughout the event. Everyone pulled together and got us through this like real professionals!

In the 48 hour period from 6 PM on the 28th to 6 PM on the 30th you answered 1,407 incoming calls, 718 of which were on 911 lines. You assisted public safety

units by making a total of 608 outgoing calls. **That is an average daily call volume of 703 calls per day for the 48-hour period.** Our normal average daily call volume has been hovering around 440 – 450.

Outstanding Job!

Thanks again for all that you do and keep up the good work!

Mike Smith, Director

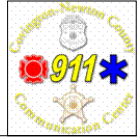
The organizers of the Newton County Relay for Life are putting together a Commemorative Cookbook for 2005.

If you would like to enter a recipe of your own, please see Anessa Westmoreland before May!



Covington-Newton County 911
Center

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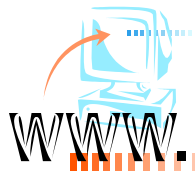
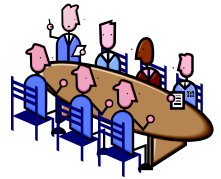


Covington-Newton County 911

Striving for Excellence



The Web-Site Committee met for the first time February 8, 2005 to try and lay the ground work for building a web-site for the center. We hope that we can design a site that will reflect the personality and professionalism of our Center. Anyone interested in providing content or technical expertise to this endeavor please contact anyone on the committee. Also, Covington PD has issued a challenge that we will not be able to do this all in house so help us prove them wrong.



The Committee members are:
Trudy, Erin, Anessa, Kristen, Geb, Tom, & Adam



“People tend to forget their duties but remember their rights.”

--Indira Gandhi



COMMUNICATIONS BINGO



During a shift meeting, several complaints of inattentiveness, lengthy call taking, and my own shortcomings, brought to my attention during a recent round of *Quality Control roulette*, I took an idea from my wife and modified it into a game. The game our team [C] has been playing for a week now is Communications BINGO.

I took the signals, ten codes, primary fire station zones, law zones, and even some priority medical natures and developed a spreadsheet that would populate a BINGO board with a random array of these terms. Our team then gets issued 1 sheet of 2 cards a piece and the game begins with only a few basic rules: 1. The nature or zone must be entered into the computer or the code or signal must be stated legitimately over the radio for it to count. 2. If you have two of the SAME call type, code, or nature on the SAME card, you must get multiple occurrences in order to be able to check off the boxes. 3. The first person with 5 in a row across, up and down, or diagonally wins and yells out BINGO.

After some refining, we removed most codes and signals that we never use but we did add in the school areas and made some other changes that made the game more challenging but entertaining. We have now played several rounds and we have found that this actually helps you learn your codes and signals, it makes you very aware of what your team mates are doing because the quicker you mark your card the quicker you can yell BINGO, and it makes the time pass faster because you are having fun. We find ourselves using our codes more and sometimes challenging the officers to do the same. This would be very beneficial to any new people as they try to learn their codes and signals and in teaching them to pay attention to those around them.

BINGO, I WIN!

We now play for a prize of lunch and an ice cream in order to throw a little more twist into the mix and we can honestly say that our days seem a little shorter and are definitely more fun.

If anyone wants the EXCEL file that makes the cards e-mail me and I will send it too you.

--Adam Cooper

