

Covington-Newton County 9-1-1 Communications Center Annual Report 2011



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 2011. 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, stylized "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 were no Internal Affairs investigations during the calendar year 2011. All complaints were handled satisfactorily at the line level by supervisors.

GRIEVANCES

There were no grievances filed during 2011.

AWARDS BANQUET

The Awards Banquet has been moved to April in conjunction with Public Safety Telecommunicator's Week.



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 2011

Total CAD Calls Received – 2011		112,712
Total Agency Calls Generated – 2011		124,722
Law Calls Generated	105,260	84.40%
<i>Covington Police</i>	31771	25.47%
<i>Animal Control</i>	604	0.48%
<i>NC SO</i>	66,540	53.35%
<i>Oxford Police</i>	1,910	1.53%
<i>Porterdale Police</i>	4,435	3.56%
Fire Calls Generated	9,289	7.45%
<i>Covington Fire</i>	2,632	2.11%
<i>NC Fire</i>	6,657	5.34%
EMS Calls Generated	10,737	8.61%
<i>Newton EMS</i>	10,737	8.61%

2009 to 2010 Comparison					
December	2010	2011	+/-	%	
Law	98,634	105,430	6,796	6.89%	
Fire	8,627	9,289	662	7.67%	
EMS	10,581	10,737	156	1.47%	
CAD Rec'd	105,458	112,712	7,254	6.88%	
Calls Generated	117,842	124,722	6,880	5.84%	
Radio Log Entries	1,004,044	973,633	(30,411)	(3.03%)	

2011 was another very busy year for the 9-1-1 Center as calls for service again passed the 110,000 mark with increases noted in all areas. Overall calls for service increased 5.84% in 2011 over 2010. 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 until July 2011. 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



Phone Call Activity 2010/2011 Comparison

	2011	2010	Change	% Change
<u>911 Calls:</u>	74,732	74,146	586	0.8%
Wireless 9-1-1	53,468	49,599	3,869	7.2%
Transfers:	3,608	3,800	192	5.1%
<u>Admin Calls:</u>	163,882	158,049	5,833	3.6%
Incoming	91,949	90,984	965	1.0%
Outgoing	71,933	67,065	4,868	6.8%
<u>Total Calls:</u>	238,614	232,195	6,419	2.7%
Abandoned 911 Calls	6,854	5,045	1,809	26.4%
Daily Avg. 911 Calls:	205	203	2	1.0%
Daily Avg. All Calls:	654	636	18	2.8%
Avg. # Calls Per Hour	27	27	0	0.0%

ANALYSIS

The year 2011 saw a increase in our total call volume as compared to 2010. The emergency calls received on the 9-1-1 lines increased by 3,869 calls or 7.2% and the Administrative call volume increased by 5,833 calls or 3.6%. Looking at the daily average calls, there was a slight increase in the total 9-1-1 calls of 1.0%, and a increase in the daily average of ALL calls, 9-1-1 and administraive, of 2.8%. There was also 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 remained the same.

Covington-Newton County 9-1-1



Communications Center

Performance Measures
2010-2011



	2011	2010
Average Call Processing Time:	2:05	1:59
Total CAD Calls Entered:	112,712	105,461
Total 9-1-1 Calls:	74,732	74,176
Total Incoming Admin Calls:	91,949	90,984
Total Outgoing Admin Calls:	71,933	67,065
Total Abandonment Rate %:	3.65%	2.17%
Grand Total of Phone Calls Processed:	238,614	232,225

Analysis

A Performance Measure is the data that we collect and compare according to our policies. Here we are comparing the years 2010 and 2011. Our average call processing time, the time elapsed from acceptance of the address, to assignment of the unit increased by 6 seconds in 2011. We are five seconds above being 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 7,251. This is attributed to an increase in total number of Incoming Calls, On-Site Calls and Traffic Stops initiated by the field units. Total number of outgoing calls increased by 4,868. The abandonment rate for the 9-1-1 lines increased by 1.48%.

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Communications Center

Ring Time Comparison
2010 - 2011



	2010	% of total calls	2011	% of total calls
911 Ring Times:				
< 10 sec	71,363	96.3%	76,257	95.4%
> = 10 sec < 15 sec	2,450	3.2%	2,888	3.9%
> = 15 sec < 20 sec	198	0.3%	348	0.5%
> = 20 sec < 25 sec	81	0.1%	122	0.2%
> = 25 sec	54	0.1%	117	0.2%
Admin Ring Times:				
< 10 sec	87,686	96.5%	88,061	95.8%
> = 10 sec < 15 sec	2,598	2.8%	2,884	3.1%
> = 15 sec < 20 sec	378	0.4%	511	0.6%
> = 20 sec < 25 sec	146	0.1%	238	0.3%
> = 25 sec	176	0.1%	255	0.3%

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 2010, 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 2011, 95.4% of the 9-1-1 lines were answered within 10 seconds and 95.8% of the administrative lines were answered within 10 seconds. This is a difference of 0.9% on the 9-1-1 lines and a difference of 0.7% on the administrative lines.

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Communications Center

Quality Assurance
Protocol Compliance & Comparison
2010 and 2011



	2010	2011	%+/-
Total Medical Calls Reviewed	150	132	12%
Protocol Compliance Percentage for Medical Calls	96.74%	93.95%	3%
Other Quality Assurance Calls Performed	1176	660	44%
Protocol Compliance Percentage for Other Calls	94.35%	97.17%	3%

ANALYSIS

A total of 132 medical calls were reviewed for Quality Assurance in 2011. This was an decrease in calls of 18 or 12% below the 2010 total. Our Protocol Compliance Percentage for the medical calls reviewed in 2011 is 93.95% which is an decrease of 2.79% compliance below the 2010 total of 96.74%.

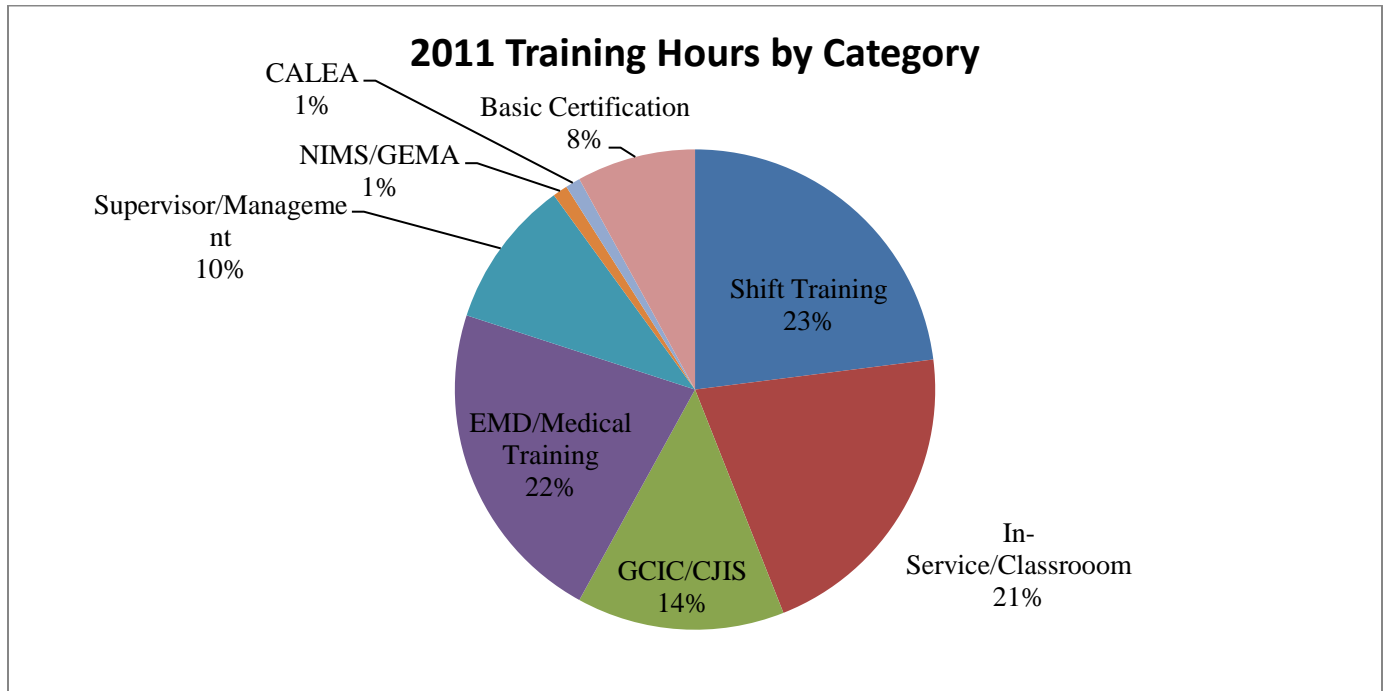
We reviewed 660 randomly chosen, priority 1 law and fire calls where the employee was the call taker and/or the dispatcher. Each employee had a traffic stop call reviewed each month also. This total is a decrease of 43.9% over the 2010 total of 1,176. The total compliance score for these call types in 2011 was 97.17% which is a 3% increase over the 2010 total of 94.35%.

The Covington-Newton County 911 Center completed a total of 2,111.25 training hours during 2011. This does not include the training of new recruits. We had an average of 44 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 6 employees this year with 2 having completed training. As of 2011 we have retained 17 employees for 3 years or longer.

Training Type	Hours
Shift Training	486.50
In-Service/Classroom	446.50
GCIC/CJIS	292.00
EMD/Medical Training	470.50
Supervisor/Management	208.00
NIMS/GEMA	28.00
CALEA	19.75
Basic Certification	160.00

Category	Number
Hired	6
Released from Probation	2
Completed Training	2
Retained for Three Years or More	17
Average In-Service Training Hours	44

Total Hours 2111.25



Public Education/Community Involvement

The Covington-Newton County 911 Center actively participates in the community. During 2011 we hosted at least 6 tours of the 911 Center and made 5 presentations for local community groups. We contacted at least 415 people in person during 2011; 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, we sent out 60 community surveys in 2011 and received 9 completed surveys. 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 this year. We have 1,464 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	2011
Surveys Completed	9
Presentations Performed	5
Number of People Contacted	415
Press Releases Initiated by Agency	5



**Covington-Newton County 911
2011 Annual Statistical Summary of Complaints/Commendations**

Complaint	Sustained	Not Sustained	Unfounded	Exonerated	Policy Failure	Total
Neglect of Duty	3	0	0	0	0	3
Discourteous/Rude	1	0	2	0	0	3
Improper Call Taking	0	0	0	0	0	0
Total	4	0	2	0	0	6
Commendations	--	--	--	--	--	3

The Covington-Newton County 911 Center investigated 6 complaints during 2011. This was a decrease of 4 complaints from 2010. 4 complaints were sustained, 3 for Neglect of Duty, 1 for Discourteous/Rude Conduct and 0 for Improper Call Taking. Our communications center made at least 166,681 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 .004% 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.

Our employees received 3 commendations during 2011.