



2019 ANNUAL REPORT



911

COVINGTON-NEWTON COUNTY

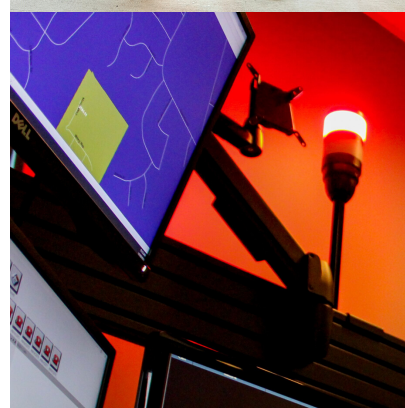
ABOUT

Mission

The Covington-Newton County 911 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.



NEW LOCATION

On October 3, 2019, the Covington-Newton County 911 Center moved to it's new location on Alcovy Road.



AGENCY RESPONSE FIGURES & PERCENTAGES

2019 CAD Statistics			
Total CAD Calls Received		108,613	
Total Agency Calls Generated		122,826	
Law Calls Generated		98,948	80.56%
	Covington Police Department	33,480	27.26%
	Covington Marshal's Office	58	0.00%
	Newton County Animal Control	1,006	0.82%
	Newton County Sheriff's Office	56,062	45.64%
	Oxford Police Department	2,174	1.77%
	Porterdale Police Department	5,810	4.73%
Fire Calls Generated		10,853	8.84%
	Covington Fire	3,146	2.56%
	NC Fire	7,594	6.18%
EMS Calls Generated		13,025	10.60%
	Newton EMS	13,025	10.60%

2018 to 2019 Comparison				
	2018	2019	+/-	%
Law	100,792	98,948	(1,844)	1.83%
Fire	10,613	10,853	240	2.26%
EMS	13,253	13,025	(228)	1.72%
CAD Rec'd	109,035	108,613	(422)	0.39%
Calls Generated	124,658	122,826	(1,832)	1.47%
Radio Log Entries	1,304,282	1,362,625	58,343	4.47%

OPEN RECORDS

325

Open Records Requests Handled.

#WeAre911

COMPLAINT AND LIBELOUS

19

Complaints and Libelous
Incidents.

TRAINING

569.75

Agency training hours.

OUTREACH PROGRAM

6

Community Outreach events



2019 AWARDS

**Kei'Ana Sims selected as
the Rookie of the
Year for 2019.**



**Amanda Cummings selected
as the Dispatcher
of the Year for 2019.**




**Trudy Henry selected as the
Employee of the
Year for 2019.**





COVINGTON-NEWTON COUNTY

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