



2020 ANNUAL REPORT



911

COVINGTON-NEWTON COUNTY

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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.

AGENCY RESPONSE FIGURES & PERCENTAGES

2020 CAD Statistics

Total CAD Calls Received		92,063
Total Agency Calls Generated		104,529
Law Calls Generated by Agency	81,276	77.75%
Covington Police Department	25,452	24.35%
Covington Marshal's Office	9	0.01%
Newton County Animal Control	492	0.47%
Newton County Sheriff's Office	50,520	48.33%
Oxford Police Department	1,466	1.40%
Porterdale Police Department	3,337	3.19%
Fire Calls Generated	9,715	9.29%
Covington Fire	2,769	2.65%
Newton County Fire	6,946	6.65%
EMS Calls Generated	13,538	12.95%
Piedmont/Newton EMS	13,538	12.95%

2019 to 2020 Comparison

	2019	2020	+/-	%
Law	98,948	81,276	-17,672	-17.86%
Fire	10,853	9,715	-1,138	-10.49%
EMS	13,025	13,538	513	3.94%
CAD Rec'd	108,613	92,063	-16,550	-15.24%
Calls Generated	122,826	104,529	-18,297	-14.90%
Radio Log Entries	1,362,625	1,244,833	-117,792	-8.64%

OPEN RECORDS

530

Open Records Requests Handled

#WeAre911

COMPLAINT AND LIBELOUS

15

Complaints and Libelous Incidents



February 26, 2021,

The Covington-Newton County 911 Center investigated Eleven (11) complaints during 2020. Four (4) complaints were not sustained or unfounded and seven (7) complaints were sustained. 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.

All complaints were handled satisfactorily at the line level by supervisors. Therefore, there were no Internal Affairs investigations conducted.

Complaint	Sustained	Not Sustained	Unfounded	Exonerated	Policy Failure	Total
Neglect of Duty	3	1	0	0	0	4
Unprofessional Demeanor	4	1	1	0	0	6
Improper Call Handling	0	1	0	0	0	1
Total	7	3	1	0	0	11

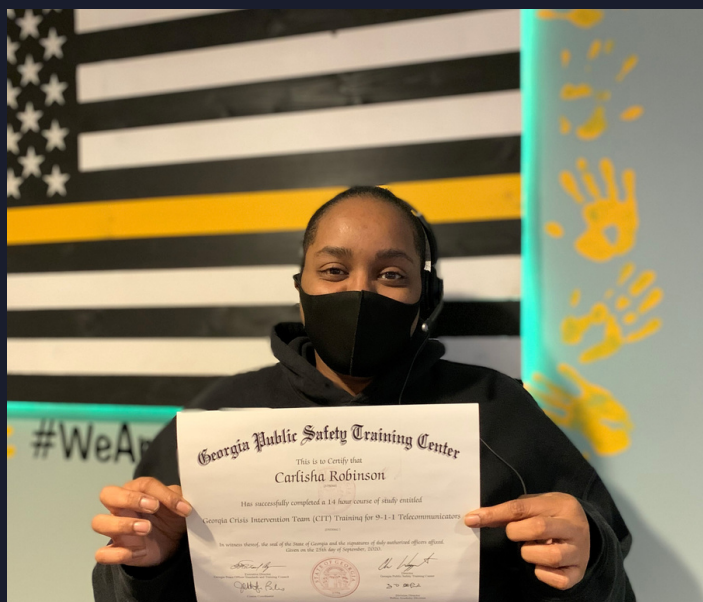
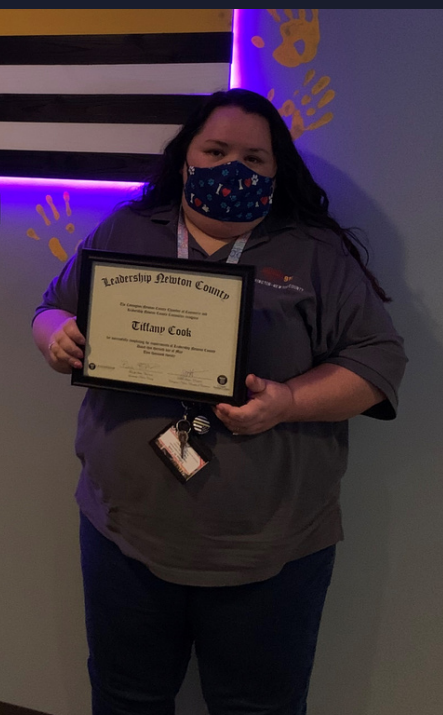
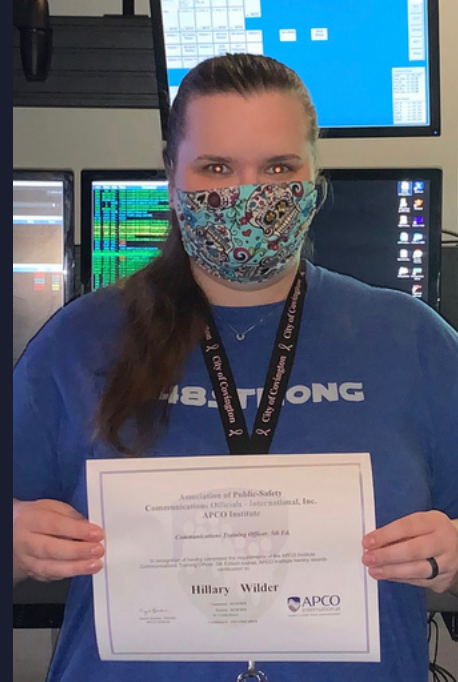
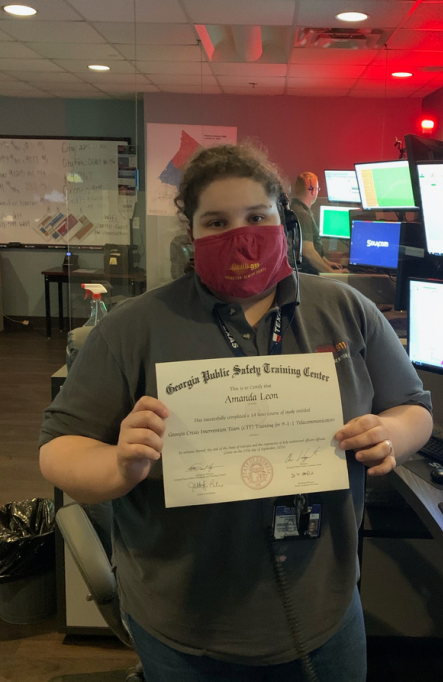
Trudy Henry, Director

TRAINING

1,008

Agency training hours





OUTREACH PROGRAM

10

Community Outreach events



Covington-
Newton County
911 Center
adopted two
children for
Christmas
through the
Department of
Family and
Children
Services.





COMMUNITY SUPPORT

*Thank
You!*



2020 AWARDS



COVINGTON-NEWTON COUNTY



2020 - DISPATCHER OF THE YEAR

SARAH HERBERT



2020 AWARDS



COVINGTON-NEWTON COUNTY

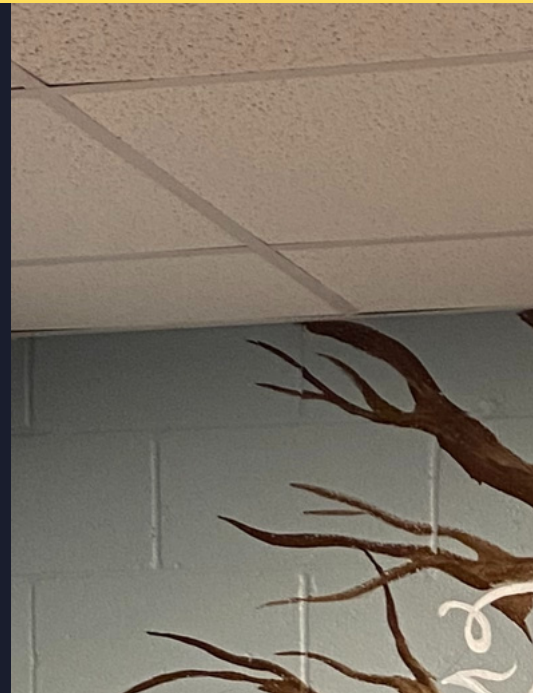


2020 ~ EMPLOYEE OF THE YEAR

CAROLINE ALMOND



TREE OF LIFE

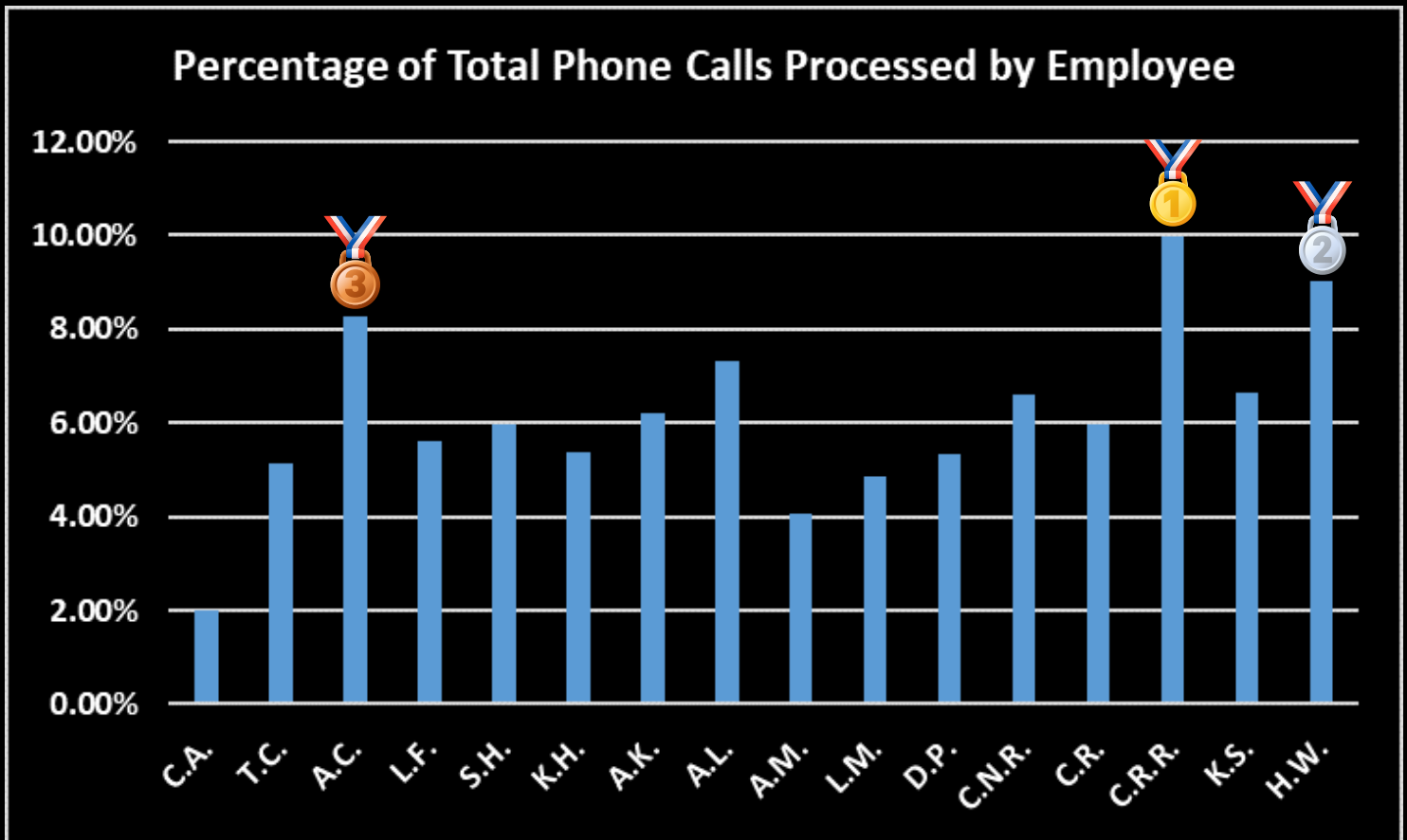




The 911 Center created a Tree of Life to recognize employees that have provided lifesaving instructions over the phone for cardiac saves and baby deliveries. The tree of life was drawn and painted by Allison Rogers Quinlan. Allison donated the materials and her time for this project. We are honored that she took the time to create this project for our Center.

Engraved leaves will be added to the tree with the employee's name, the type of incident and the date. Each employee received a life saver lapel pin for the cardiac saves and a stork lapel pin for baby deliveries at the 2020 Awards Banquet.

CALL STATISTICS



The chart above represents the percentage of phone calls processed by each employee for 2020. The percentages includes 911 emergency phone calls and administrative phone calls.

We would like to recognize the following employees for having the top three highest call percentages: 1st place - Carlisha Robinson, 2nd place - Hillary Wilder, and 3rd place - Amanda Cummings.

 **911**
COVINGTON-NEWTON COUNTY
 
www.covington-newton911.com

