



2022 ANNUAL REPORT



COVINGTON-NEWTON COUNTY

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2022 ACCOMPLISHMENTS

ABOUT



VISION STATEMENT

To serve our community during their most critical moments.

MISSION STATEMENT

Covington-Newton County 911 Center is a vital Life-link for our community and public safety. As the first, first responder we handle calls accurately and efficiently, while providing the right information to the right people, at the right time.

AGENCY RESPONSE FIGURES & PERCENTAGES

2022 CAD Statistics		
Total CAD Calls Received		93,240
Total Agency Calls Generated		106,069
Law Calls Generated by Agency	80,864	76.24%
Covington Police Department	27,540	25.96%
Covington Marshal's Office	2	0.00%
Newton County Animal Control	525	0.49%
Newton County Sheriff's Office	48,833	46.04%
Oxford Police Department	1,145	1.08%
Porterdale Police Department	2,819	2.66%
Fire Calls Generated by Agency	9,970	9.40%
Covington Fire	3,280	3.09%
Newton County Fire	7,283	6.87%
EMS Calls Generated	15,235	14.36%
Piedmont/Newton EMS	15,235	14.36%

2021 to 2022 Comparison				
	2021	2022	+/-	%
Law Calls	80,588	80,864	276	0.34%
Fire Calls	9,970	9,970	0	0.00%
EMS Calls	15,092	15,235	143	0.95%
CAD Calls Received	92,607	93,240	633	0.68%
Calls Generated	105,650	106,069	419	0.40%
Radio Log Entries	1,242,898	1,305,090	62,192	5.00%



To: Trudy Henry, Director

Thru: Anessa Westmoreland, Operations Manager

From: Team Leaders: Harper, Cummings, Sims, Collier

Date: January 26, 2023

Re: Telecommunication Performance Measurements / December 2022

	Current Month	Previous Month	Same Month Previous Year	Year To Date
<u>911 Calls:</u>	6,277	5,613	6,427	72,070
Wireless 9-1-1	5,611	4,980	5,781	64,064
Abandoned Calls	433	333	357	4,271
SMS Text to 911	12	29	34	309
<u>Admin Calls:</u>	10,392	9,097	9,714	115,672
Incoming	6,252	5,832	5,991	76,192
Outgoing	4,140	3,265	3,723	42,257
<u>Total Calls:</u>	16,669	14,710	16,141	187,742

Shift Stats

Days				
Cad Calls	3,767	3,742	2,880	39,222
911 Lines	N/A	2,753	2,577	29,233
Admin Lines	N/A	2,959	2,185	32,224

Nights

Cad Calls	2,600	2,777	3,256	33,368
911 Lines	N/A	2,210	2,759	27,561
Admin Lines	N/A	2,019	2,248	24,093

PT, Trainee, Admin

Cad Calls	1,486	1,002	1,630	12,660
911 Lines	N/A	650	1,091	8,999
Admin Lines	N/A	853	1,558	10,845

Daily Avg. 911 Calls:	202	187	207	2,369
Daily Avg. Incoming Admin Calls:	291	194	193	2,502
Daily Avg. All Calls:	629	490	521	6,258
Avg. # Calls Per Hour	26	20	22	260

911 Ring Times:

<10 sec	5,501	5,103	6,117	66,223
>= 11 sec < 20 sec	601	395	243	4,383
>= 21 sec	210	115	67	1,499

Admin Ring Times:

<10 sec	5,458	5,733	63,073
>= 11 sec < 20 sec	319	210	3,141
>= 21 sec	55	48	949

Avg Call Dispatch Time:	0:49	0:45	0:56	0:55
LAW	0:56	N/A	N/A	N/A
FIRE	0:49	N/A	N/A	N/A
EMS	0:43	N/A	N/A	N/A

Radiolog Entries:

	Current Month	Previous Month	Same Month Previous Year	Year to Date
Marshal	12	26	22	450
CPD	46,107	44,331	37,035	491,663
NCSO	54,373	48,883	51,239	594,479
PPD	1,583	1,928	2,662	25,657
OPD	1,049	1,107	1,340	9,771
CFD	2,105	1,496	1,442	19,509
NCFD	5,034	3,930	3,871	47,733
EMS	9,703	9,282	8,831	110,144
NCAC	202	169	77	1,897
GSP	4	5	5	180
CNCC	232	166	106	1,538
Coroner	34	34	60	475
EMA	0	0	9	23
Unclassified	155	128	81	943
NCDA	20	64	59	605
CRM	0	0	0	0
CMC	0	0	0	0
NC Public Works	0	0	0	20
Newton Co Probation	0	3	0	3
Total:	120,613	111,552	106,839	1,305,090

CAD Totals:	7,869	7,528	7,773	93,241
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Direct Answered Calls:	<u>ALL CALLS ANSWERED DIRECTLY</u>			
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Open Records Requests:	32	27	57	506
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OPEN RECORDS

506

Open Records Requests Handled

#WeAre911

COMPLAINTS AND LIBELOUS

6

Complaints and Libelous Incidents



March 2, 2023

The Covington-Newton County 911 Center investigated one (1) complaint during 2022. The complaint was sustained for unprofessional demeanor. No investigations revealed the need to change policy or training practices, however the sustained complaint resulted in remedial training and/or disciplinary actions for the employee.

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	0	0	0	0	0	0
Unprofessional Demeanor	1	0	0	0	0	1
Improper Call Handling	0	0	0	0	0	0
Total	1	0	0	0	0	1

Trudy Henry, Director

TRAINING



1,258
Agency training hours



OUTREACH PROGRAM



RECRUITMENT

3

Recruitment Events



AWARDS

EMILY MESSIER
ROOKIE OF THE YEAR



CALLIE GIBBS
DISPATCHER OF THE YEAR



HILLARY WILDER
EMPLOYEE OF THE YEAR



CHRISTIAN FAVORS
SUPPORT SERVICES
EMPLOYEE OF THE YEAR

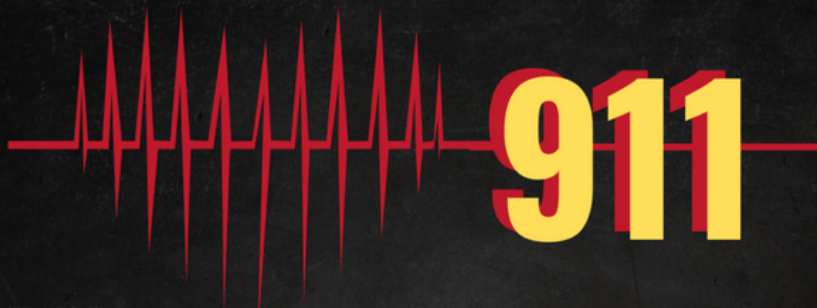


KEI'ANA SIMS
TEAM LEADER
OF THE YEAR



ACCOMPLISHMENTS

- Created agency Directory with employee photos.
- Reduced the cost of IT services by limiting use of outside support.
- Created architectural plans for a new 911 Site.
- Partnered with GIS to become compliant with NextGen 911.
- Implemented Vesta phone system.
- Implemented VERINT recorder system.



COVINGTON-NEWTON COUNTY



Alanetta Collier
Team Leader



Amanda Cummings
Team Leader



Caroline Harper
Team Leader



Kel'Ana Sims
Team Leader



Katie Butler
Communications
Officer



Rene' Coker
Communications
Officer



Tiffany Cook
Communications
Officer



Haley Coarsey
Communications
Officer



Chelsey Fritz
Communications
Officer



Callie Gibbs
Communications
Officer



Andrew Gutierrez
Communications
Officer



Teresa Cleary
IT Specialist



Christian Favors
Administrative
Secretary



Crystal Stevens
CALEA/Training
Supervisor



Elba Hernandez
Communications
Officer



Krista Hipps
Communications
Officer



Amber Lugar
Communications
Officer



Emily Messier
Communications
Officer



Janet Moore
Communications
Officer



Carlisha Robinson
Communications
Officer



Hillary Wilder
Communications
Officer



Trudy Henry
911 Director



Anessa Westmoreland
Operations Manager



Annie
911 Therapy
Dog

AUGUST 2022



COVINGTON-NEWTON COUNTY



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