



# **2021 ANNUAL REPORT**



*COVINGTON-NEWTON COUNTY*

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# 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

2021 CAD Statistics		
Total CAD Calls Received		92,607
Total Agency Calls Generated		105,650
<b>Law Calls Generated by Agency</b>	<b>80,588</b>	<b>76.28%</b>
Covington Police Department	25,075	23.73%
Covington Marshal's Office	7	0.01%
Newton County Animal Control	343	0.32%
Newton County Sheriff's Office	50,841	48.12%
Oxford Police Department	1,366	1.29%
Porterdale Police Department	2,956	2.80%
<b>Fire Calls Generated by Agency</b>	<b>9,970</b>	<b>9.44%</b>
Covington Fire	2,672	2.53%
Newton County Fire	7,298	6.91%
<b>EMS Calls Generated</b>	<b>15,092</b>	<b>14.28%</b>
Piedmont/Newton EMS	15,092	14.28%

2020 to 2021 Comparison				
	2020	2021	+/-	%
Law Calls	81,276	80,588	-688	-0.85%
Fire Calls	9,715	9,970	255	2.62%
EMS Calls	13,538	15,092	1,554	11.48%
CAD Calls Received	92,063	92,607	544	0.59%
Calls Generated	104,529	105,650	1,121	1.07%
Radio Log Entries	1,244,833	1,242,898	-1,935	-0.16%





**To:** Trudy Henry, Director  
**Thru:** Anessa Westmoreland, Operations Manager  
**From:** Team Leaders Almond, Cummings and Sims  
**Date:** January 6, 2022  
**Re:** Telecommunication Performance Measurements / December 2021

	Current Month	Previous Month	Same Month Previous Year	Year To Date
<b>911 Calls:</b>	<b>6,467</b>	<b>6,162</b>	<b>6,004</b>	<b>77,397</b>
Wireless 9-1-1	5,826	5,577	5,281	69,155
Abandoned Calls	384	379	389	4,887
SMS Text to 911	12	16	n/a	214
<b>Admin Calls:</b>	<b>9,386</b>	<b>9,154</b>	<b>8,752</b>	<b>111,815</b>
Incoming	5,966	5,670	5,542	70,090
Outgoing	3,420	3,484	3,210	41,725
<b>Total Calls:</b>	<b>15,853</b>	<b>15,316</b>	<b>14,756</b>	<b>189,212</b>

#### **Shift Stats**

##### **Days**

CAD Calls	3,311	3,767	3,465	43,785
911 Lines	2,809	3,216	2,844	36,473
Admin Lines	2,733	3,081	2,902	35,133

##### **Nights**

CAD Calls	3,012	2,524	2,752	36,515
911 Lines	2,679	2,203	2,187	31,766
Admin Lines	2,214	1,682	1,728	24,041

##### **PT, Trainee, Admin**

CAD Calls	1,171	1,055	n/a	12,191
911 Lines	979	743	n/a	9,170
Admin Lines	1,019	907	n/a	10,816

<b>Daily Avg. 911 Calls:</b>	<b>209</b>	<b>205</b>	<b>194</b>	<b>2,542</b>
<b>Daily Avg. Incoming Admin Calls</b>	<b>192</b>	<b>189</b>	<b>179</b>	<b>2,303</b>
<b>Daily Avg. All Calls:</b>	<b>511</b>	<b>511</b>	<b>476</b>	<b>6,218</b>
<b>Avg. # Calls Per Hour</b>	<b>21</b>	<b>21</b>	<b>20</b>	<b>262</b>

	Current Month	Previous Month	Same Month Previous Year	Year to Date
<b>911 Ring Times:</b>				
<10 sec	6,065	5,829	5,740	72,734
> = 10 sec < 15 sec	182	175	182	2,987
> = 15 sec < 20 sec	85	65	46	763
> = 20 sec	135	93	36	913

**Admin Ring Times:**

<10 sec	5,675	5,408	5,371	66,497
> = 10 sec < 15 sec	167	159	124	2,348
> = 15 sec < 20 sec	39	50	22	575
> = 20 sec	85	53	25	670

<b>Avg Call Dispatch Time:</b>	<b>0:50</b>	<b>0:45</b>	<b>0:51 (Fire &amp; EMS)</b>	<b>N/A</b>
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**Radiolog Entries:**

Marshalls	122	9	46	807
CPD	37,024	36,221	28,831	392,888
NC SO	50,524	49,467	51,929	628,049
PPD	637	1,500	2,167	30,327
OPD	1,073	1,509	1,624	16,995
CFD	1,795	1,457	1,330	16,109
NCFD	4,288	3,854	3,775	47,459
EMS	9,988	8,102	9,005	105,421
NCAC	83	100	85	1229
GSP	12	8	47	169
CNCC	110	80	100	1142
Coroner	68	31	47	587
EMA	0	0	0	27
Unclassified	79	114	100	1181
NCDA	29	19	15	508
CRM	0	0	0	0
CMC	0	0	0	0
<b>Total:</b>	<b>105,832</b>	<b>102,471</b>	<b>99,101</b>	<b>1,242,898</b>

<b>CAD Totals:</b>	<b>7,502</b>	<b>7,351</b>	<b>7,388</b>	<b>92,607</b>
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**Direct Answered Calls:** ALL CALLS ANSWERED DIRECTLY

<b>Open Records Requests:</b>	<b>34</b>	<b>27</b>	<b>35</b>	<b>654</b>
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# OPEN RECORDS

654

Open Records Requests Handled

#WeAre911



# COMPLAINTS AND LIBELOUS

6

## Complaints and Libelous Incidents



January 31, 2022

The Covington-Newton County 911 Center investigated two (2) complaints during 2021. Both complaints were sustained for neglect of duty. 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	2	0	0	0	0	2
Unprofessional Demeanor	0	0	0	0	0	0
Improper Call Handling	0	0	0	0	0	0
Total	2	0	0	0	0	2

Trudy Henry, Director



# TRAINING





# OUTREACH PROGRAM

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Community Outreach events







Covington-Newton County 911 Center hosted a tour of the 911 Center to a group of special needs gentlemen, the "Wolf Pack". They were accompanied by their life coach and enjoyed learning about the 911 Center as well as the Fire Station.









# 2021 AWARDS

## EMPLOYEE OF THE YEAR



2021 ~ EMPLOYEE OF THE YEAR

# TYLER HEAD



# 2021 AWARDS

## DISPATCHER OF THE YEAR



**2021 ~ DISPATCHER OF THE YEAR**

# KRISTA HIPPS





# 2021 AWARDS

## ROOKIE OF THE YEAR



COVINGTON-NEWTON COUNTY



2021 ~ ROOKIE OF THE YEAR

# CALLIE GIBBS



# RECLASSIFICATION



OCTOBER 4, 2021

OCTOBER 5, 2021



On October 4 & 5, 2021, the City of Covington and Newton County, respectively, read resolutions recognizing 911 telecommunicators as a vital part of public safety. The *first* first responders are currently recognized federally as clerical staff, but there is a movement under the 911 Saves Act to correctly identify 911 telecommunicators as a public safety occupation.



# THERAPY DOG: ANNIE







In 2020, our 911 Center adopted an agency goal to have a therapy dog. The COVID-19 pandemic began shortly after the 911 Center adopted our 2020 goals, and we were not successful with making this goal a reality.

The 911 Center revisited the goal of having a therapy dog in 2021. Annie joined the team on August 16, 2021. The dispatchers have thoroughly enjoyed having Annie at the 911 Center. Her presence brings joy and love into a workspace filled with stressful calls and long hours.

# PODCAST

## GOLDEN GIRLS: 9-1-1 STORIES

The *Golden Girls: 9-1-1 Stories* podcast, hosted by Trudy Henry and Anessa Westmoreland, launched in July 2021. Through the podcast, Trudy and Anessa want to teach the public about the importance of 911, share their experiences as dispatchers and working in public safety.



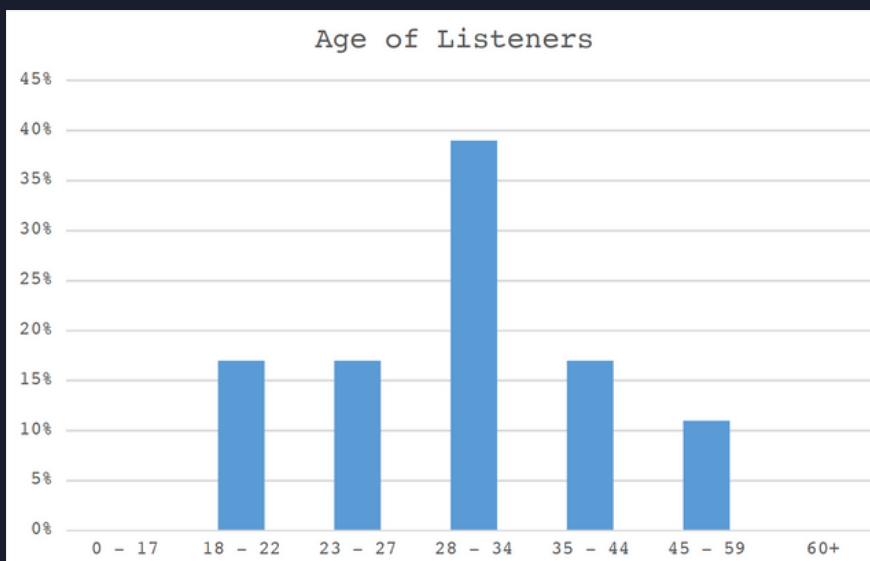


# PODCAST

## GOLDEN GIRLS: 9-1-1 STORIES

The charts below represent the audience of Golden Girls: 9-1-1 Stories. The majority of our listeners live in the North America, then followed by Europe and South Africa. The majority of our audience are between the ages of 28-34.

Golden Girls: 9-1-1 Stories	
Country	Percentage of Listeners
United States	83%
Germany	8%
South Africa	4%
United Kingdom	3%
Canada	0.85%
Spain	0.43%
Belgium	0.43%
Italy	0.43%











*COVINGTON-NEWTON COUNTY*



[www.covington-newton911.com](http://www.covington-newton911.com)

Subscribe to our podcast!

Golden Girls: 9-1-1 Stories

