

Welcome to Emergency Services E-911



Peach County's E-911 Center is the centralized public safety answering point for all 9-1-1 calls within Peach County including the city of Byron and the city of Fort Valley.

The E-911 Center provides emergency radio dispatch services for over 7 public safety agencies within Peach County. The E-9-1-1 Center serves as the after-hours point of contact for Byron & Fort Valley Police Department.

Every aspect of the E-911 Center performs specialized, integral functions while in support of Peach County's Public Safety System. For Police, Fire and/or Emergency Medical Services, we are readily available to assist you 24 hours a day, 7 days a week.

Mission Statement & Governing Principles

The mission of the Peach County E911 Communications Center is to provide effective and convenient access to public safety through emergency communications for the citizens of Peach County and those passing through. We shall strive to provide pre-arrival instructions and to send the appropriate response to their calls for assistance in a timely manner.

We shall offer our assistance to all other agencies, when requested and within our means.

Important Contact Information

Peach County E911 Communications Non-Emergency (478) 822-9111

Peach County E911 Director (478) 827-1576

Management Staff's Email Addresses

Kristie Layne Womick
Assistant Director
Kristie-womick@peachcounty.net

Supervisor Teresa Rooks
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Jason Shaw
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Jason-shaw@peachcounty.net

Nicorlette Lowe
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Tiffany Lopez
Supervisor
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Peach County Public Safety Agencies

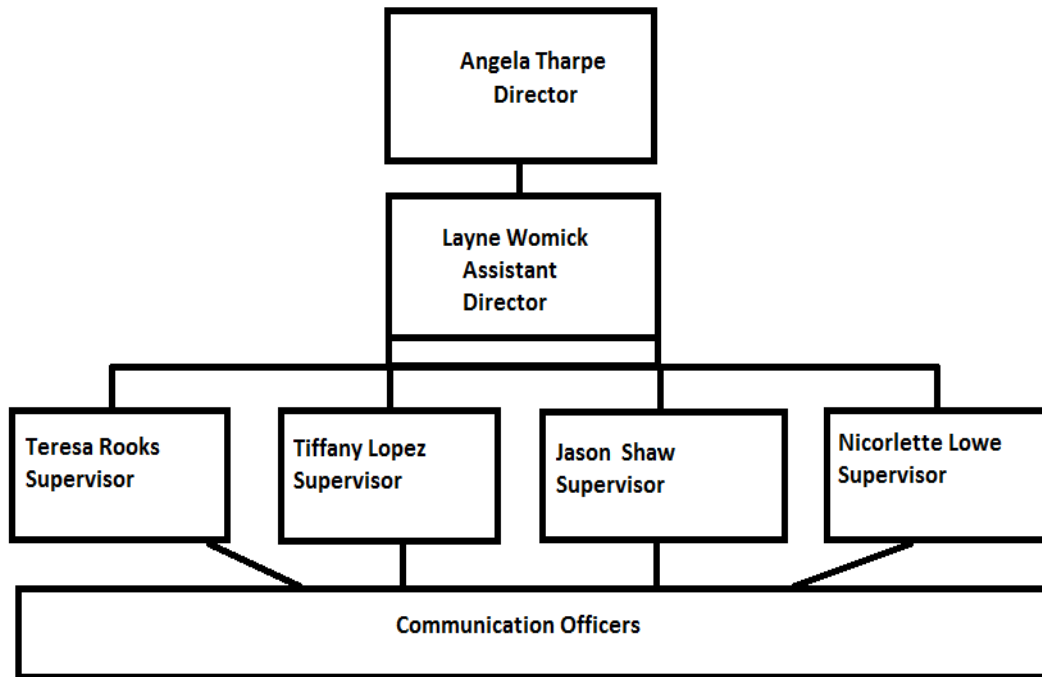
Peach County Sheriff Office Administration	(478) 825-8269
Fort Valley Public Safety Administration	(478) 825-3383
Byron Police Department	(478) 956-2880
Peach County Ambulance Service	(478) 827-3182
Peach County Fire Department	(478) 825-8667
Fort Valley Fire Department	(478) 825-5190

Other Public Safety Agencies

Fort Valley State University (478) 825-6211

Organizational Chart

Peach County E911 Center



Administration Services

The Administrative Division plans, coordinates and directs a broad range of services. They are charged with a multitude of varying duties and responsibilities, the Administrative Division is a major contributor, who's vital services ensure that the Department runs smoothly on a daily basis.

Some of the items coordinated by the Administrative Division include but are not limited to:

- Payroll
- Receiving and the distribution of information
- Incoming and outgoing correspondence
- Record keeping
- Purchase, storage and distribution of supplies
- Managing Vendor Contracts
- Project Management
- Hiring and Recruitment
- Training
- Departmental Statistical Reporting
- Plans Departmental budget for contracts, equipment and supplies
- Open Records Requests
- Monitoring of the 9-1-1 facility to ensure it remains safe, secured and well maintained.
- Ensures that the 9-1-1 facility meets Departmental standards and complies with County government regulations.
- Performs regular Quality Assurance
- Fields contacts with the community

Operations

Overview:

Currently the Emergency Communications 9-1-1 Center has 5 console positions. Every console position is configured identically to enable access and utilization of a diverse selection of emergency software applications, including a Computer Aided Dispatch (CAD), a fully-integrated telephone system, mapping system and radio system. Each console also has authorized access to the Criminal Justice Information System (CJIS).

Communication's Officer

The purpose of this classification is to receive and respond to incoming calls to the Peach County E911 Communications Center; and to dispatch emergency service and/or law enforcement personnel as appropriate.

A. Essential Functions

1. The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.
2. Receives calls on the County's emergency 911 system, including emergency TDD calls, and language lines.
3. For non-emergency calls, provides information, answers questions, takes messages, and/or refers caller to appropriate staff.
4. For emergency calls, obtains information from callers and determines the appropriate agency to respond to the need for assistance; contacts and dispatches the correct agency; provides agency with information needed to respond appropriately and to ensure personnel/officer safety; works to keep caller calm; monitors status of response; and contacts wrecker services and utility companies as needed.
5. Logs incoming calls and dispatch information into an automated system; utilizes Georgia Crime Information Center (GCIC) and CAD terminals; enters information pertinent to incoming calls, dispatched agencies, response time and actions taken; and maintains records of calls and dispatching activities.
6. Monitors a variety of radio frequencies for the purpose of communicating with law enforcement, ambulance, fire and other emergency services providers; and provides and/or obtains information to field personnel regarding emergencies, incident scenes, directions, and status.
7. Performs various administrative support activities such as entering, updating and retrieving information from databases; enters law enforcement information into databases; maintains communication logs; queries data bases upon request; researches warrant information, driver licenses and tags; submits information to appropriate staff; and performs system backups and reboots servers as needed.
8. Operates a GCIC terminal, Cad terminal, telephones, fax machines, shredders, a personal computer, and general office equipment as necessary to complete essential functions, to

include the use of emergency communications software, word processing, spreadsheet, database, or other system software.

B. Additional Functions

1. May use the GCIC to enter police records or to research criminal histories on occasion as required. Performs other related duties as required.

Supervisor

The purpose of this classification is to supervise assigned staff and engage in emergency communications work; receives and responds to incoming calls to Peach County E911 Communications Center; and dispatches emergency service and/or law enforcement personnel as appropriate.

A. Essential Functions

1. The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.
2. Supervises the assigned communications officers and shift operations; assigns work, provides instruction; ensures shift activities comply with established policies and procedures; assists with training communications staff; provides training; and explains and interprets policies and procedures.
3. Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
4. Reviews employment applications for dispatch positions; participates in conducting interviews and assessments for prospective employees; makes personnel and hiring recommendations to the Director.
5. Receives calls on the County's emergency 911 system, including emergency TDD calls, and language lines.
6. For non-emergency calls, provides information, answers questions, takes messages, and/or refers caller to appropriate staff.
7. For emergency calls, obtains information from callers and determines the appropriate agency to respond to the need for assistance; contacts and dispatches the correct agency; provides agency with information needed to respond appropriately and to ensure personnel/officer safety; works to keep caller calm; monitors status of response; and contacts wrecker services and utility companies as needed.
8. Logs incoming calls and dispatch information into an automated system; utilizes Georgia Crime Information Center (GCIC) and CAD terminals; enters information pertinent to incoming calls, dispatched agencies, response time and actions taken; and maintains records of calls and dispatching activities.

9. Monitors a variety of radio frequencies for the purpose of communicating with law enforcement, ambulance, fire and other emergency services providers; and provides and/or obtains information to field personnel regarding emergencies, incident scenes, directions, and status.
10. Performs various administrative support activities such as entering, updating and retrieving information from databases; enters law enforcement information into databases; maintains communication logs; queries data bases upon request; researches warrant information, driver licenses and tags; submits information to appropriate staff; and performs system backups and reboots servers as needed.
11. Operates a GCIC terminal, Cad terminal, telephones, fax machines, shredders, a personal computer, and general office equipment as necessary to complete essential functions, to include the use of emergency communications software, word processing, spreadsheet, database, or other system software.
12. May serve as a Terminal Agency Coordinator, establishing and enforcing agency policies and procedures pertaining to the Georgia Criminal Justice Information System (CJIS) Network and Georgia Crime Information Center (GCIC).

B. Additional Functions

1. May use the GCIC system to enter police records and research criminal histories on occasion as required. Performs other related duties as required.

Assistant Director

The purpose of this classification is to supervise assigned staff while overseeing all aspects of operations.

A. Essential Functions

1. The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.
2. Supervises the shift supervisors and shift operations; assigns work, provides instruction; ensures shift supervisors comply with established policies and procedures; assists with training communications staff; provides training; establishes goals and objectives; and explains and interprets policies and procedures.
3. Processes employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
4. Reviews employment applications for dispatch positions; participates in conducting interviews and assessments for prospective employees; makes personnel and hiring recommendations to the Director.
5. Serves as the liaison between all Peach County E911 member agencies and the general public.
6. Serves on subcommittees at the request of the Director.

7. Actively lead and direct the operations of the center during times of emergency and in the absence of the Director.
8. Assists with the development and management of the budget. Reviews and approves operational expenditures. Provides open records to clients, and any monthly reporting to agencies.
9. Performs various administrative support activities such as entering, updating and retrieving information from databases; enters law enforcement information into databases; maintains communication logs; queries data bases upon request; researches warrant information, driver licenses and tags; submits information to appropriate staff; and performs system back ups and reboots servers as needed.
10. Operates a GCIC terminal, Cad terminal, telephones, fax machines, shredders, a personal computer, and general office equipment as necessary to complete essential functions, to include the use of emergency communications software, word processing, spreadsheet, database, or other system software.
11. May serve as a Terminal Agency Coordinator, establishing and enforcing agency policies and procedures pertaining to the Georgia Criminal Justice Information System (CJIS) Network and Georgia Crime Information Center (GCIC).

B. Additional Functions

1. May use the GCIC system to enter police records and research criminal histories on occasion as required. Performs other related duties as required.

Quality Assurance

When a citizen calling into Peach County's Emergency Communications 9-1-1 Center requests emergency medical assistance, the 9-1-1 Call Taker follows specific processes, polices, and procedures to ensure that the person in need of medical attention receives the best possible care.

The Emergency Communications 9-1-1 Center utilizes the renowned, medically approved system known as the Medical Priority Dispatch System. Each Communications Specialist utilizing the Medical Priority Dispatch System (MPDS) Protocols, in the performance of their duties receives specialized training, certification and recurring re-certification by the National Academy of Emergency Dispatch (NAED).

As a valued asset of the Emergency Communications 9-1-1 Centers' Quality Assurance Program, the duties and responsibilities of Supervisory Staff are:

- Providing positive reinforcements to ensure that the Medical Priority Dispatch System (MPDS) is effectively and efficiently utilized, and that the employees fully understand the critical, multi-level processes that are involved when in receipt of a request for emergency medical assistance.
- Measuring, evaluating and thoroughly reviewing the effects of the Medical Priority Dispatch System such as, maintaining protocol compliances, its effectiveness, accuracy and safety.

- Effecting the necessary changes and subsequent improvements through the Departments' Continuing Dispatch Education Program and in-service training, daily feedback and reporting.

Training Program

It shall be the policy of Peach E911 to provide the best training available to its employees. Successfully completing all phases of training is a condition of employment. Training programs are evaluated constantly to identify the best training currently available. Regular training is of the utmost importance to the continued success of the center. All employees receive regular training. Probationary training is provided to all newly hired personnel of the Peach County 911 Communications Center. Probationary training involves instruction in both an academic and field environment.

The three-phase program consists of the following:

Phase I

Trainees will complete a 6-8 week in-classroom training curriculum which will highlight the most important functionalities of the job.

- Rules, regulations, policies, and procedures governing emergency communications;
- General map reading, interpretation principles and Peach County geography, including jurisdictions and roadways.
- Methods and techniques used in receiving and transmitting radio and electronic messages accurately and calmly in emergency situations
- Methods and techniques used in operating state-of-the art communications equipment and systems, such as radio consoles, computer systems, and telephone equipment;
- Police, fire, and emergency medical codes, terminology, and service priorities;
- Federal state and local laws, ordinances, and requirements applicable to emergency communications.

Phase II

This phase will consist of on-the-job training, in which trainees will perform job tasks, while the being monitored by supervision. During this time, there will be daily documentation in the form of a daily observation report, which will provide daily feedback to the trainee regarding their performance.

Phase III

Phase III of the program entails the probationary operator functioning independently in a communications operator capacity. During this time, they will be monitored by a Supervisor for two weeks. Upon completion of this period, the Supervisor will make recommendations to the Assistant Director and Director for whether the employee is ready to be released to a regular shift.

Certifications

Employees are required to obtain and maintain several certifications with the Peach County Emergency Communications Department.

Certifications include:

- NIMS (National Incident Management Services)
- GCIC Certification (Georgia Crime Information Center)
- POST Certification (Peace Officers Standards & Training)
- CPR Certification (Cardio Pulmonary Resuscitation)
- EMD Certification (Emergency Medical Dispatch)
- Securities & Integrities Certification

Recruitment



The Peach County 911 Center routinely posts the position of Communications Officer. Requirements for the position include, but are not limited to:

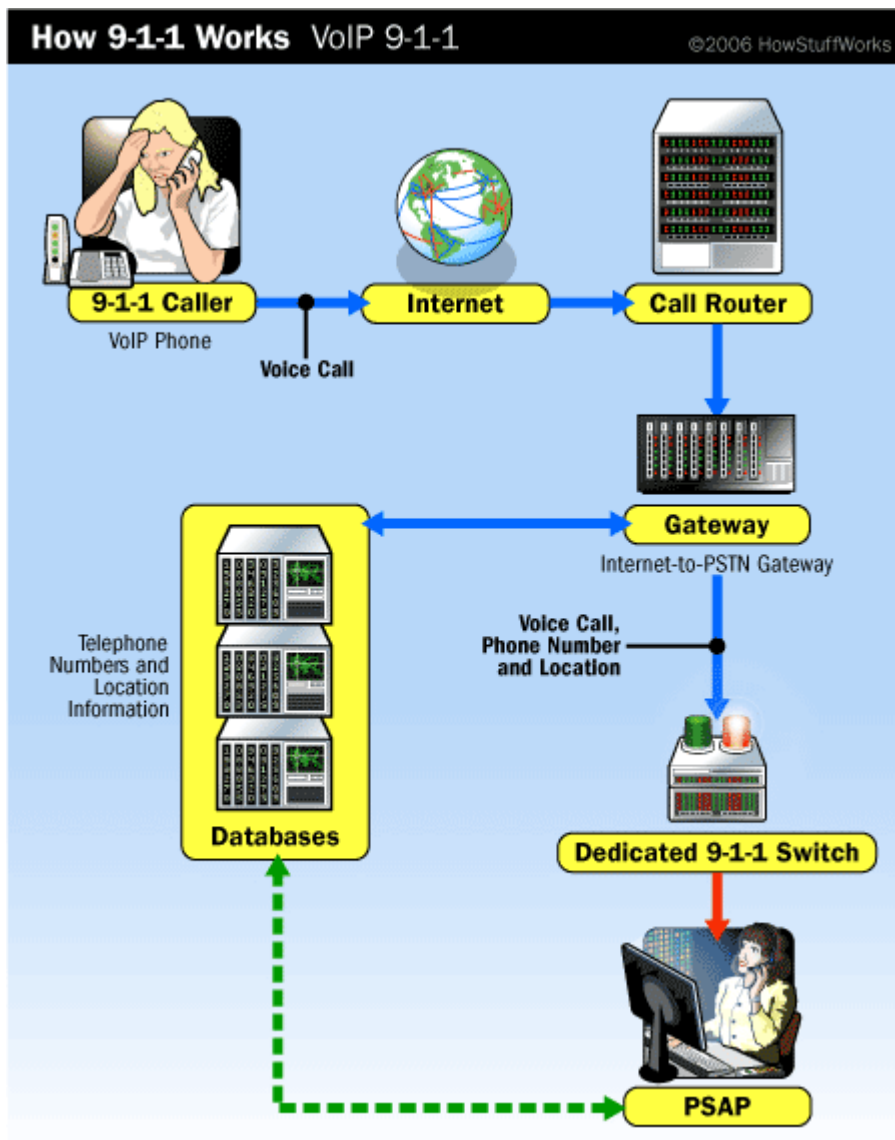
1. Must be 18 years of age.
2. Be a citizen of the United States;
3. Have a high school diploma or its recognized equivalent (G.E.D.).
4. Not have been convicted by any state or the federal government of any crime, the punishment for which could have been imprisonment in a federal or state prison or institution; nor have been convicted of sufficient misdemeanors to establish a pattern of disregard for the law, provided that, for the purposes of this paragraph, violations of traffic laws and other offenses involving the operation of a motor vehicle when the applicant has received a pardon shall not be considered;
5. Be fingerprinted and a search made of local, state, and national fingerprint files to disclose any criminal record;
6. Be of good moral character as determined by established standards and procedures;
7. Have an oral interview with the hiring authority or designated representative(s) to determine applicant's appearance, background, and ability to communicate;
8. Be found, after examination by a licensed physician of the Peach County Health and Wellness Department, to be free from any physical, emotional, or mental conditions which might adversely affect exercising the powers or duties of a peace officer;
9. The candidate must submit to and successfully pass drug screening.

Public Education Team

EDUCATING, INFORMING & PROTECTING - Maintaining community contact is an integral component of the 9-1-1 emergency response effort. Making available public education opportunities to increase citizen knowledge and understanding as to why 9-1-1 is the focal point of Peach County's Public Safety System.

It is important to understand the functions of the emergency response process beginning with a 9-1-1 call to the arrival of Police, Fire and/or Emergency Medical Services.

It is the goal of the Public Education Team to share information with citizens of all ages, on the most effective use of calling 9-1-1 in any emergency situation. If you would like us to come speak at your event, please contact us at 478-822-9111 or email the administrative staff.



Title VI Non-Discrimination

Purpose

The purpose of Title VI of the Civil Rights Act of 1964 is to prohibit programs that receive federal funds from discriminating against participants on the basis of race, color or national origin.

Title VI of the Civil Rights Act of 1964, as codified in 42 U.S.C. 2000d, states: No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

The intent of the law is to ensure that all persons, regardless of their race, color or national origin, are allowed to participate in these federally funded programs. To ensure that the department meets its compliance responsibility, procedures have been established to provide for monitoring of Title VI compliance, activities and complaint processing in programs, directly or indirectly responsible to the department (i.e., the department's own programs, contracted services, and departmentally-funded community service organizations, all of which receive federal/state funding in whole or in part).

Peach County is in compliance with this law.