



Houston County Sheriff's Department Communications Division

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Community Education Quarterly Report

This Community Education Quarterly Report is going to span the last 6 months instead of the last quarter. From this date on, the Training/Accreditation Manager will be completing a quarterly report on Community Education's objectives, problems, and successes. The report will also have information received from citizens about our events, as well as, input from agency representatives on training needs.

Community Education Objectives:

Houston County Emergency Services established the following Community Education objectives for 2019:

- HCES Community Education Employees will participate in the Warner Robins Citizen Police Academy sessions, Robins Leadership Tours and Houston County Career College Tours.
- On-Duty personnel will assist with tours of the Center by School aged children, scout programs or other community organizations.
- The staff will work with Training/Accreditation Manager to publicize events and successes of the center on social media platforms.
- Personnel will actively seek out organizations to educate them about 911.

Community Education Problems:

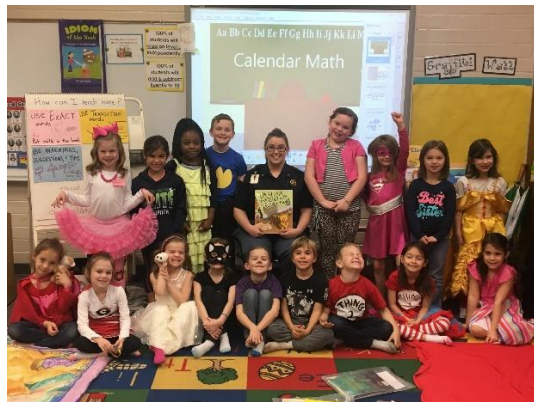
Potential problems the Community Education Team encounters is; lack of knowledge the community has pertaining to the fact that our agency has the capability to communicate with limited English proficiency speaking individuals, the ability to communicate with hearing impaired individuals, the RUOK program, and CareTrak Program.

Community Education Successes:

The Community Education Team has been on the following events for the first part of the year:

Date	Organization	CE Team Member assigned
01/24/2019	HC Career Academy	Veronica Edens
01/30/2019	HC Career Academy	Amanda Shell
01/30/2019	HC Career Academy	Amanda Shell
01/30/2019	HC Career Academy	Amanda Shell and Amber Clayton
01/31/2019	WRFD	Veronica Edens
02/04/2019	HC Career Academy	Veronica Edens and Amanda Shell
02/04/2019	Houston EMS	Leigh Fletcher
02/27/2019	Kings Chapel Elem	Carissa Gray
02/27/2019	Kings Chapel Elem	Amber Clayton
02/27/2019	Kings Chapel Elem	Amanda Shell
03/12/2019	Leadership Robins Region	V Edens, Mikki Quinones and J. Little
03/14/2019	Youth Leadership Robins	Amanda Shell and Leigh Fletcher
04/11/2019	WRPD Citizen Police Academy	Carissa Gray, Tyler Brock and A. Shell
05/14/2019	Houston County Health Fair	Kate-Lynn Hosier and Laura Washington

05/16/2019	Houston County Health Fair	Brooke Rhodes and Jennifer Little
05/20/2019	Macon Bibb 911	Mikki Quinones and Veronica Edens
05/31/2019	Volunteer Day Camp	Veronica Edens and Rebecca Marcy
06/07/2019	Houston Lake Baptist – VBS	Veronica Edens, C. Gray and R. Marcy



Input from Citizens/Agency Representatives:

After tours are complete, we are sending a survey to the Citizen and/or Agency Representatives to give us input on how the tour went, likes / dislikes and improvements. These are the results:

1. What did you like about the tour?

"The tour was great; renovations make the center look professional and your hot box on high priority calls was impressive."

"The professionalism of the staff and their willingness to share with my students the career of a Communication Officer and training Specialist."

"The explanation by staff about what goes on and then seeing the 911 calls being taken and the action going on live."

"The Community Education Team members that did the presentation were very knowledgeable and energetic. You could tell they love their jobs!"

2. What did you dislike about the 911 tour?

"The CAD system was too busy and there is no hands-on training before going to the center floor."

"We have no complaints. The information shared was awesome."

"That sometimes the TV's are on soap operas or lame talk shows."

"There was not anything that I dislike about the 911 center tour."

3. Is there something you would have liked to see more of?

"Training"

"When time permits, maybe share more telephone calls with students"

"With the amount of time the leadership groups have allotted to learn about the 911 center, we are able to see about as much as we can."

"Possibly the addition of more visual aids, IE PowerPoint, videos, more audio clips, etc."

4. How do you feel our 911 representative handled the tour?

"The representative was great and informative."

"The representatives were very detailed with the information shared and flexible. They allowed students to ask questions. They were awesome with the students."

"Like a pro, a champ or someone tremendously experienced."

"The Community Education Team members handled themselves in a professional manner. They answered almost all questions before the questions were asked."

5. Are there any improvements you feel we should implement in the future?

"Computers in the training room that can actually see how calls are created."

"Distribute informational material to share the importance of 911 Communication Officers and the do's and don'ts when calling Emergency Communications."

"The only other thing that could happen would be for some of my tour personnel to be able to listen in to the caller. But that maybe just for the adult leadership groups."

"Possibly the addition of more visual aids, IE PowerPoint, videos, more audio clips, etc."

Overall our feedback was positive. In the future, we may want to consider adding more audio clips and visual aids.