



# Houston County Sheriff's Office Communications Division

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## Community Education Quarterly Report

This Community Education Quarterly Report is for the 3rd quarter of 2022. The Training/Accreditation Manager completes a quarterly report on Community Education's objectives, problems, and successes. This 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 2022:

- 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. COVID spikes really keep hindering our ability to be involved in more events.

### Community Education Successes:

Our RUOK program continues to be a success. We have had a few people ask to be removed and a few more be added to the program. Lt. Edens recently created a Special Needs Premise form and we have been really pushing that to the community. It seems that the community is receiving it well and is very excited about it. This will benefit both the citizens of Houston County, as well as members of Public Safety.

The Community Education Team has been on the following events for the last quarter:

Date	Organization	CE Team Member assigned
08/11/2022	Perry Leadership	Capt. Quinones/Sgt. Clayton
09/01/2022	Warner Robins Fire Recruits	Lt.Edens/Sgt. Clayton
09/10/2022	Special Needs Resource Fair	Lt. Edens/Sgt. Clayton/Dep. Little/Dep.Bradley/Dep. Long/Dep.Miller
09/28/2022	Robins Youth Leadership	Cpl. Shell/Dep. Halpin

### Community Education Team Members

Name	Tours Completed
V. Balli	2
B. Bradley	4
S. Breazeale	0
C. Campbell	1
J. Clark	0
Sgt A. Clayton	7
S. Cannon	0
Lt V. Edens	6
Cpl. L. Fletcher	2
B. Halpin	3
K. Hosier	0
K. Leary	0
J. Little	4
A. Long	1
Cpl. J. Matthews	0
M. McCoy	0
C. Miller	1
K. Monaghan	0
H. Muncy	0
Capt. M. Quinones	4
Sgt. B. Rhodes	0
Cpl. A. Shell	3
C. Walker	0

#### **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?

*“Most interesting, didn’t realize how extensive the department was”*

*“Awesome experience. The educational session was very informative.*

*“This was great, I could have stayed all day watching the call center. ”*

*“Much respect, I’ve always been interested in this.”*

*“Best part of the day! I learned so much here and never knew how much the operators do.”*

*“The amount of stress the dispatchers handle is unbelievable, and they still make the right call.”*

*“911 Center was enlightening”*

*“Was absolutely fascinating how much they multitask and handle.”*

*“Everything, especially Shell!”*

*“Learning how much people go through and how they have to deal with it.”*

*“I have a lot of respect for the workers here. I could never do this.”*

*“Super interesting and intriguing.”*

*“Cool to see the call center and all the stories and calls that have happened.”*

*“Pretty cool, the job sounds more interesting now.”*

*“This was definitely our favorite so far! We were able to experience calls.”*

*“It was educational and serious.”*

*“The job seems really fascinating and fun.”*

*“I never realized how many things happen/how many calls they get in a day.”*

*“It amazes me, and I also give respect to these people.”*

*"I liked being able to see the inside of the center, it was the complete opposite of what I expected."*

*"I learned that the job at 911 is not easy. It can mentally drain you but the reward of helping people is the best part."*

*"It was definitely an eye opener, and the stories were very interesting."*

*"This was my favorite part of the day"*

*"Seeing how the 911 center is a part of an intricate system with other departments made me appreciate the entire system more. This showed me a career path I may be interested in."*

2. What did you dislike about the 911 tour?

NONE

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

NONE

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

*"I appreciated staff and Captain answering ALL our questions. Thank you for the time and their service"*

*"Would be fun to do this, I could watch for hours!"*

*"Very impressed with organization."*

*"We could have been here all day just seeing how much they do."*

*"Operators were well trained and pleasant, handled calls professionally."*

*"They are all amazing"*

*"Loved watching the great work this team is doing."*

*"Absolutely fantastic."*

*"A 911 operator isn't as easy as you would think."*

*"Loves her job, great presenter, funny, very involved.)"*

*"Their experience in everyday life made us appreciate it more."*

*"Amanda was really funny and engaged!"*

*"Very cool and interesting to hear."*

*"All of the stories were interesting, thank you for sharing your experiences"*

*"It was interesting hearing about what they do and how they respond to emergencies, it made me realize how difficult their jobs are."*

*"Was very entertaining and displayed the difficulties of working at the 911 center."*

*Definitely makes me appreciate what they do for us. Unseen heroes."*

*"Loved learning the different stories of different calls."*

*"I loved hearing about their experiences."*

*"I liked learning about the calls and what they do here."*

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

NONE

Our feedback was positive. We are looking forward to having more community education tours this year. We are looking for more events out in the community to participate in as well. We have several community events scheduled for the next quarter. Having another spike in COVID and the center being put under COVID Protocols, hurt our ability to have more events. Now that this has been lifted, we are looking forward to upping our involvement with the community.

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Effective Date: 10/01/2022  
Next Quarterly Review Date: 01/01/2023

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