

Annual Report For 2021

White County Office of Public Safety





Contents

- 3 Letter from the Director
- 4 Organizational Chart
- 5 County Commissioners
- 6 Mission & Vision
- 7 Division Commanders
- 8 Animal Control
- 13 Emergency Management
- 19 911-Communications
- 22 Fire Services

David L. Murphy, Jr.

Director of Public Safety



Dear Citizens of White County,

I am proud to present to you the 2021 Office of Public Safety Annual Report. This report reflects the many accomplishments of the four combined agencies in the Public Safety Office organization: Animal Control, Emergency Management, E911-Communications, and Fire Services.

It is an honor to work alongside the officers, civilian personnel and volunteers who dedicate themselves to serve White County with the highest degree of professional standards. We remain true to our core values of Respect, Integrity, and Excellence.

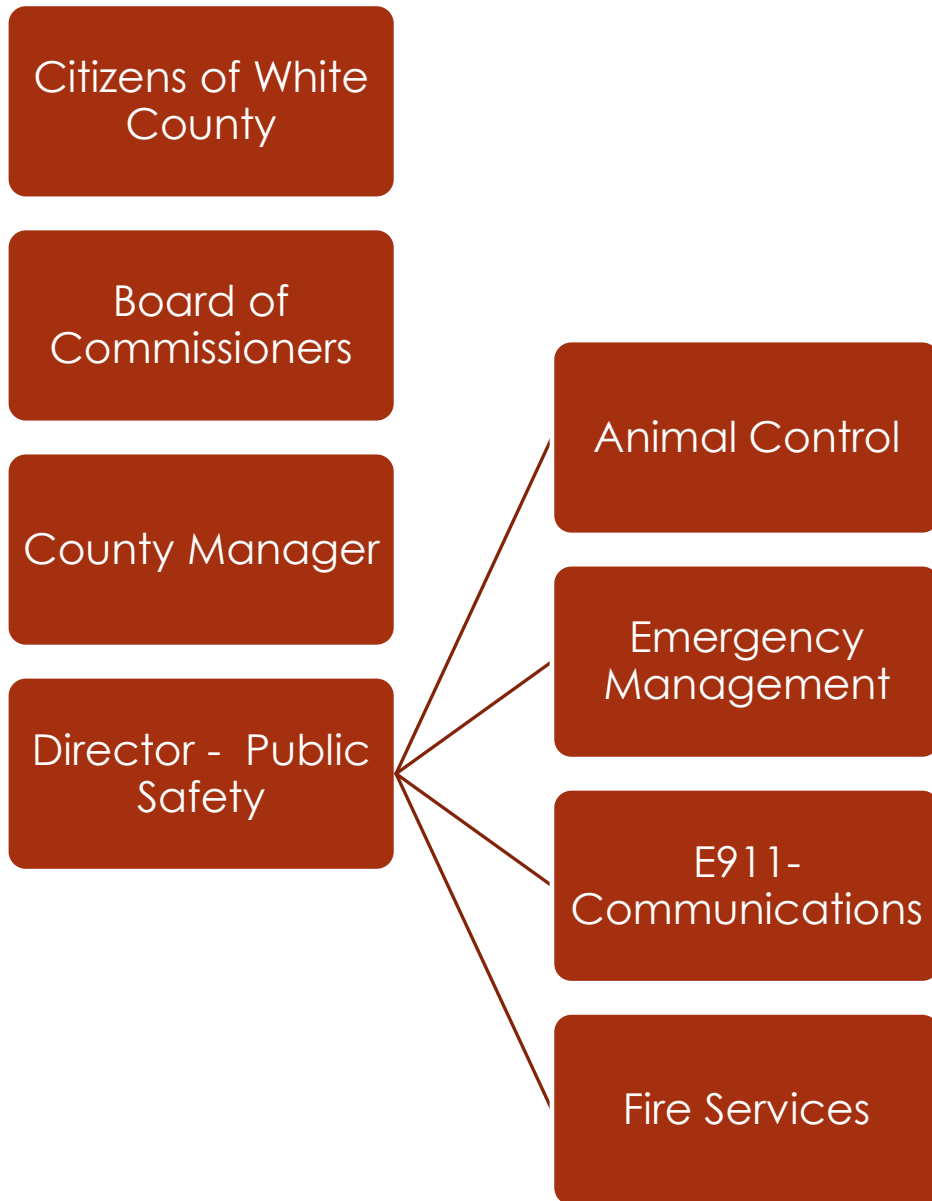
In 2022, the Office of Public Safety will continue to emphasize training and education for all our personnel. While attending to the needs of our constituents.

On behalf of everyone at the Office of Public Safety, I thank you for your unending support and assure you that we will serve this community with honor and integrity. It is our goal to earn your trust and respect every day not only for what we achieve, but for how we do it.

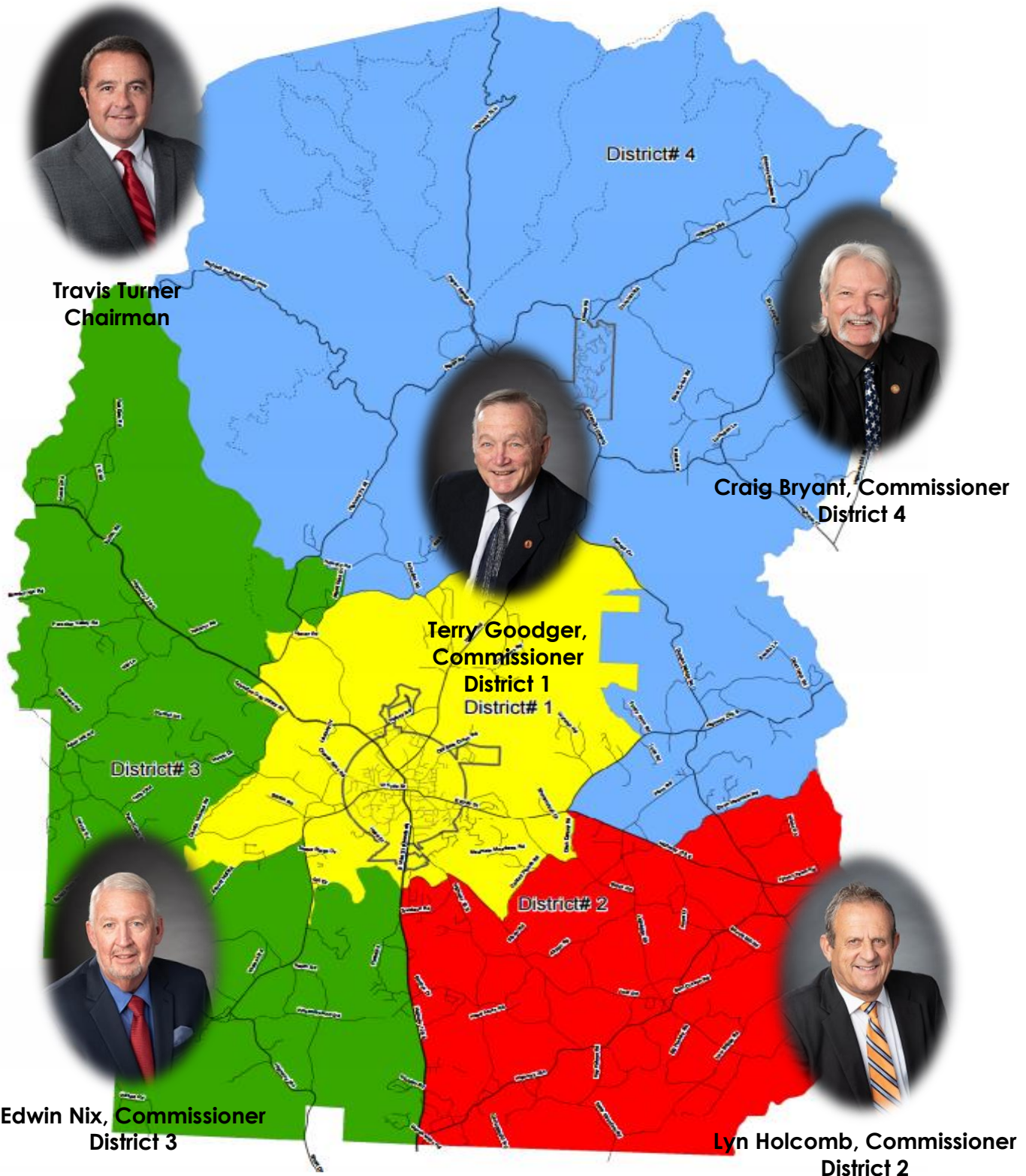
Sincerely,

David L. Murphy, Jr.
Director – Serving White Co Since 2005

Organizational Chart



County Board of Commissioners



Mission & Vision

MISSION STATEMENT

To be the premier mountain community providing highest quality services for our citizens and visitors.

VISION STATEMENT

Efficiently maintain and improve facilities, infrastructure, and customer service to allow our citizens, staff, and visitors the ability to live, work and explore today, tomorrow and for future generations.

OUR PROMISE

Listen to you; Respect your Rights; and Represent you with the highest standards of Ethics and Integrity.

White County operates under the commission-county manager form of government. This system combines the policy leadership of elected officials with the administrative abilities of a county manager.

Division Commanders

Sherrill Dockery

Interim Chief of Division

Serving White Co Since 1981

Animal Services



Marsha Derrick

Office Manager

Serving White Co Since 2010

Emergency Management



Josh Taylor

Battalion Chief – Admin

Serving White Co Since 2002

Emergency Management



Seth Weaver

Chief of Division

Serving White Co Since 2014

Fire Services



Animal Control Division

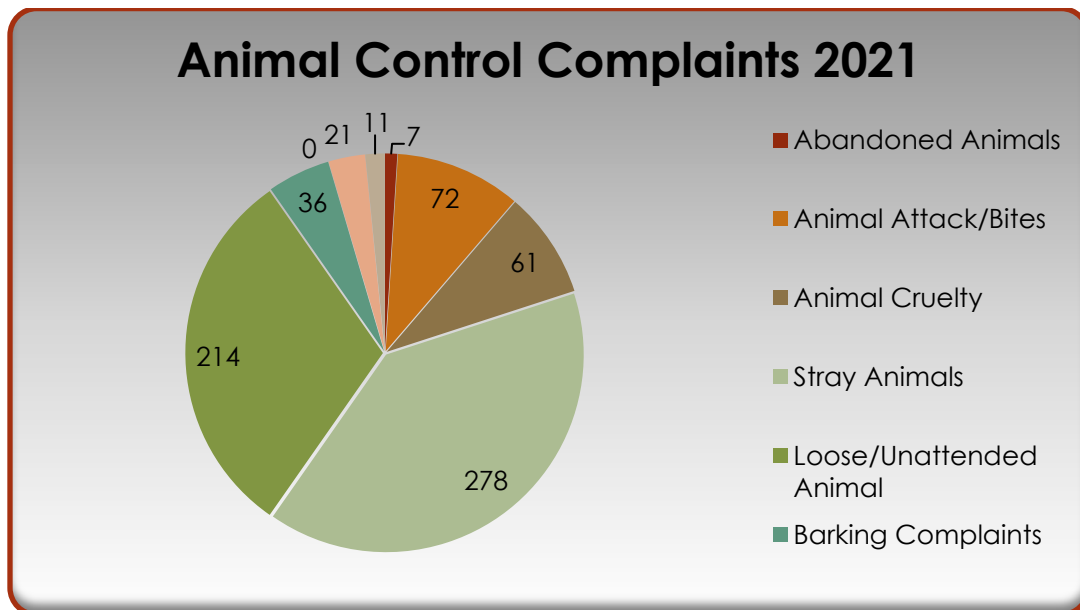
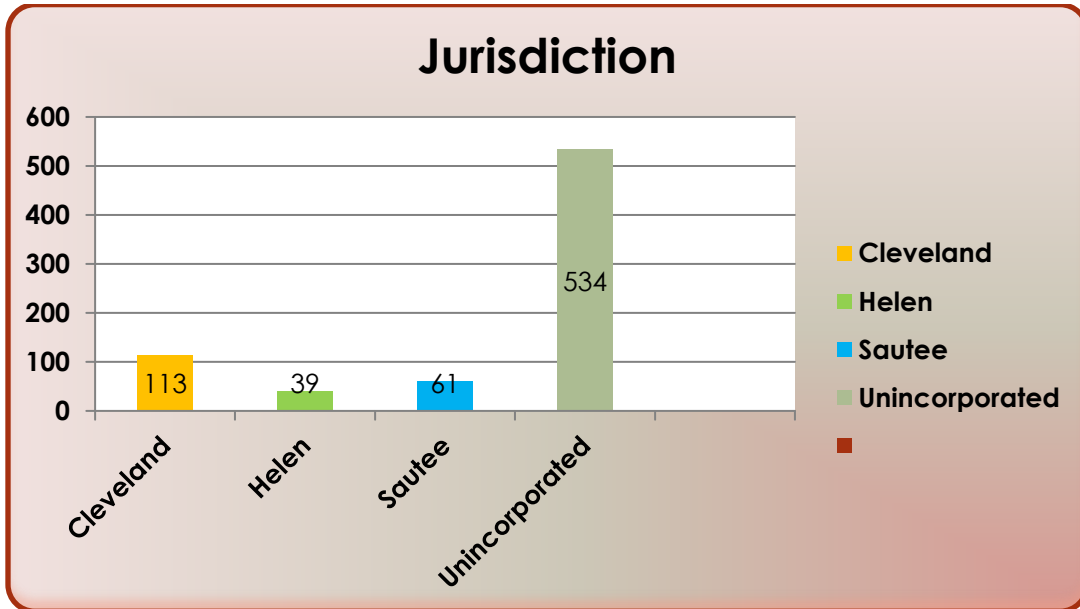


The Animal Control Division serves to protect the health and safety of our citizens. In addition, the program serves to protect the welfare of animals and to prevent cruelty and neglect. Animal Control officers are responsible for enforcing all animal related ordinances enacted by the White County Board of Commissioners and the laws and regulations of the State of Georgia.

They typically receive calls for service if an animal is found loose and unattended or abandoned. Animal Control Officers will also assist in cases of nuisance animals which include damage to property, attacks of a human or another animal, excessive barking, or chasing vehicles, bicycles, or people. It is the duty of an animal owner to be responsible; however, violations of any ordinance could result in a citation and/or having their animal impounded.

ANIMAL ORDINANCE VIOLATIONS AND COMPLAINTS

Animal Control Officers enforce the Animal Ordinance throughout White County. Of the 747 calls for Animal Control, 113 were inside the City of Cleveland, 39 were inside the City of Helen, 61 were inside the Sautee-Nacoochee Historic District and the remaining were in the unincorporated areas of the county. These incidents were mostly complaints received and a small percentage officer-initiated event.

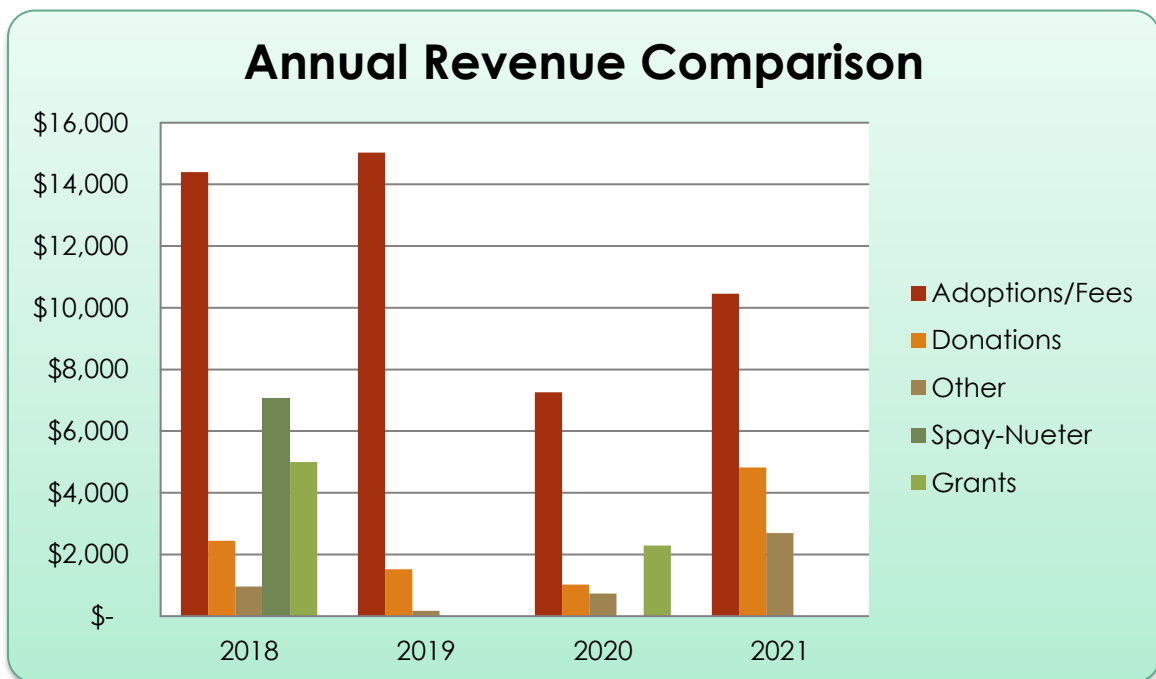


OTHER ACTIVITIES

	<u>2019</u>	<u>2020</u>	<u>2021</u>
Citations Issued	23	21	11
Training Hours by Staff	112 Hours	198 Hours	197 Hours

ANIMAL CONTROL REVENUE

The revenue originates from adoptions, grants, animal services, donations, and fees. Fines are collected by Magistrate Court and are dispersed into the fines and forfeitures account. Revenues help off-set the cost of operations for the Division.



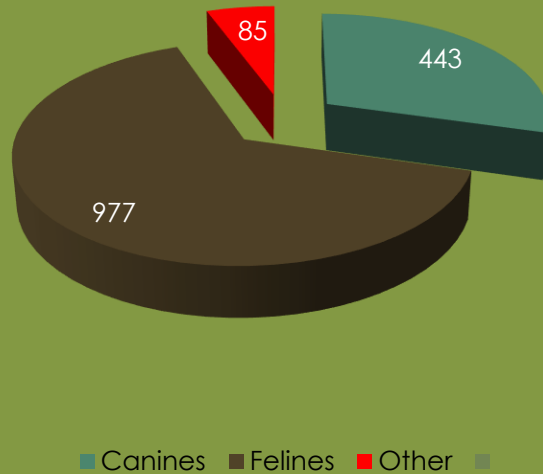


Animals Received From

	2020	2021
Total Intake	1132	1469
Owner Surrender	531	491
Stray	263	932

Animals Received in 2021

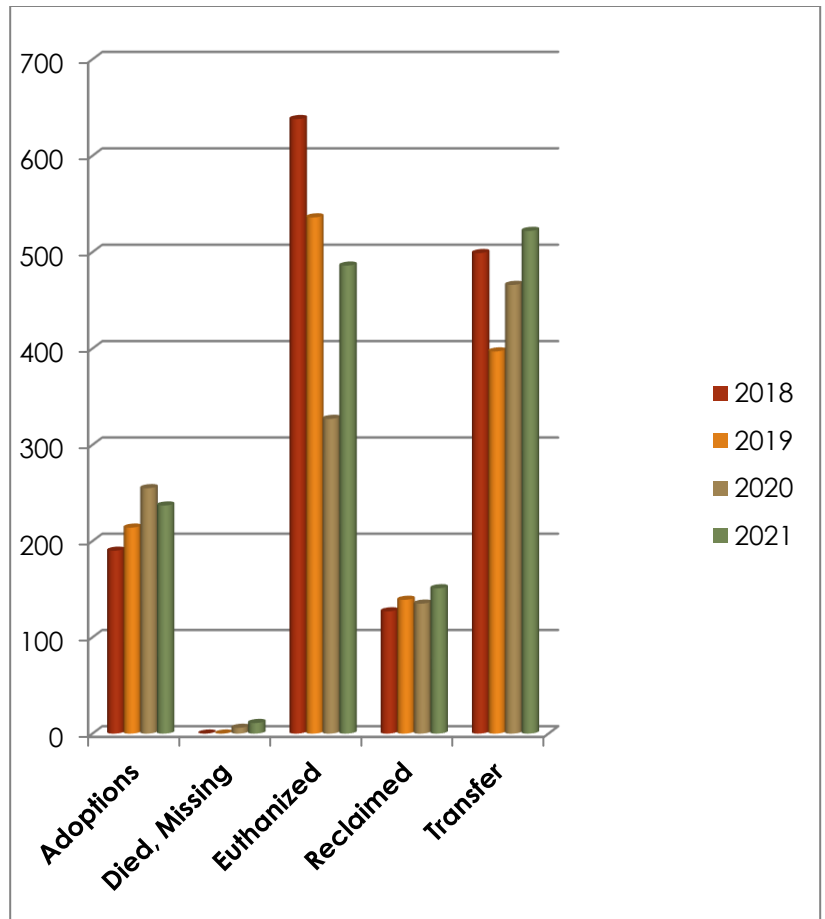
The White County Animal Shelter accepts animals brought in by Animal Control, animals owned by White County citizens and unwanted strays found in the county. The shelter also adopts animals out to the public.



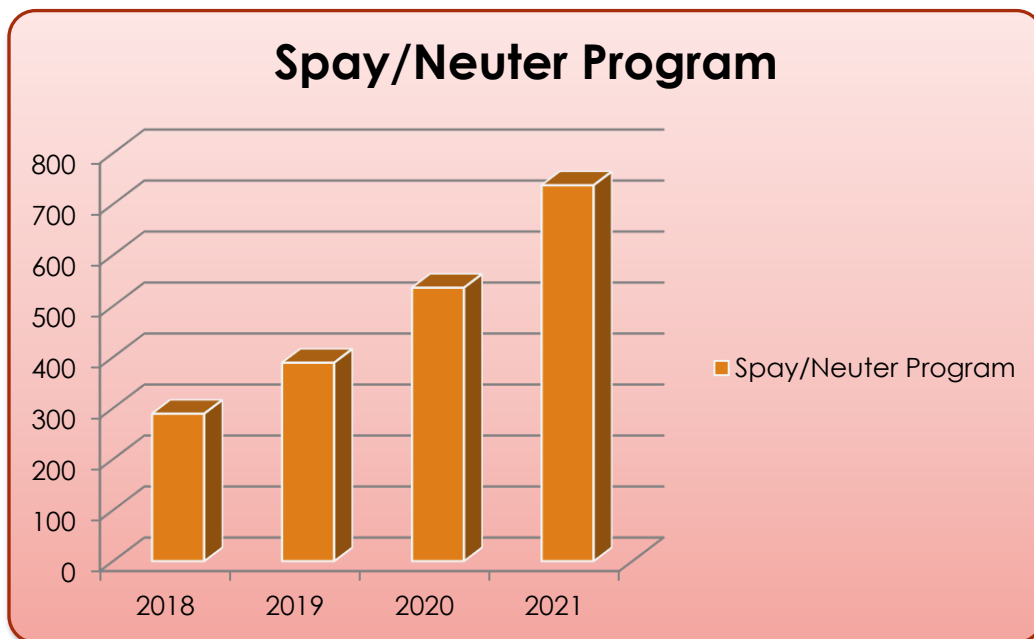
SIGNIFICANT ACCOMPLISHMENTS FOR 2021

- ✓ Hosted Rabies Clinic and Vaccinated 96 animals.
- ✓ Grant Funding – Installed kennel walls.
- ✓ Grant Funding – Industrial Washer, Dryer, and Sink.
- ✓ Grant Funding – Spay/Neuter of 27 pets.
- ✓ One Animal Control Officer completed the ACO 2 course.
- ✓ Donations of pet food from Purina.

ANIMAL DISPOSITIONS



COMMUNITY INVOLVEMENT/SERVICES



Emergency Management Division

OVERVIEW

Emergency Management has developed a comprehensive emergency management system which has enabled White County to effectively protect its citizens from the wide range of hazards that threaten the area. The success of this system is built on an all-hazards approach and strong partnerships our community. Our community consists of federal, state, and local partners; voluntary and other non-government and community-based organizations; and the private sector, such as utilities and medical service providers.

EMERGENCY MANAGEMENT SERVICES

- Mitigation of and planning for large-scale, all-hazards emergencies and disasters.
- Coordination of large-scale emergencies and disasters.
- Development, maintenance, and execution of the County's Emergency Operations Plan.
- Liaison to local, county, state, military, and federal agencies, and departments.
- Coordination of multi-jurisdictional exercises and training.
- Management of resources to assist responders and the affected population.
- Administration of federal and state grant funding.
- Conduct community education and training.

COMMUNITY HAZARDS AND THREATS

Natural Hazards

Our area has endured numerous natural disasters. There is no certainty that subsequent disasters will be equal, less, or greater than the magnitude of previous disasters. However, as the county continues to grow, the consequences from a major disaster are exponentially increasing. Although many different natural hazards may affect the county, the four most likely to have significant impact are wildfires, thunderstorms, winter storms and tornadoes.

Human Caused Threats

Hazardous Materials Spills

There are many sources of hazardous materials in White County. These sources include chemical manufacturers, service stations, healthcare facilities and hazardous disposal sites. Hazardous materials are also shipped daily on area highways.

Terrorism/Cyber Attacks

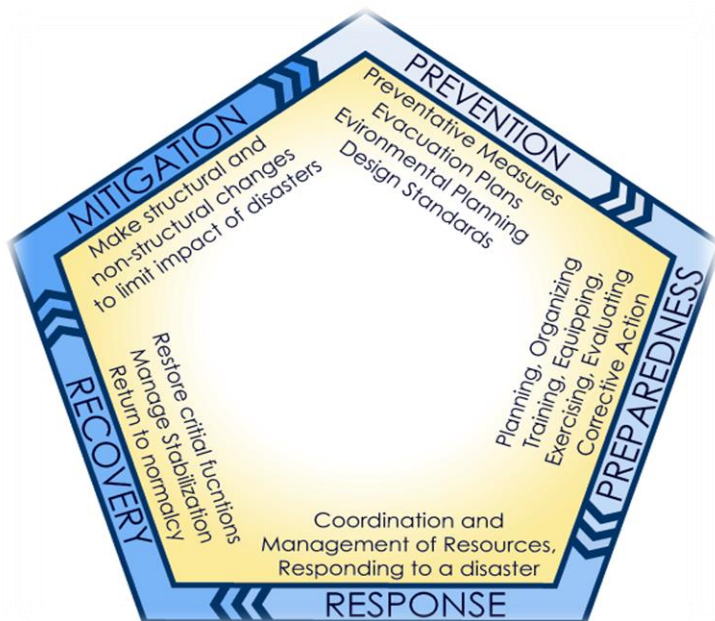
All White County, to include the City of Cleveland and Helen are vulnerable to acts of terrorism. While we have no experience to draw from, it is prudent and appropriate that all jurisdictions consider the possibilities.



Preparedness

Preparedness is a shared responsibility. While such measures can reduce vulnerability to a disaster and decrease risk, hazards cannot be eliminated. White County EMA collaborates with all levels of government, private and non-profit sectors. Additionally, EMA encourages families and businesses to be ready for small emergencies as well as large disasters by making emergency preparedness planning resources available.

OPERATIONAL PLANNING



Emergency Management Planning is a complex but critical field that encompasses the five basic phases of emergency management. The Emergency Operations Plan and its associated support and incident annexes are the cornerstone for disaster management across all the phases.

The plan is reviewed annually, and in 2021 the plan included new, expanded, and strengthened annexes. These annexes are:

- ❖ **Annex 3A Emergency Road Operations**
- ❖ **Annex 3B Severe Weather Incidents**
- ❖ **Hazard Mitigation Plan Update**

INCIDENT MANAGEMENT & FACILITIES

Emergency Operations Center

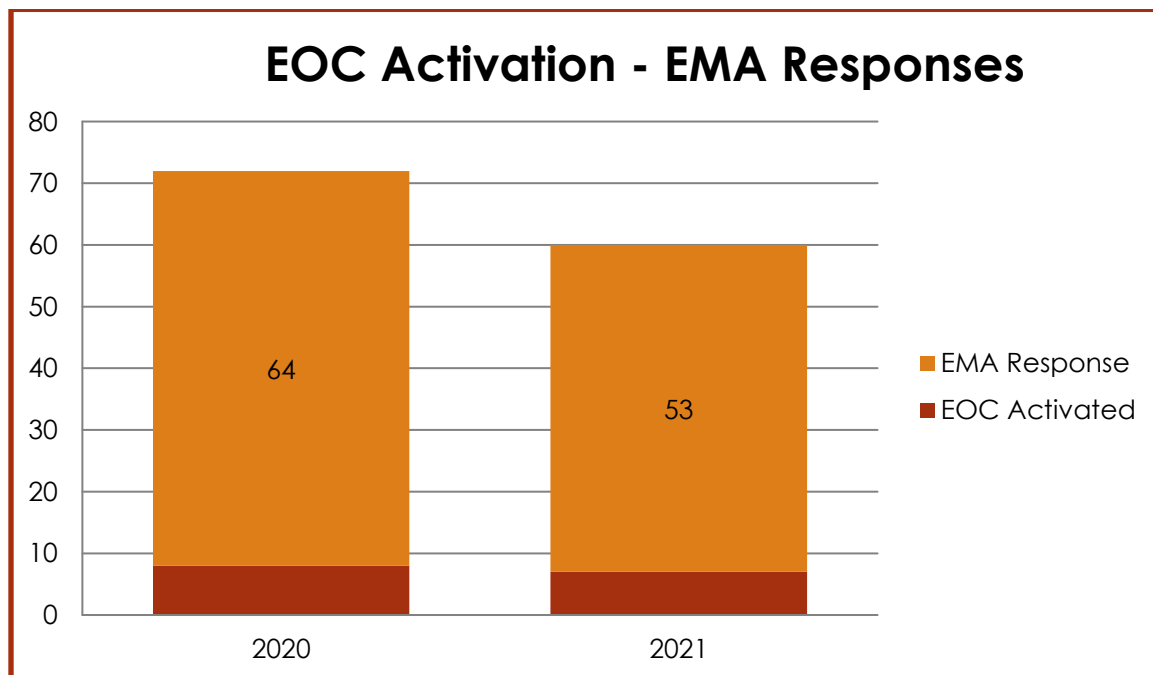
The Emergency Operations Center (EOC) provides a central location from which government at any level can provide interagency coordination and executive decision-making in support of the incident response.

The EOC does not command or control the on-scene response, but rather carries out the coordination function through:

- ❖ Information Gathering;
- ❖ Priority Setting; and
- ❖ Resource Management.



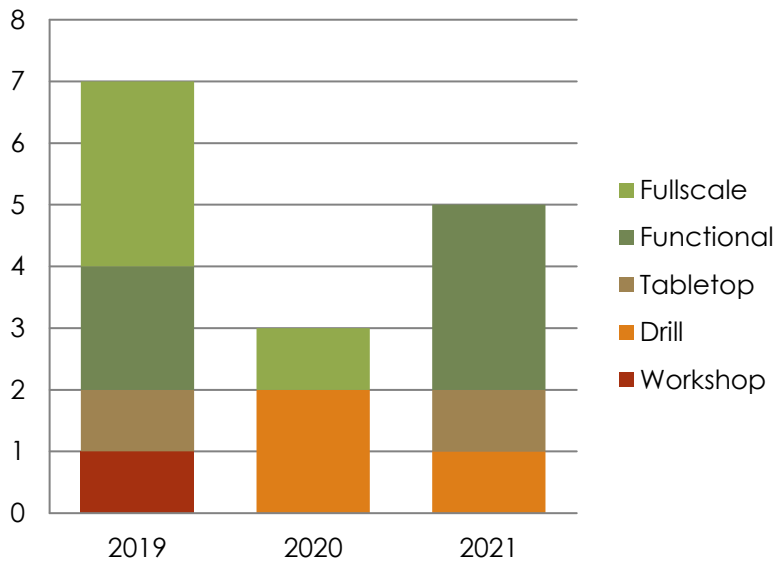
Decision making at the EOC affects the incident response as well as the public response. The decisions made at the EOC are not tactical decisions; however, tactical decisions are made by the Incident Commander and the Command Staff at the incident scene.



TRAINING & EXERCISES

Training and exercises for emergency response is an integral part of community preparedness. Emergency Management coordinates and participates in multiple activities every year. Exercises are designed to allow personnel to test and validate plans. Exercises allow for opportunities to bring together personnel from multiple agencies to simulate and test capabilities.

Exercises-Annual



Due to COVID-19 restrictions exercises and training for all divisions were reduced by parent agencies and regulatory authorities.

Total Training Provided/Coordinated in 2021:

of Events: 3

#Community Training Hours Completed: 101

CERT Member Hours Completed: 3105



Leah S. Torregiano, CERT Coordinator

COMMUNITY RESILIENCY

The White County Citizen Corps Council continued to make positive impacts during 2021. The partner organizations were able to take advantage of local funding to help maintain the programs that support the citizens of White County.



Community Emergency Response Team (CERT)

The **Community Emergency Response Team (CERT)** program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. In 2021, members volunteered and completed training for a total of 3105 hours.

White County EMA solicits CERT members for an advanced team to provide volunteer services during disasters. In 2021, the advanced team completed the following:

- ✓ Offered one CERT training session to the public and added 4 new members
- ✓ Participated in Active Shooter drill
- ✓ Deployed to Point of Distribution for Covid-19 Vaccinations
- ✓ 81 Rehab Hours



Amateur Radio Emergency Service

A primary responsibility of the **Amateur Radio Emergency Service**, as established by Part 97 of the Federal Communications Commission's regulations, is the performance of public service communications for the public, particularly in times of emergency when normal communications are not available. White ARES supports the emergency communication needs of the citizens of White County. 214 hours of training

SEVERE WEATHER MONITORING AND WARNING PROGRAM

EMA uses various public warning systems to alert the public about emergencies, and any actions they should take to respond. Messaging is coordinated to ensure accuracy and timeliness. Primary systems used include:



Outdoor Warning System

White County has a series of outdoor warning sirens located in 18 sites in the most densely populated areas. As grant funds become available this system will continue to develop. These sites are tested the first Wednesday of each month around noon.



Emergency Notification System

The ENS sends alerts of emergency situations that are a threat to life or property, or situations deemed dangerous by public safety officials.

CodeRED

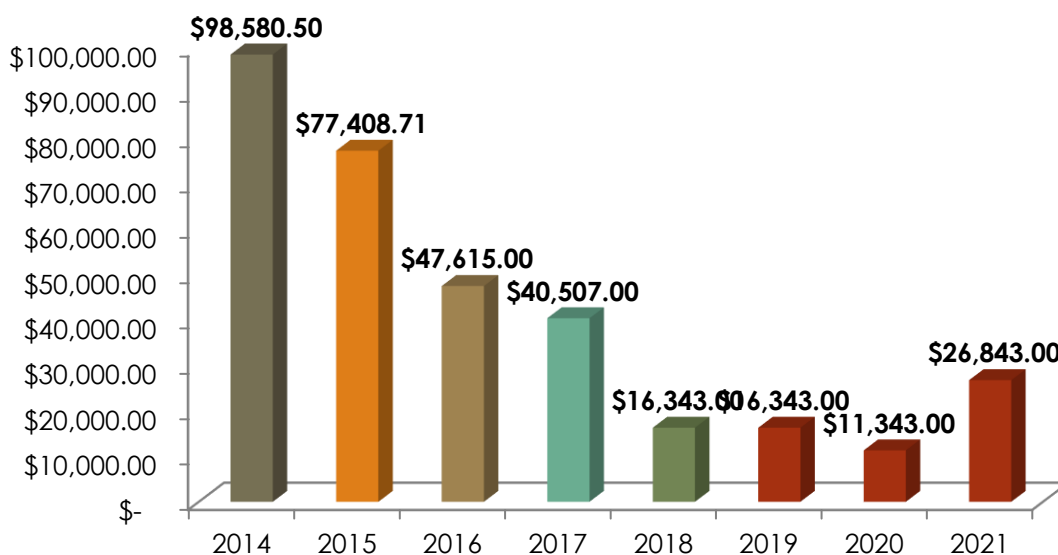
This automated system calls home and businesses in the affected area and delivers a recorded message to notify the public about the emergency and what actions they may need to take.

Visit whitecountygga.gov/public-safety/page/emergency-management

GRANTS – FEDERAL FUNDING PROGRAMS

Emergency Management is the coordinating agent for all federal Emergency Management and Homeland Security grants for Public Safety. Pre-Disaster and Disaster Mitigation Funds are funneled through the division for the mitigation, prevention, and preparedness for natural and man-made disasters. This graph indicates the amount of funding brought back to White County for these programs.

Federal/State Grant Awards

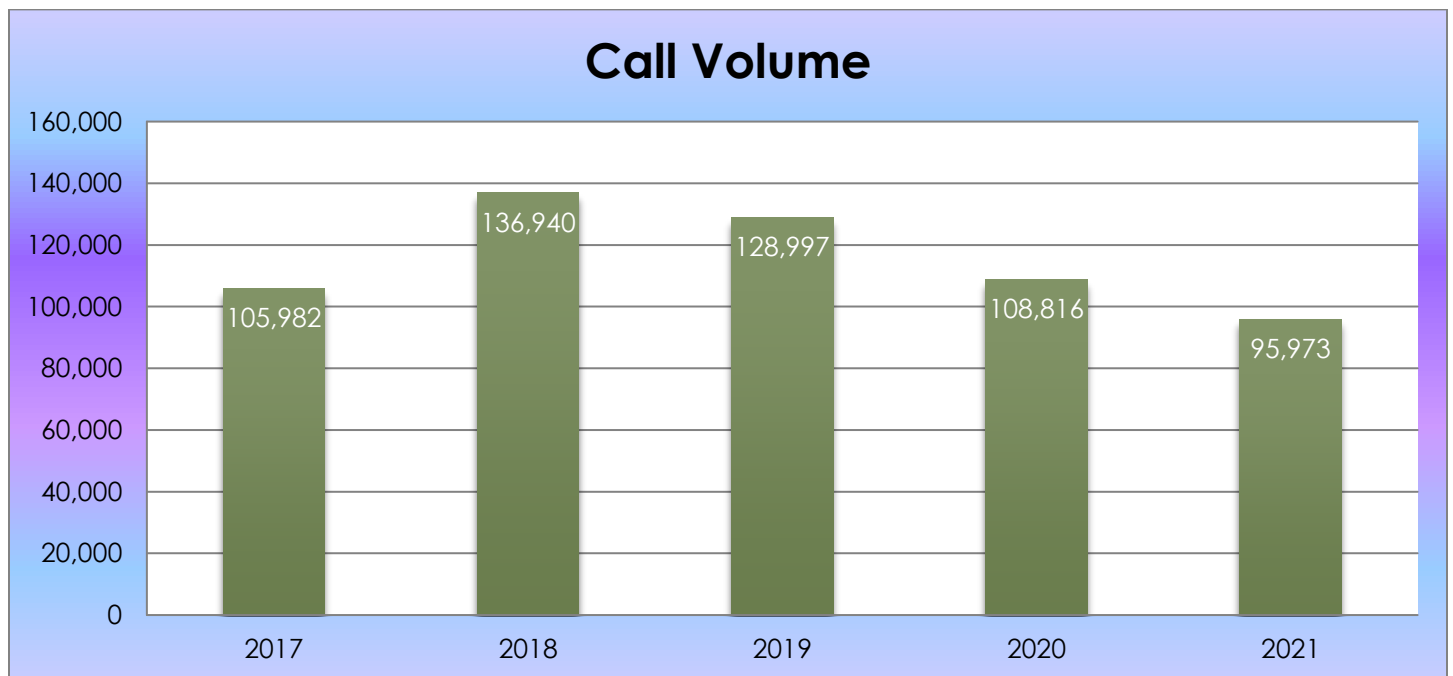


911-Communications Division

The 911-Central Communications Division is an integral part of the Office of Public Safety. This division provides optimum communications for the White County Sheriff's Office, White County Fire Services, White County Emergency Medical Services, White County Animal Control, Cleveland Police Department, Cleveland Fire Department, Helen Police Department, and Helen Fire Department.

The E-911 Communications Center is a 24/7 operation and is manned with four (4) twelve (12) hour shifts utilizing three to four Communications Officers per shift.

The 911 Center processes phone calls from three sources: 9-1-1 emergency lines, alarm lines and administrative lines. The 9-1-1 emergency lines are reached by dialing "9-1-1" or by being transferred from another 9-1-1 center. Alarm lines are used only by alarm monitoring companies reporting various types of alarms, and administrative lines are used for all other phone calls.

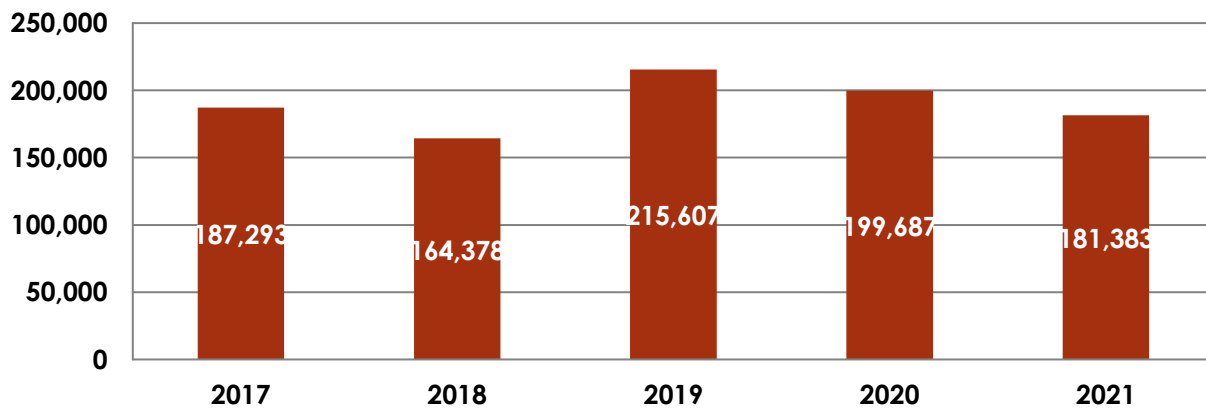




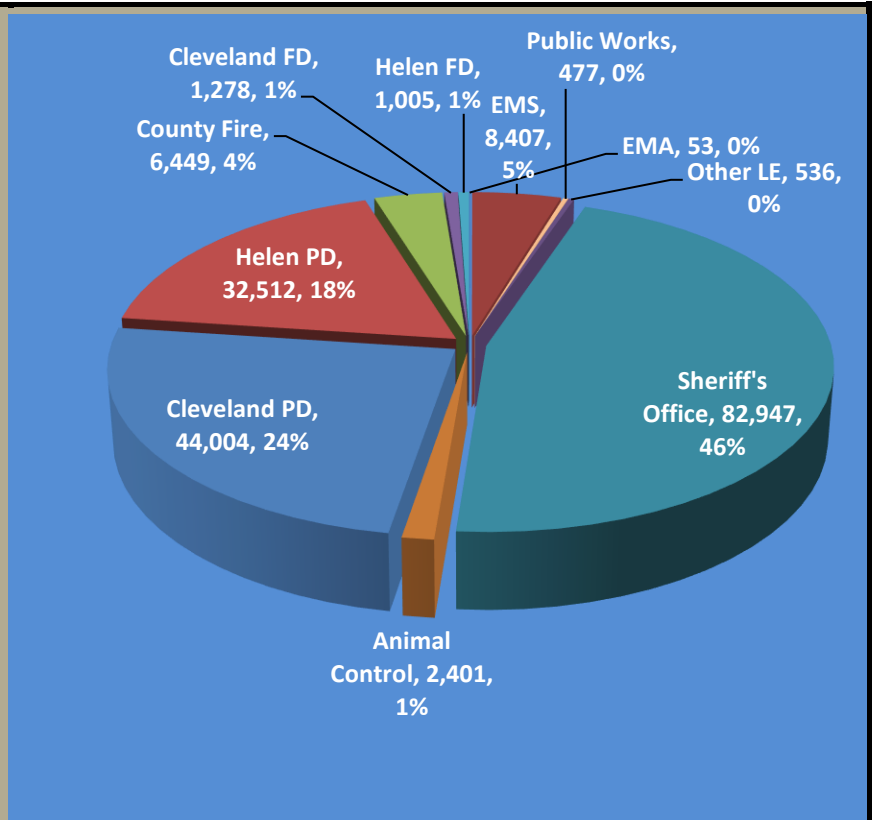
CAD System

The Computer Aided Dispatch (CAD) system allows 9-1-1 operations and communications to be accelerated and assisted by an automated system. The CAD System is the first point of entry for information received by the 9-1-1 Center.

Total Incidents/Radio Calls



Agency Total Radio Calls for 2021



Major Accomplishments:

- ✓ Received 911 Training Block Grant. The grant provided reimbursement on training for 911 staff.
- ✓ 911 Shift Supervisors – Completion of Supervision & Management Training
- ✓ 911 Certified Training Officers – Completion of APCO training officer and Instructor certification program.
- ✓ 911 Supervisors – Completion of APCO instructor programs for Law, Fire and Public Safety Telecommunicator.

Fire Services Division

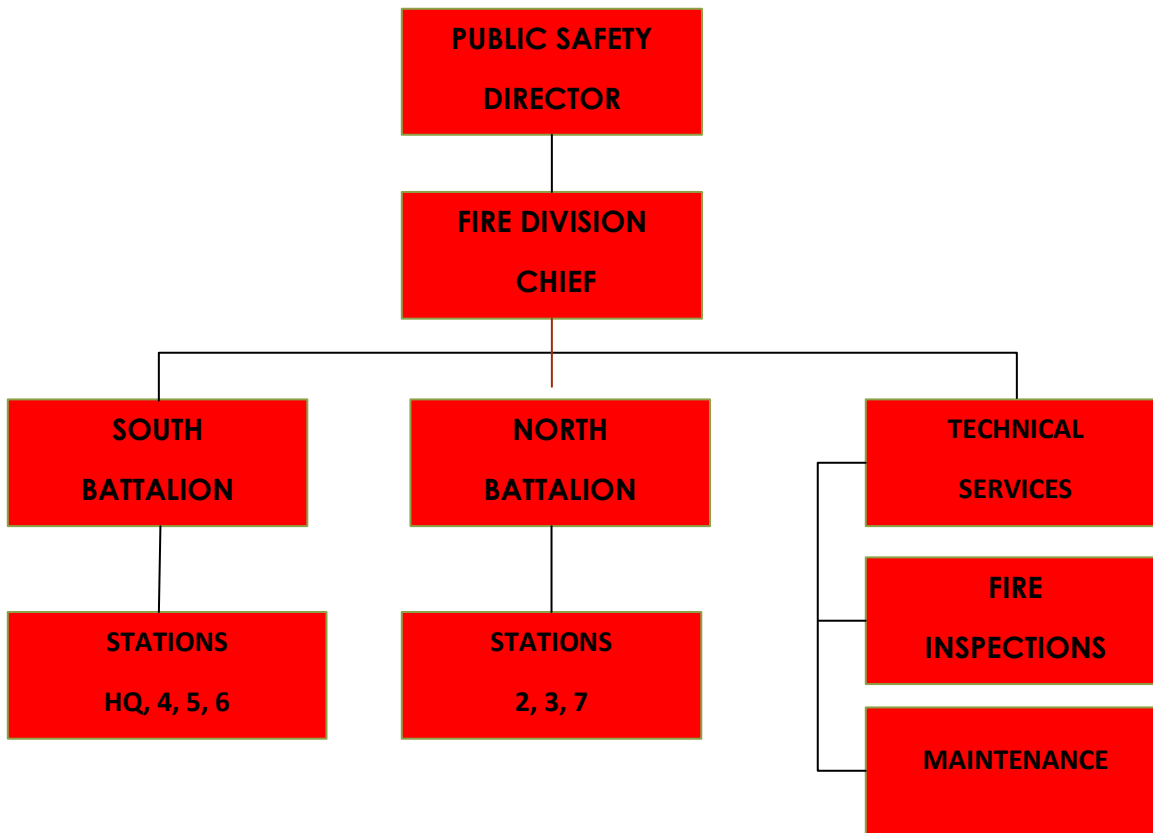
OVERVIEW

To help you better understand White County Fire Services we offer you the following information and encourage you to visit any area of operation and our contact our administrative office.

- ❖ Established – **July 1986**
- ❖ Serves an area of 242 **square miles**
- ❖ Serves a population of **32,418** – {2021 Projection Report}
- ❖ County **ISO** rating of **4/4Y/10**
- ❖ **23** Career Firefighter Positions; **21** Part-Time Positions and **33** Volunteer Firefighter Positions
- ❖ Provides fire protection, rescue, and basic life support system to the unincorporated county – **24 hours a day.**



ORGANIZATIONAL CHART



Major Accomplishments:

- ✓ 70% of fulltime staff achieved Firefighter II certification.
- ✓ Delivered 8 GA Fire Academy classes on site for volunteers and career staff.
- ✓ Implemented new Emergency Reporting software.
- ✓ Purchased 2 Wildland Trucks.
- ✓ Grant Funding – Purchased 12 Zoll AED Defibrillators
- ✓ Grant Funding – Purchased 3 IPADS



BATTALION ONE – SOUTH



STATION 1 – South Battalion HQ

Located at 1241 Helen Hwy
Cleveland, GA 30528

- ❖ Constructed 1988
- ❖ Houses Engine 101, Rehab 1
- ❖ ALS Ambulance (2), EMS Supervisor
- ❖ Spare ALS Ambulance (2)



STATION 4

Located at 1650 Westmoreland Rd
Cleveland, GA 30528

- ❖ Constructed 1990; Renovated 2006
- ❖ Houses Engine 4, Tanker 4, Rescue 4
- ❖ Air 4, Swiftwater Rescue Trailer 4
- ❖ ALS Ambulance (1)



STATION 5

Located at 380 Shoal Creek Church Rd
Cleveland, GA 30528

- ❖ Constructed 1990
- ❖ Houses Engine 5, Tanker 5, Rescue 5



STATION 6

Located at 6449 US Hwy 129 North
Cleveland, GA 30528

- ❖ Constructed 1990
- ❖ Houses Engine 6, Tanker 6, WL6
- ❖ Wilderness Search & Rescue Trailer 6

BATTALION TWO – NORTH



STATION 2

Located at 7494 Duncan Bridge Rd
Cleveland, GA 30528

- ❖ Constructed 1986; Renovated 2009
- ❖ Houses Engine 2, Tanker 2, Rescue 2
ATV 2 – 6x6 ATV Polaris



STATION 3 – North Battalion HQ

Located at 33 Garland Bristol Road
Sautee, GA 30571

- ❖ Constructed 2006
- ❖ Houses Engine 3, Tanker 3, WL 3
- ❖ Wilderness Search & Rescue Trailer 3



STATION 7

Located at 4149 Highway 356
Sautee, GA 30571

- ❖ Constructed 1988; Renovated 2013
- ❖ Houses Engine 7, Tanker 7, WL 7
- ❖ Rescue 7 – Wilderness Search &
Rescue

**Also Located Within North Battalion at
Helen City Fire Station:**

- (1) ALS Ambulance
- (1) 6x6 ATV Polaris – ATV 31

***Together We Will Make A
Difference***

Suppression

This division is the backbone of the Fire Department. All administration functions of the department ultimately are conducted to support the Suppression Division. This division contains field personnel working in fire stations and responding to the constant requests for assistance from the citizenry. While stations are staffed primarily with volunteers (33), we do employ career full-time firefighters (23) and part-time firefighters (21). Three stations are manned 24 hours per day, 7 days per week. Additional stations are manned during severe weather events.

Average Response Time = 10.25 Minutes
Time Personnel Spent at Incidents = 4551 Hours

Community Risk Reduction

- Fire Safety Education - 2226 children and challenged adults received fire safety education.
- Distributed 14 free smoke detectors to high-risk households.
- 7 Building Inspections completed and 12 plan reviews for new development.
- 73 Pre-Fire Plans received by Fire Department. Completed 210 Pre-Fire Plans.

***Due to COVID-19 restrictions exercises and training for all divisions were reduced by parent agencies and regulatory authorities.

Training & Professional Development

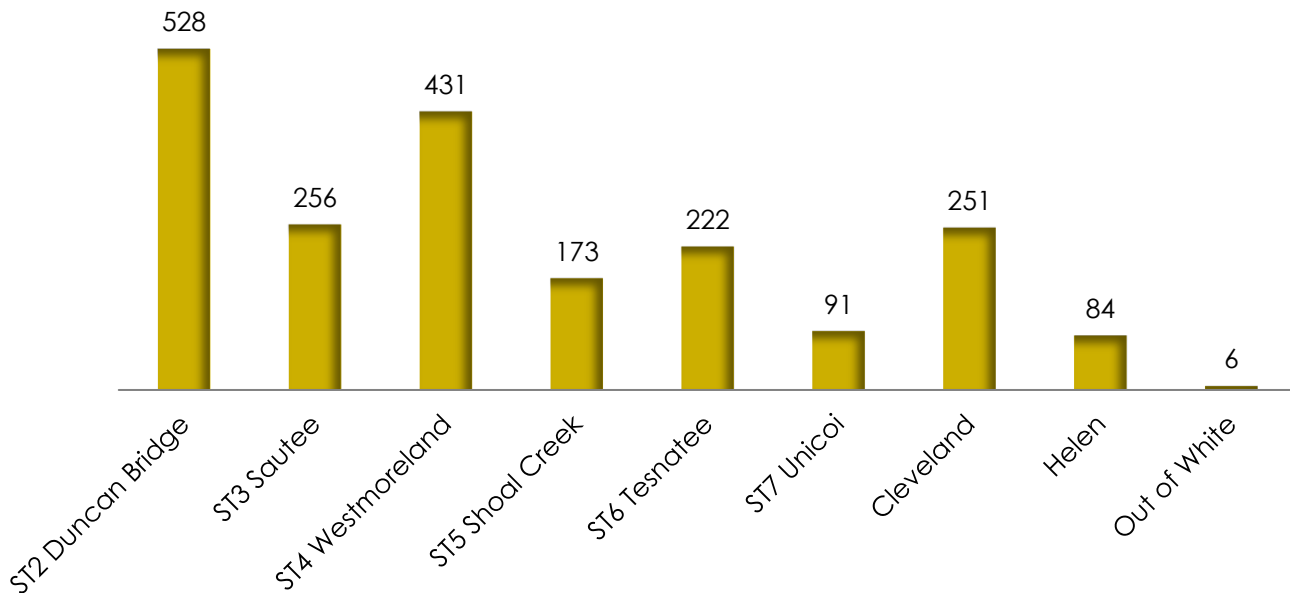
This division is responsible for providing instruction in modern firefighting practices, emergency medical procedures, and maintaining a proficient level of expertise to all department members. Conducts public education and preparedness training to the citizenry.

TOTAL TRAINING BY DIVISION: 9299 hours

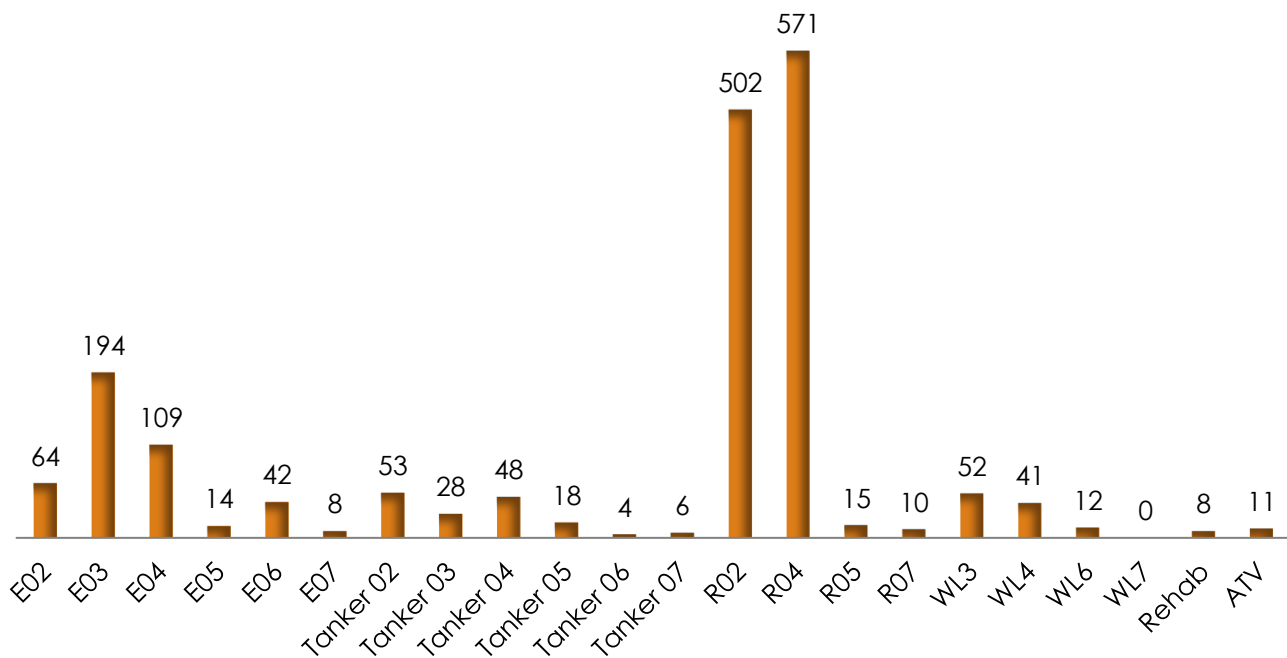
GRAPHS & STATISTICS

Calls for Service by District

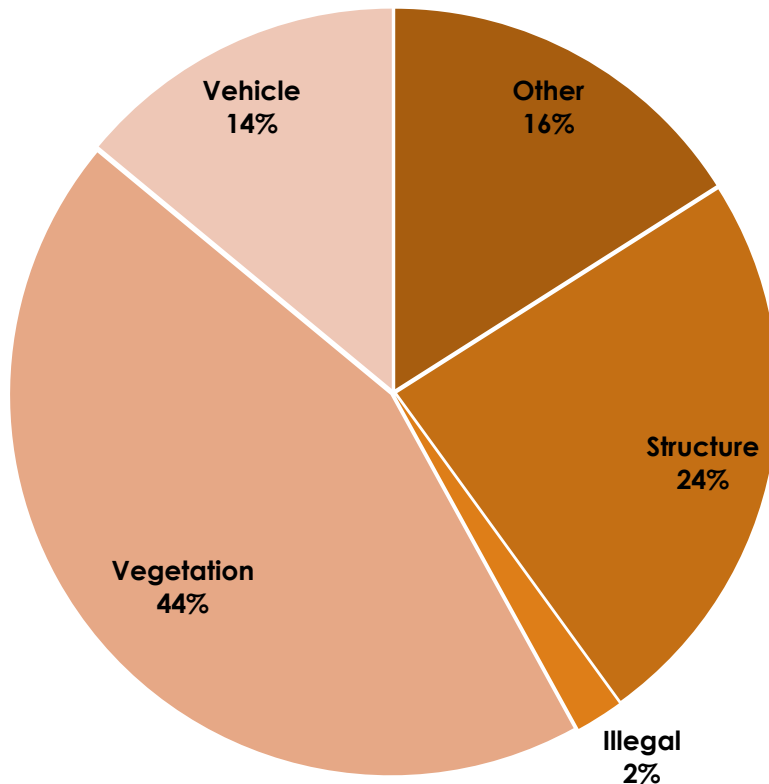
This graph illustrates the station district where calls occurred. Fire units are often called into a neighboring station territory as backup. Cleveland represents auto aide calls in the county handled by Cleveland City; while Helen represents auto aide calls in the county handled by Helen City.



1,498 Fire Apparatus Responses Graphed by Unit Number



Fire Incident By Type



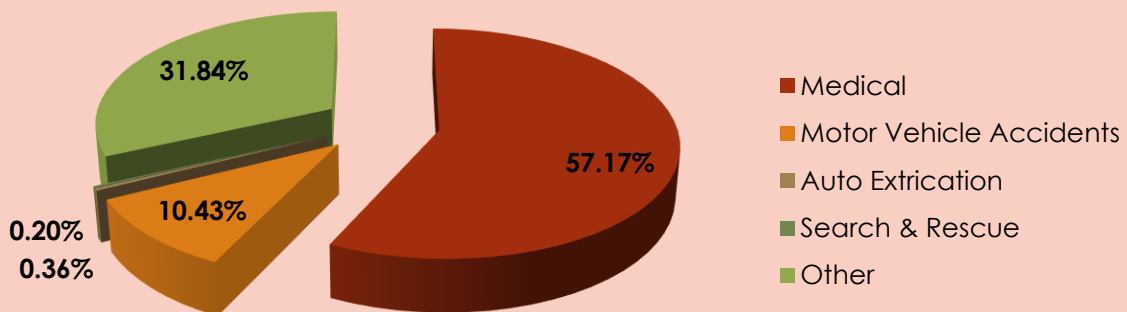
Our Mission:

The prevention and mitigation of injuries, deaths, and property loss.

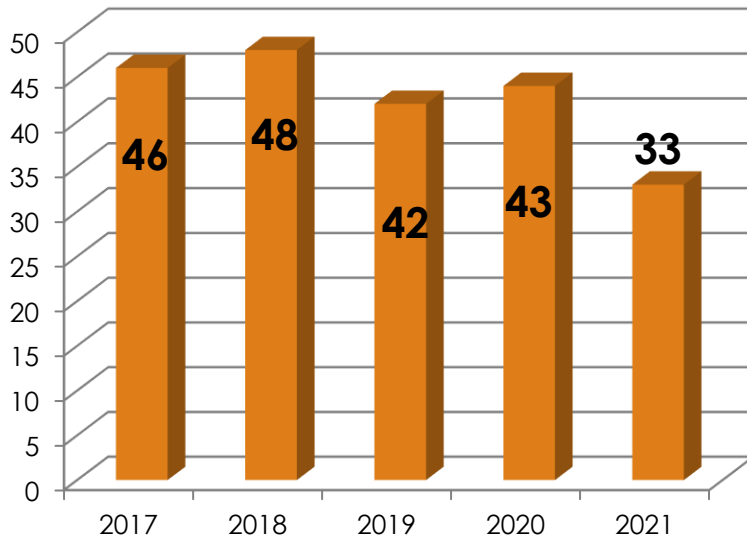
Our Vision:

White County Fire Services strives for excellence in emergency preparedness and response.

First Responder/Rescue Services



of Volunteers



Station 5 at Shoal Creek has the most volunteers in the county. In 2021, four (4) recruits went through training.

Our Contact Information

Our office is here to serve you, our citizens. Below is our contact information for you and our community. If you need any of our services, please do not hesitate to contact us.

Emergencies --- DIAL 9-1-1

Office of Public Safety Administration **706-865-9500**

Animal Control Division **706-219-7881**

9-1-1 Communications Division **706-865-0911**

Fire Services Division **706-865-3855**

County Website

❖ <https://www.whitecountyga.gov/>

Facebook

❖ <https://www.facebook.com/whitecountyema>

MAIN ADDRESS FOR ALL DIVISIONS ---

1241 HELEN HWY

SUITE 100

CLEVELAND, GEORGIA 30528