

## House Resolution 1894

By: Representatives Dempsey of the 13<sup>th</sup>, Lumsden of the 12<sup>th</sup>, and Coomer of the 14<sup>th</sup>

## A RESOLUTION

1 Recognizing the Floyd County 911 Center upon being named the 2016 Georgia 911 Center  
2 of the Year; and for other purposes.

3 WHEREAS, the Floyd County 911 Center was named the 2016 Georgia 911 Center of the  
4 Year; and

5 WHEREAS, the conference and award are a joint venture of the Georgia chapters of the  
6 Association of Public-Safety Communications Officials and the National Emergency  
7 Number Association; the winner is chosen from nominations reviewed by a selection  
8 committee from a state outside of Georgia; and

9 WHEREAS, under the leadership of director John Baylock, the Floyd County 911 Center  
10 became the third Georgia 911 Center to be certified as a Missing Kids Readiness Project  
11 member through the National Center for Missing and Exploited Children; reduced the  
12 employee turnover rate from over 50 percent to 7 percent; increased supervisory, dispatch,  
13 and call-taking training; achieved certification as an Emergency Medical Dispatch agency;  
14 deployed innovative uses of social media for public information, public education, and  
15 recruiting; became the first 911 agency in the state to implement an integrated system of  
16 text-to-911; increased partnerships with the local schools and the deaf community; and  
17 received over 120,000 911 calls while dispatching over 140,000 calls for service ranging  
18 from legal advice to a murder in view of the 911 dispatchers; and

19 WHEREAS, it is abundantly fitting and proper that the remarkable accomplishments of this  
20 outstanding center be appropriately recognized.

21 NOW, THEREFORE, BE IT RESOLVED BY THE HOUSE OF REPRESENTATIVES that  
22 the members of this body recognize the Floyd County 911 Center upon being named the  
23 2016 Georgia 911 Center of the Year and extend wishes for its continued success.

24 BE IT FURTHER RESOLVED that the Clerk of the House of Representatives is authorized  
25 and directed to make an appropriate copy of this resolution available for distribution to the  
26 Floyd County 911 Center.