

Moved Land Disturbance permits online to city website for ease of customer use



- ENGINEERING DEPARTMENT

COMPLETED PUCKETT STREET WATER MAIN REPLACEMENT



Covington Fire purchased a new Pierce 2021 Rescue 21 and ordered a Pierce 100'

mid-mount platform ladder truck



911 LAUNCHED TEXT-TO-911



MUCH MORE ON BACK

Conducted more than 125 interviews for vacant positions and promotions at the City



HUMAN RESOURCES DEPARTMENT

The Electric Department secured

THREE

customer choice loads in Town Center: Publix and two Marriotts



Accomplishments

2021

#TEAMCOV

THE COVINGTON WELCOME CENTER

SET A RECORD FOR NUMBER OF VISITORS IN A MONTH

13,597

The IT Department implemented dual factor authentication for remote users to enhance cyber security



WATER RECLAMATION RECEIVED THE 2020 GEORGIA ASSOCIATION OF WATER PROFESSIONALS GOLD AWARD FOR EXCELLENCE

The Covington Police Department implemented a patrol bike program for officers to ride during their shifts



2021 City of Covington Accomplishments



The Gas Department received the American Public Gas Association (APGA) Safety Award for the third year in a row. This department also received the Heat Energy Assistance Team (H.E.A.T.) Award from the Gas Authority for contributions made by our customers to Georgia's oldest non-profit heating assistance program.



The Finance Department has completed the preparation of a document that will be submitted to the Government Finance Officers Association (GFOA) to qualify for the distinguished budget award.



Many city buildings were improved by Facilities Maintenance in the Community Development Department including the painting of City Hall; completing Phase 2 of HVAC work at City Hall; installing new LED fixtures in offices; converting the training room into new office space; building a PT obstacle course for CPD; building a new office at Land Application; painting offices; and obtaining new janitorial services for all City buildings.



Code Enforcement, under the Planning & Development Department, has focused on two major efforts: getting blighted properties through the system and commercial clean up operations including creation of a database for property management.



Covington-Newton County 911 has been working on updating the public safety radio system. There are now 11 sites in various stages of construction. 911 also held a radio demonstration event to allow participating agencies to view the new radio equipment. They are now preparing to order subscriber units for each public safety agency.



The Community Development team cleaned up three City parks (Employee, Adams Street and Martin Street parks) and added new metal benches and trash cans to each park. They also replaced all the benches in Academy Springs Park with new metal benches and added a trash can and metal bench to Mill Street Park. Also within parks, the Central Park Master Plan was completed.



The IT Department upgraded eight Windows Servers operating systems to Windows 2019 as well as upgraded the CNG (Compressed Natural Gas) Station software and system OS. To further ensure security, the Windows security server was replaced with a Linux VMWare Unified Access Gateway (UAG).



The Covington Police Department implemented a new physical fitness called the "PAT" exam which is required by the state. It was developed and set up at the Covington Police Department's gun range which is located at City Pond.



The Community Development Department added new marketing tools to their repertoire which included the creation of a monthly tourism newsletter; advertising in Georgia Connector, Oz and Explore GA Travel Guide magazines; obtaining new marketing materials for the Welcome Center; working on replacing/expanding the "Walk of Stars;" and growing the City's Facebook following from 9,415 to over 11,200 in 2021.

You are not a team
because you work
together.

YOU ARE A TEAM
because you **TRUST, RESPECT and**
CARE FOR EACH OTHER.



-Vala Afshar

- The Covington Police Department Support Services division hired a total of 19 police officers and one customer service representative.
- The Covington Fire Department implemented their “First Arriving” dashboard for real time incident alerts and updating key information.
- The 911 team now has a therapy dog named Annie.
- A website, app and “After the Fire” pamphlet have been created for the CFD to make helpful information more accessible for the community.
- There will be two K-9 officers joining the CPD team.
- The Fire Marshal’s office was restructured from FMO (Fire Marshal Officer) to Lieutenant and Captain.
- 911 launched their podcast: *Golden Girls: 9-1-1 Stories*.
- The CPD’s Citizens Academy and the Police Who Care’s Fuzz Run returned during 2021.
- An RFP was completed for a contractor’s services to review and analyze 911 GIS data as well as update the data to meet 911 industry standards.
- There was a reduction of complaints from the Square by having officers work off-duty on weekdays and weekend nights.
- The Fire Marshal’s office of the CFD received 600 smoke alarms via a donation from MCNS.
- The CPD made some key changes in protocols including its use of force policy; other policies involving interactions with the public; revamping of the FTO (Field Training Officer) program; and rezoning of its City of Covington Police Patrol Zones. They also began their Citizens Review Board.
- Team members of the CFD completed various classes for certifications and to better protect and serve the community including: Apparatus Operator Pumper, Fire Officer 3 & 4, Fire and Life Safety Educator, Hazmat Technician, Fire Inspector 1 & 2, Rescue Technician (Trench), Blue Card Certification, Incident Commander Certifications and Basic & Advanced EMTs.
- The CPD purchased a number of tools to assist in policing efforts including a new Taser 7 system; bola wraps; load bearing vests for patrol officers; expansion of the Flock camera system to 26 cameras; soundproofing and camera system for interview rooms; a fingerprint fuming chamber; and a new automated fingerprint identification system (AFIS).
- A policy was created for the 911 Tactical Dispatch Team and several employees completed the training requirements.
- A strong working relationship between the CPD and Piedmont Law Enforcement Academy has developed including officers and staff from the CPD teaching at the Academy and utilizing resources at the Academy to train CPD officers.

- The City of Covington Electric Department is providing the electric service to the new Eastside High School.
- The Gas Department had no lost time accidents or injuries.
- A more competitive lineman pay scale was created for the Electric Department resulting in several new hires.
- The Water/Sewer Department completed the Indian Creek Sewer Main and Manhole Replacement project.
- The first electric vehicle (EV) charging station was installed at the Welcome Center by the Electric Department.
- The Stanton Springs natural gas expansion project was completed.
- The Electric Department completed the infrastructure at Covington Town Center; the 100% build out of Bridgemill subdivision; service to Covington Legends apartments; and 50% of the infrastructure for the new Cornish Creek water plant.
- The Water/Sewer Department completed the water main relocation for the GDOT new Eastside High School roundabout.
- Governor Brian Kemp signed a proclamation declaring Natural Gas Utility Workers Day in March 2021.
- The Electric Department has continued with expanding the service area of the advanced metering infrastructure (AMI) which is an integrated system of smart meters, communications networks, and data management systems.



- The Water Reclamation Department finalized the Industrial Pretreatment Permit issuance to our Significant Industrial Users (SIU) as well as developed a multi-tiered surcharge rate schedule for SIUs.
- Human Resources secured better employee benefits with improved Voluntary Life Insurance & Line of Duty Death Benefits.
- The Community Development team enhanced some of the existing City's public spaces by changing out all the doors at Legion Field to metal doors; erecting steps at Central Park to the playground and along the disc golf course; painting all benches around the square; completing the majority of the Cricket Frog Trail connectors; and completing the public art trellis at Legion Field.
- Customer Service billed over 140,346 accounts, took over 108,206 utility payments and processed over 2,351 new customers.
- The Engineering Department installed a new plotter in GIS.
- CCTV was overhauled by the IT Department by replacing old standard definition equipment with new high definition equipment as well as creating a new system to monitor City CCTV broadcasts internally to accurately observe what residents see at home on the PEG channels. New CCTV advertising forms were created to allow for online completion before printing.
- The PAINT (Public Arts Initiative for Neighborhood Transformation) Covington program was facilitated by the Community Development team.
- The IT Department completed fiber optics training and certification. They also completed fiber optics installations for 911 cell towers as well as a fiber optics audit of the city's current fiber.
- The Planning and Development Department hosted two Jane Jacobs Walks focusing on West and East downtown neighborhoods.
- The annual budget was completed by the Finance Department and approved by City Council.
- City employee COVID safe events were organized and hosted by Human Resources including a virtual Health Fair and Open Enrollment; the annual Employee Appreciation Lunch; and customer service training for all City employees.
- Over 40,216 phone calls were answered for City Hall by Customer Service and 262,499 readings were collected for billing.
- The Annual Watershed Protection Plan (*a joint venture with Newton Co. WSA*); the Annual EPA (*federal*) and EPD (*state*) reports for Land Applying of Biosolids; and the Georgia EPD/Safe Dams Annual Report were all submitted by the Water Reclamation Department and approved by the respective agencies.
- The Engineering Department completed multiple drainage and infrastructure projects.
- The Planning and Development Department has streamlined the residential building permit process to make it simpler for homeowners to pull their own permits.
- Human Resources revamped the "College Worker Program" which included interviews for potential candidates.
- The Welcome Center is now opened on Sundays from 11 a.m. to 4 p.m. There is also work being done to expand the museum portion of the Welcome Center which will add about 50% more footage to the current Center.

