



Annual Report 2019

White County Office of Public Safety



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David L. Murphy, Jr.

Director of Public Safety



Dear Citizens of White County,

I am proud to present to you the White County Office of Public Safety Annual Report for 2019. 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.

Each Agency in our organization strives to improve the quality of life in our community by serving the citizens with a commitment to exceptional customer service. Fire Services with the additional full-time firefighters were able to reduce response times substantially and Animal Control was able to increase adoptions and decrease euthanasia.

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.

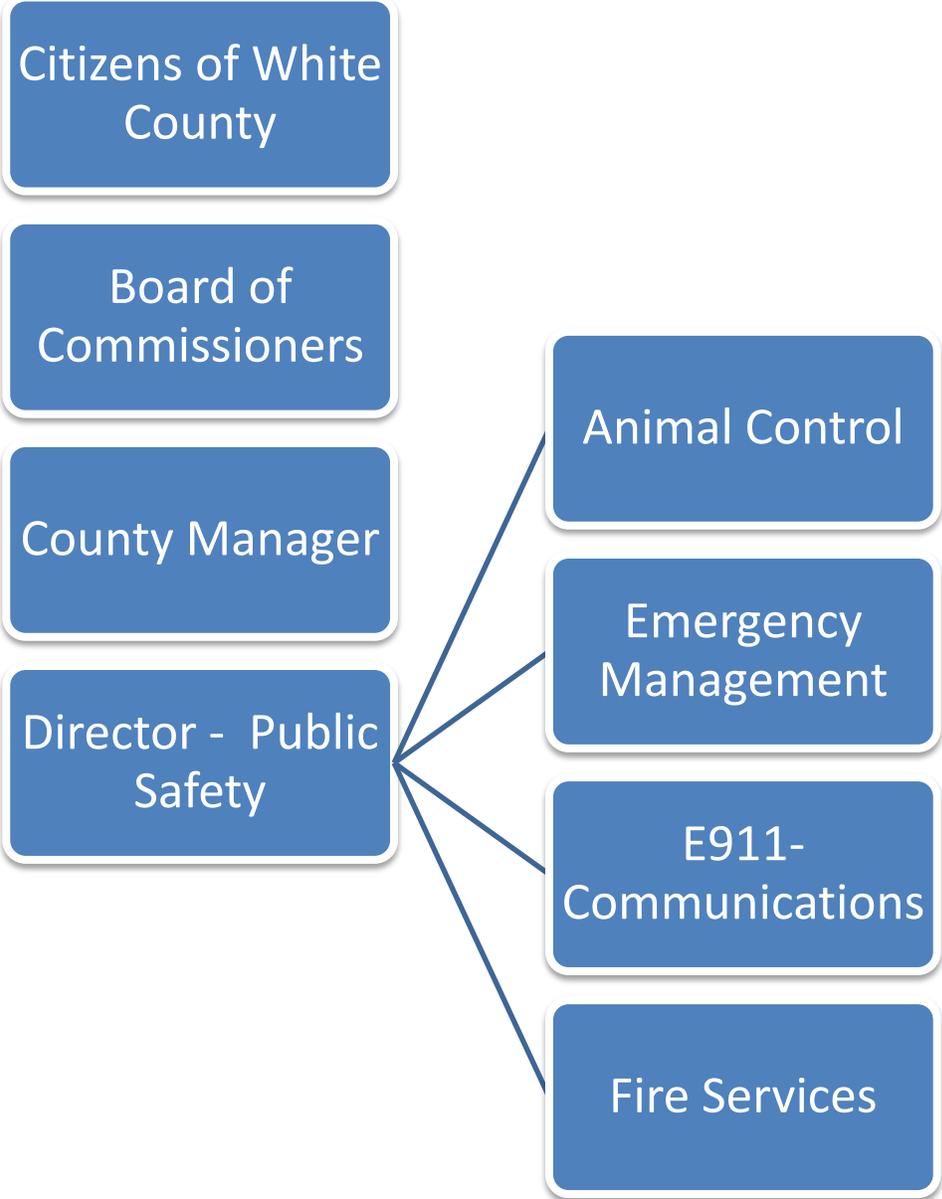
In 2020, the Office of Public Safety will continue to emphasize training and education for all of our employees. We will also focus on improved technology to streamline processes and improve communication.

On behalf of everyone at the White County 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 Since 2005

Organizational Chart



County Board of Commissioners



Travis Turner, Chairman



**Craig Bryant, Commissioner
District 4**



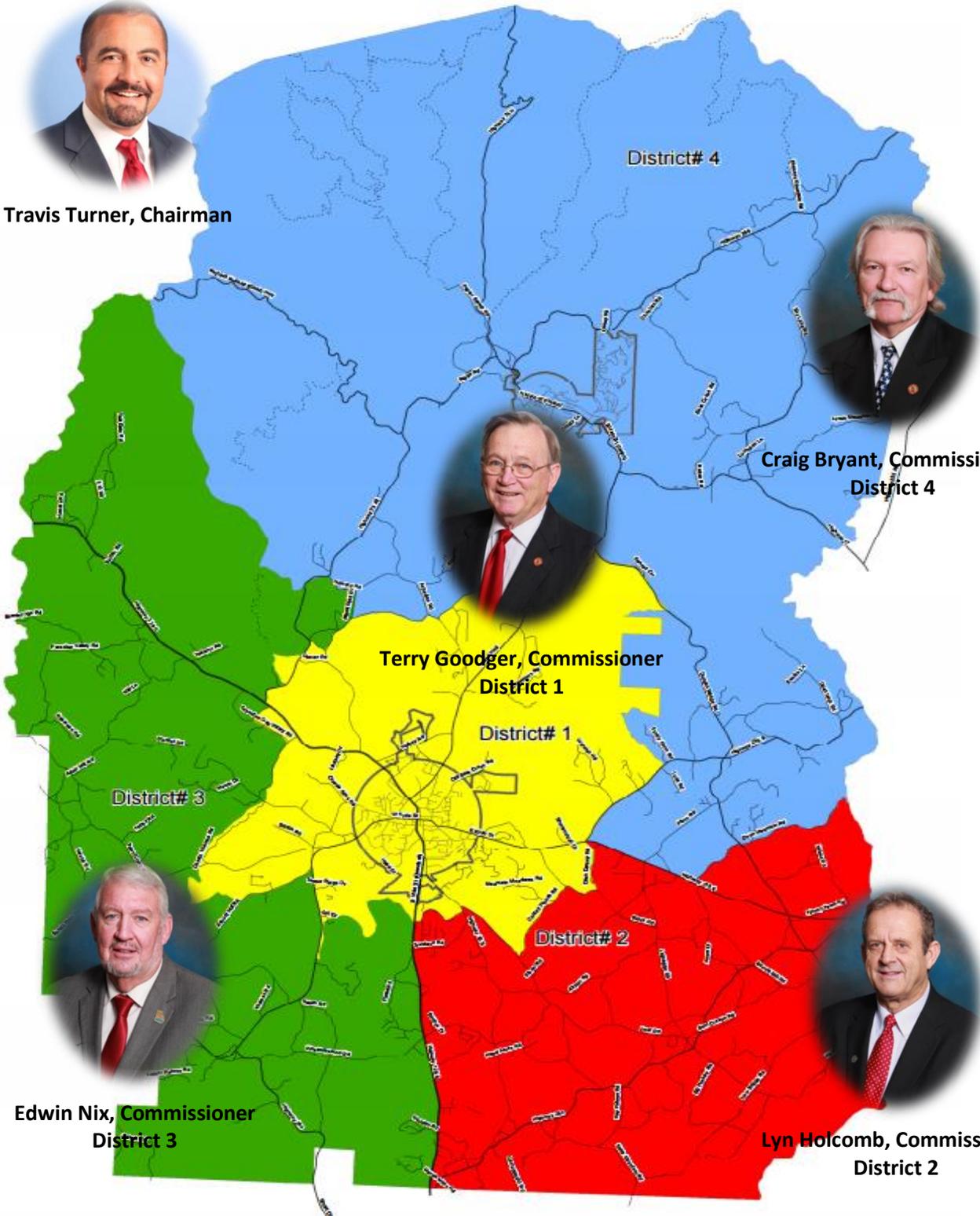
**Terry Goodger, Commissioner
District 1**



**Edwin Nix, Commissioner
District 3**



**Lyn Holcomb, Commissioner
District 2**



County Officials

MISSION STATEMENT

The Office of Public Safety is committed to the preservation of life and property of the citizens of and visitors to White County.

VISION STATEMENT

To become the finest public safety organization possible, by utilizing and developing our members to their fullest potential, maximizing available resources, and being responsive to the growth of our community and the changing needs of our customers.

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.



Michael J. Melton
County Manager

Division Commanders

Joey Kastner
Division Chief
Serving Since 2013
Animal Services Division



Cami Downey
Administrative Assistant
Serving Since 1999
Emergency Management



Leah N. Sullens
Division Chief
Serving Since 1994
911-Communications



Norman Alexander
Division Chief
Serving Since 2005
Fire Services



Animal Control Division

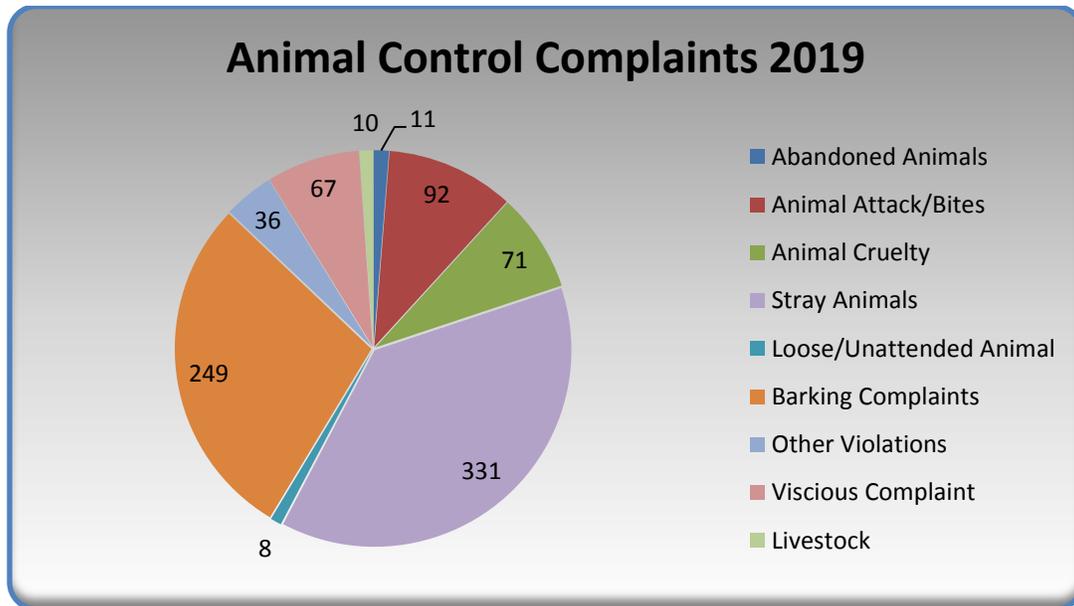
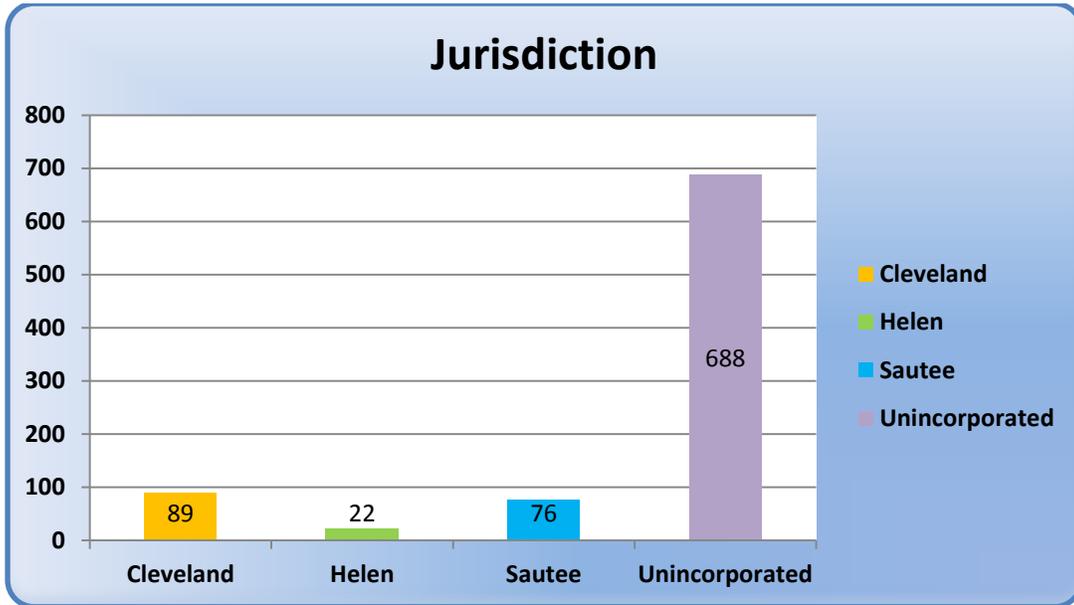


The Animal Control Division of the White County Office of Public Safety serves to protect the health and safety of the citizens of White County. In addition, the program serves to protect the welfare of animals and to prevent cruelty and neglect. Animal Control officers are responsible for enforcing 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 875 calls for Animal Control, 89 were inside the City of Cleveland, 22 were inside the City of Helen, 76 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 events.



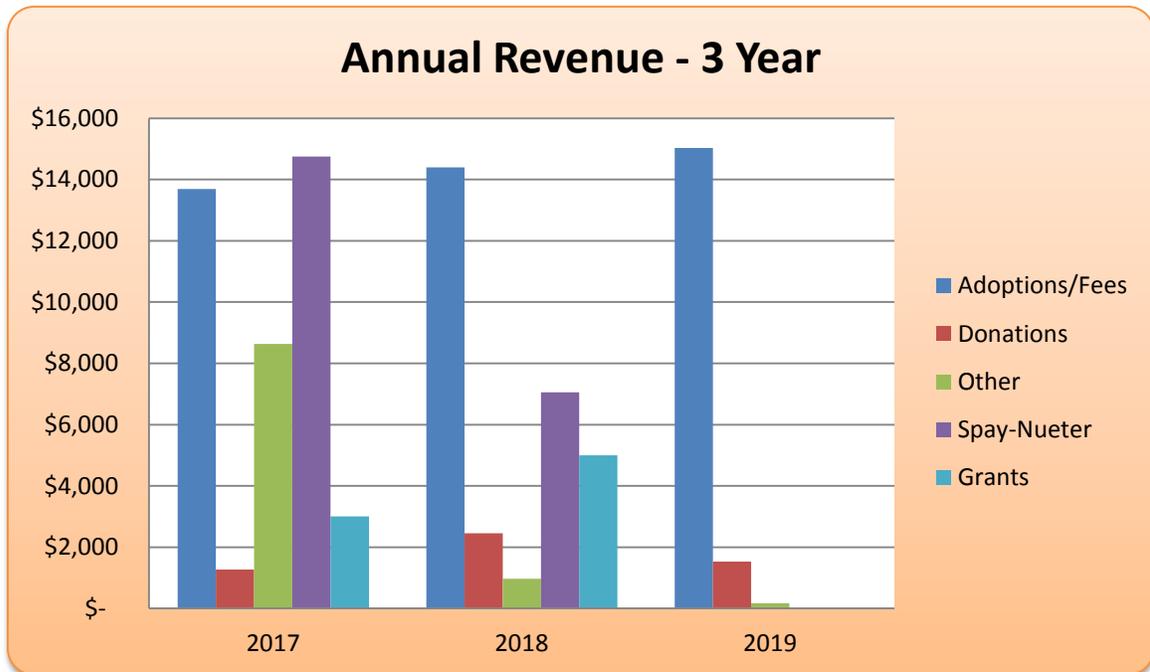
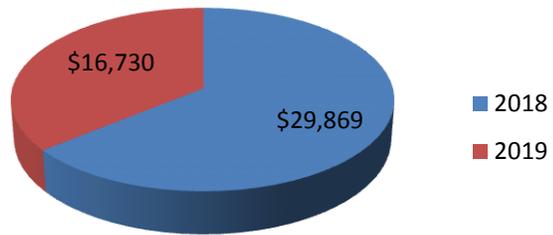
OTHER ACTIVITY

	<u>2018</u>	<u>2019</u>
Citations Issued	20	23
Training Hours by Staff	243 Hours	112 Hours

ANIMAL CONTROL REVENUE

The revenue for the Animal Control Division 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



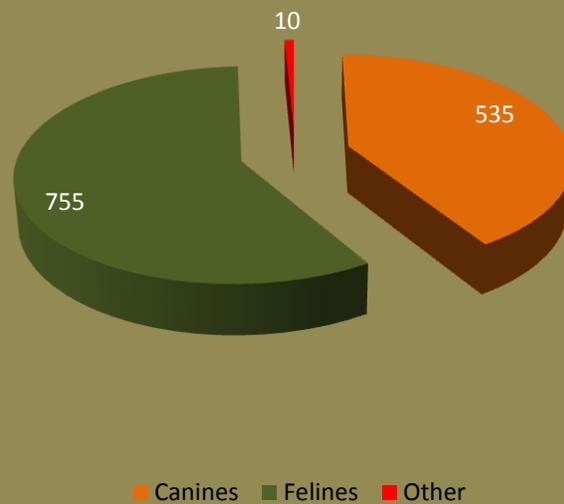


Animals Received From

	2018	2019
Total Intake	1473	1290
Owner Surrender	535	562
Stray	938	728

Animals Received in 2019

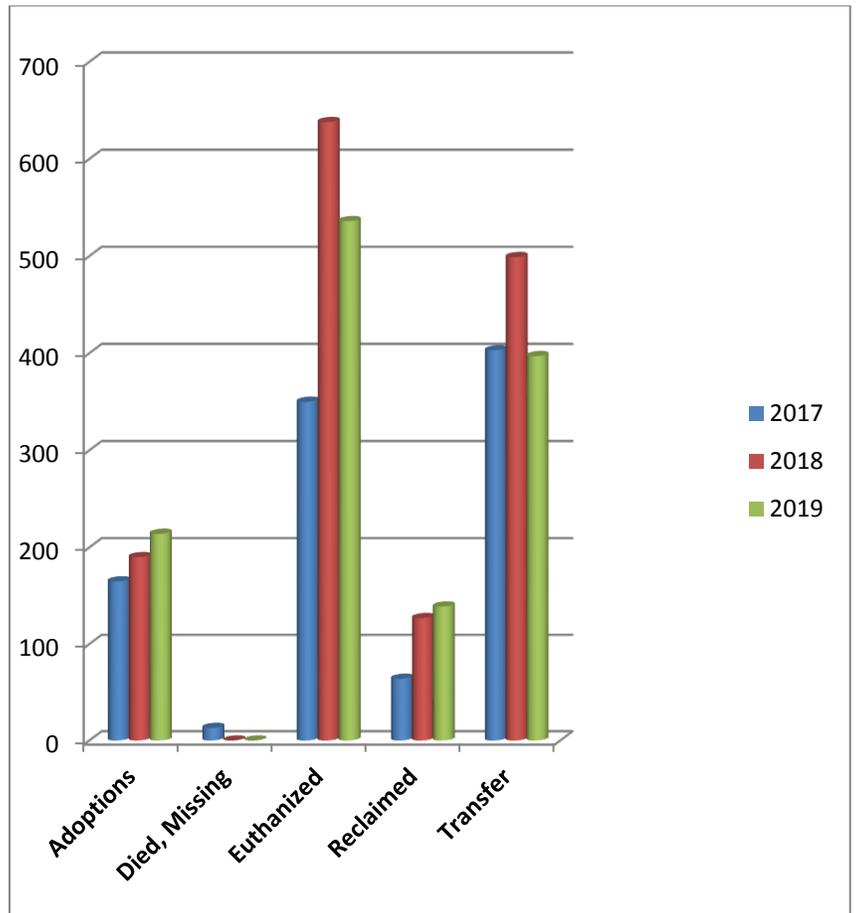
The White County Animal Shelter accepts animals brought in by Animal Control, animals owned by White County citizens and unwanted strays found in the county. The shelter also adopts animals out to the public.



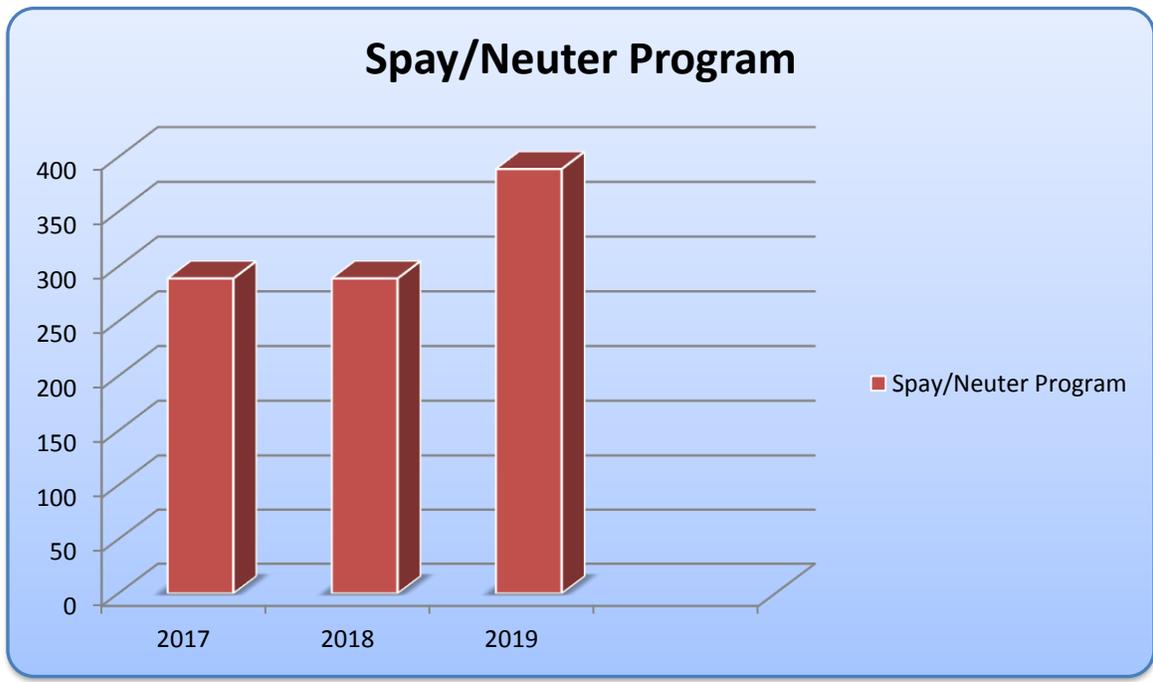
SIGNIFICANT ACCOMPLISHMENTS FOR 2019

- ✓ Added an animal intake area at back of building
- ✓ Reduced euthanization rate by 15%
- ✓ Increased adoption rate by 13%
- ✓ Remodeled puppy room added new cages

ANIMAL DISPOSTIONS



COMMUNITY INVOLVEMENT/SERVICES



Emergency Management Division

OVERVIEW

The Emergency Management Division 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 to emergency management and strong partnerships within the emergency management community. This 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.

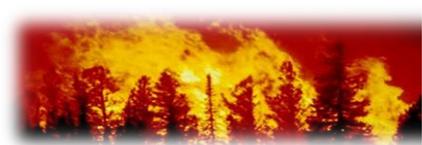
COMMUNITY HAZARDS AND THREATS

Natural Hazards

Our area has endured numerous natural disasters. These include wildfires, flooding, and severe weather events. 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.

Wildfire

Virtually all of White County can potentially be affected by wildfire. This is especially true in areas of the wildland-urban interface. This is described as an area where human-made infrastructure is in or adjacent to areas prone to wildfire. As White County grows more areas of WUI will be defined and the potential for devastating wildfire will increase. Any further steps taken to mitigate the effects of wildfire will be undertaken on a countywide basis and include the Cities of Cleveland and Helen.



Thunderstorm(s)

Much like tornados, all of White County can potentially be affected by thunderstorms. As a result, any mitigation steps taken related to thunderstorm should be undertaken on a countywide basis, whenever possible, and include the Cities of Cleveland and Helen. New regulations that mitigate hazard risk for White County should be shared with both entities for their local adoption. There are no significant differences between the county and the two municipalities (Cleveland and Helen) in terms of risks and vulnerabilities associated with thunderstorms. As more data becomes available, and is determined relevant to the thunderstorm hazard, they will be evaluated and incorporated as applicable, into future plan updates.

Winter Storm(s)

All of White County can potentially be negatively impacted by winter storms. As a result, any mitigation steps taken related to winter storms should be undertaken on a countywide basis and include the Cities of Cleveland and Helen. There are no significant differences between the county and the two municipalities (Cleveland and Helen) in terms of risks and vulnerabilities associated with winter storms. New regulations that mitigate hazard risk for White County should be shared with both entities for their local adoption. When future maps and data become available, and are determined relevant to the winter storm hazard, they will be evaluated and incorporated as applicable, into future plan updates.



Tornadoes

All of White County has the same design wind speed of 200 mph as determined by the American Society of Civil Engineers (ASCE). There are no significant differences between the county and the two municipalities (Cleveland and Helen) in terms of risks and vulnerabilities associated with tornados. As stated previously, the entire county can potentially be affected by a tornado. As a result, any mitigation steps taken related to tornados have been undertaken on a countywide basis and include the Cities of Cleveland and Helen. When future maps and data become available, and are determined relevant to the tornado hazard, they will be evaluated and incorporated as applicable into future plan updates.

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

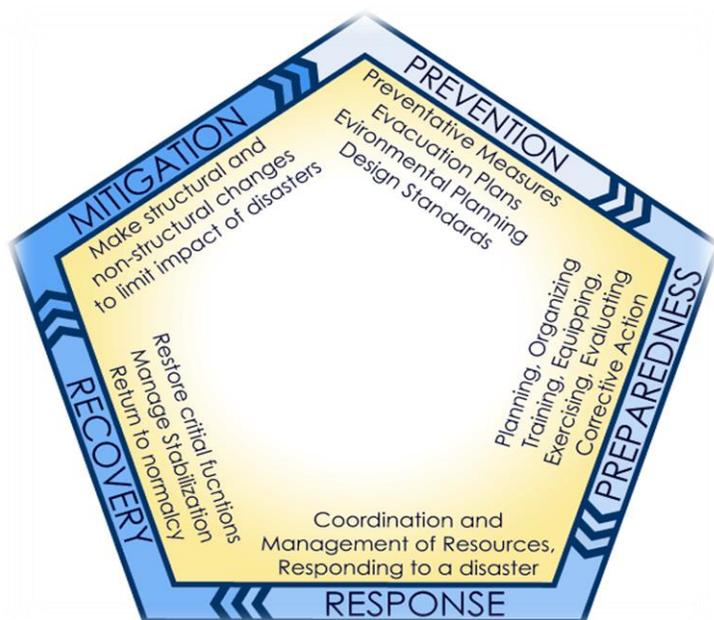
All of White County, to include the City of Cleveland and Helen are vulnerable to acts of terrorism. While we have no experience to draw from, it is prudent and appropriate that all jurisdictions consider the possibilities.



Preparedness

Preparedness is a shared responsibility. While such measures can reduce vulnerability to a disaster and decrease risk, hazards cannot be completely 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 2019 the plan included new annexes. Other annexes were expanded or strengthened as well. The annexes are:

- ❖ **Point of Distribution Annex 4**
- ❖ **Debris Management Plan Annex 6**

Hazard Mitigation Planning

The purpose of mitigation planning is to identify policies and actions that can be implemented both immediately and in the long term to reduce risk and future losses. White County's Multi-Jurisdictional Hazard Mitigation Plan forms the foundation of our long-term strategy to reduce disaster losses and break the cycle of disaster damage, reconstruction, and repeated damage. An updated Hazard Mitigation Plan must be submitted to the Federal Emergency Management Agency every five years, and the White County plan was updated and approved in 2016. An update is currently in process.

INCIDENT MANAGEMENT & FACILITIES

Emergency Operations Center

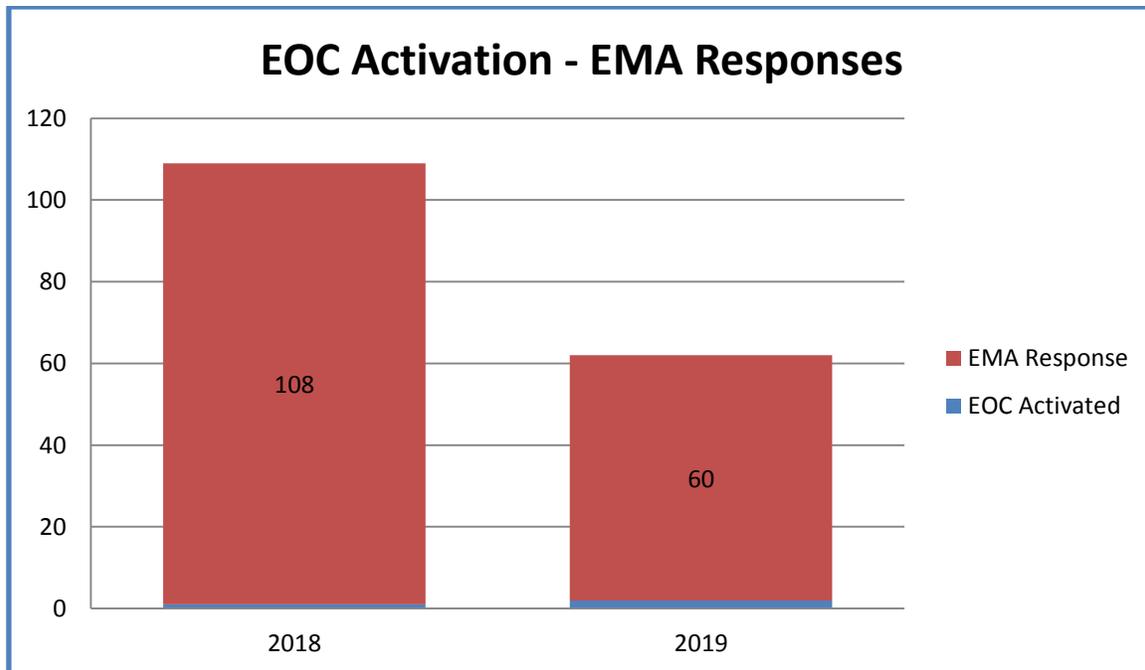
The Emergency Operations Center (EOC) provides a central location from which government at any level can provide interagency coordination and executive decision-making in support of the incident response.

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

- ❖ Information collection/evaluation
- ❖ Priority setting
- ❖ Resource Management



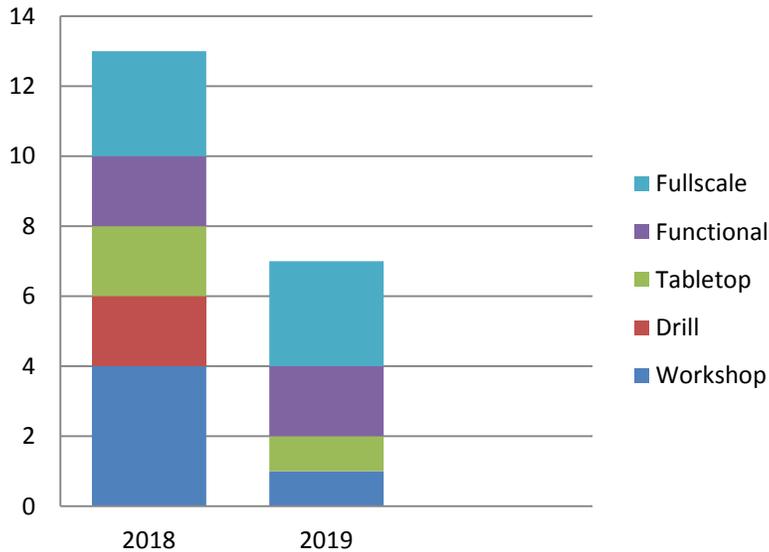
Decision making at the EOC affects the incident response as well as the public response. The decisions made at the EOC are not tactical decisions; however, tactical decisions are made by the Incident Commander and the Command Staff at the incident scene.



TRAINING & EXERCISES

Training and exercises for emergency response is an integral part of community preparedness. The White County EMA 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 - Minimum 2 Annual



Total Training Provided/Coordinated in 2019:

of Events: 3

Training Hours Completed: 74

CERT Hours Completed: 2864



COMMUNITY RESILIENCY

The White County Citizen Corps Council continued to make positive impacts during 2018. The partner organizations were able to take advantage of federal grant 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 2019, members volunteered and completed training for a total of 2864 hours.

White County EMA solicits CERT members for an advanced team to provide volunteer services during disasters. In 2019, the advanced team completed the following:

- ✓ Offered two CERT training sessions to the public and added 6 new members
- ✓ Participated in Active Shooter drill
- ✓ Attended NOK employee health fair



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 general 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.

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.



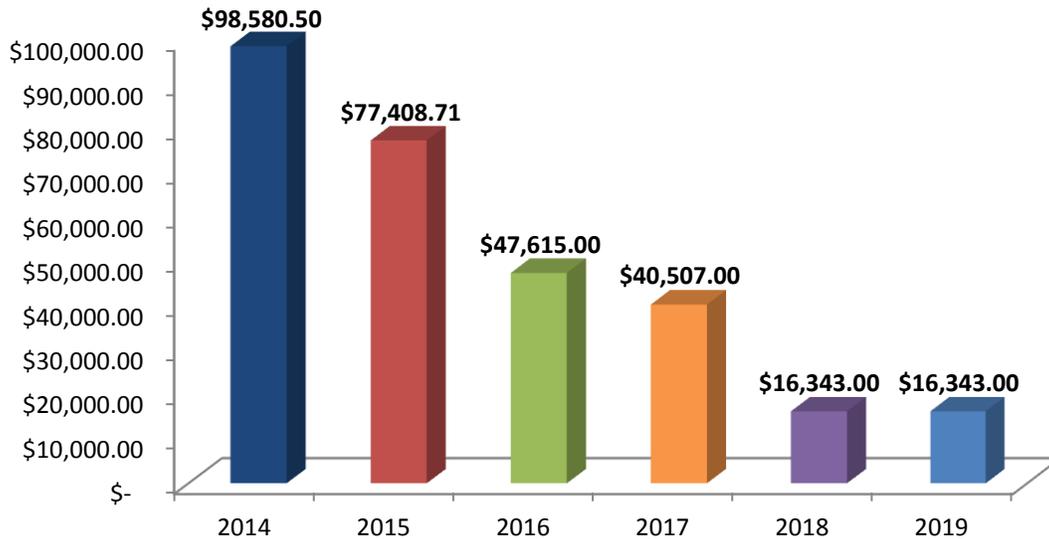
Emergency Notification System

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

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



2019 Grants Submitted and pending review:

- ✓ Hazard Mitigation – Senior Center Generator \$ 117,000.00
- ✓ Hazard Mitigation – Four Outdoor Warning Sirens \$ 211,000.00
- ✓ Hazard Mitigation – Federal Signal Informers \$ 69,000.00
- ✓ Hazard Mitigation – Weather Radios \$ 30,000.00

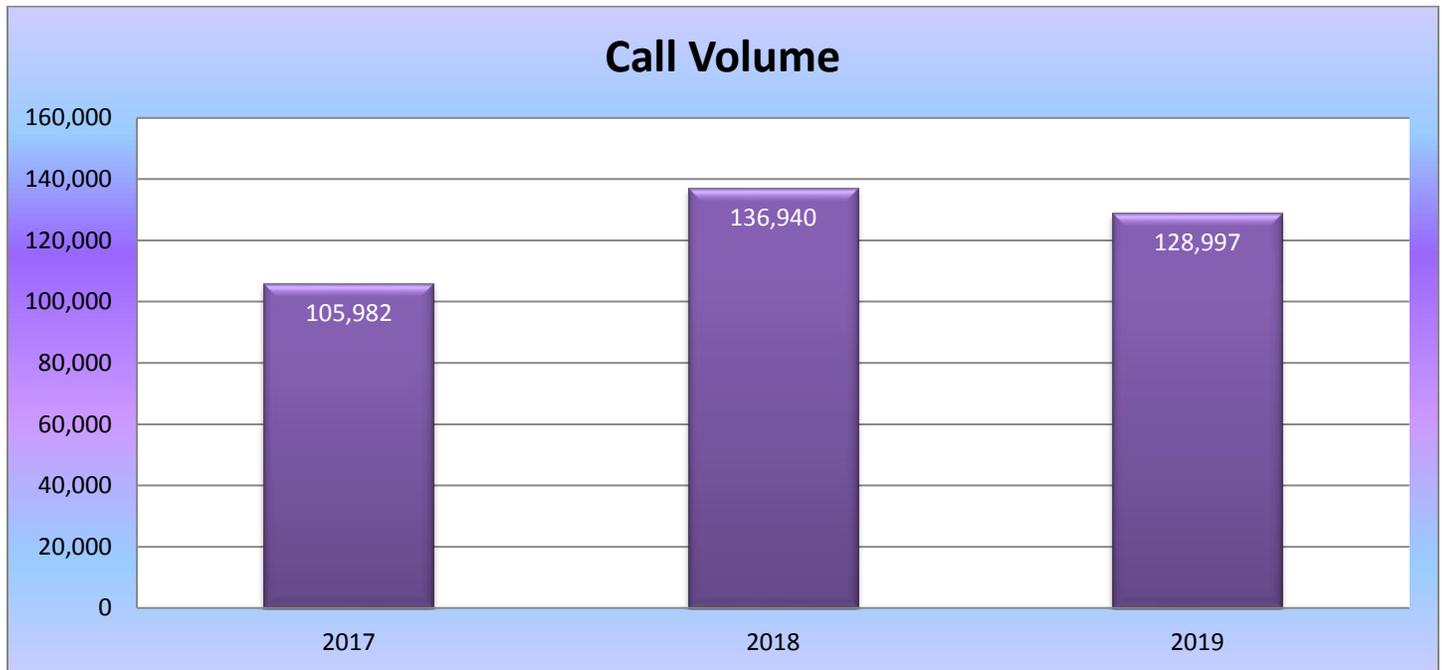
911-Communications Division

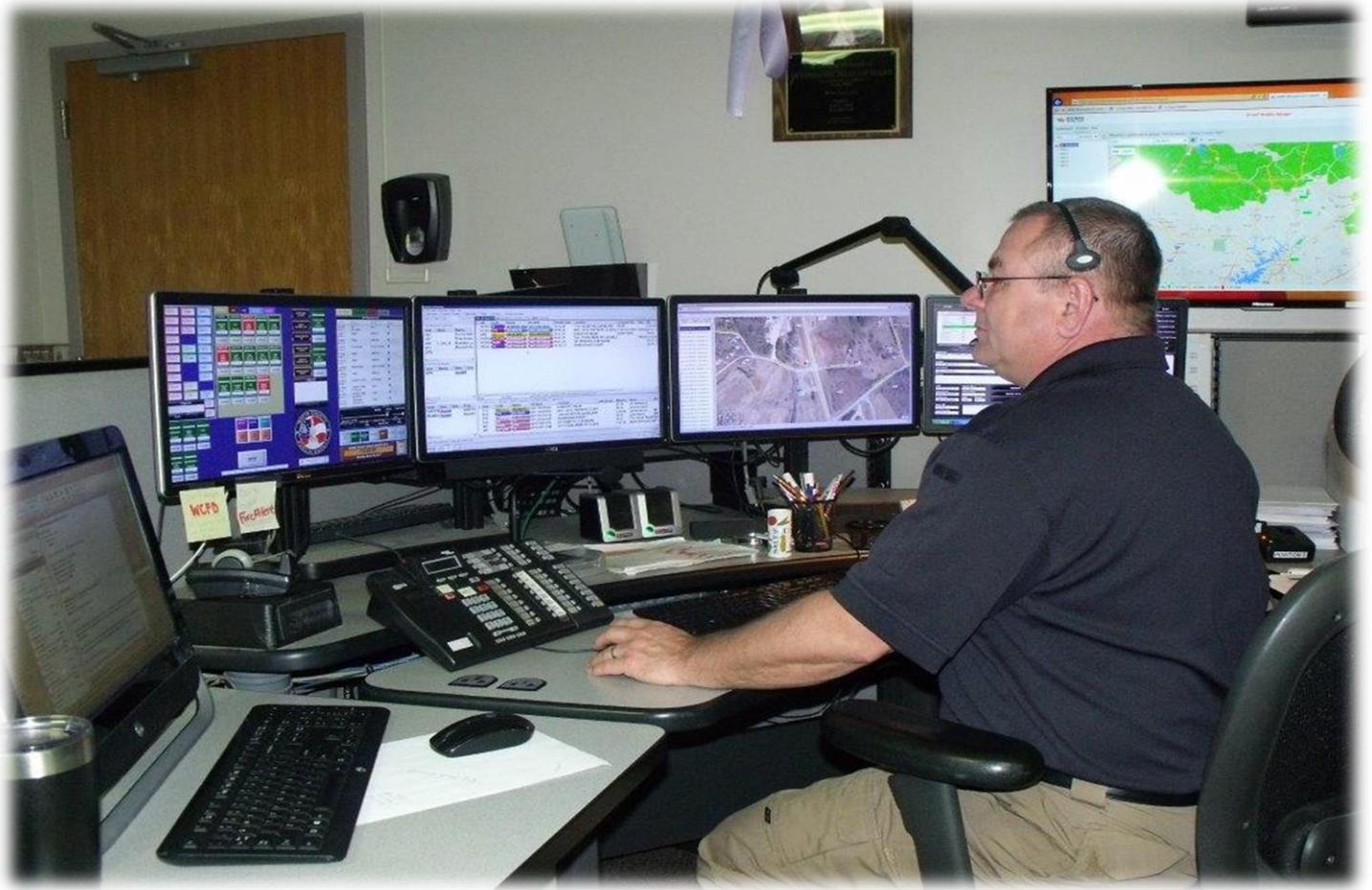
The White County 911-Central Communications Division is an integral part of the White County Office of Public Safety. This division provides optimum communications for the White County Sheriff’s Office, White County Fire Services, White County Emergency Medical Services, White County Animal Control, 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 By four twelve hour shifts utilizing three to four Communications Officers per shift.



The White County E911 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 E9-1-1 center. Alarm lines are used only by alarm monitoring companies reporting various alarms, and administrative lines are used for all other phone calls.

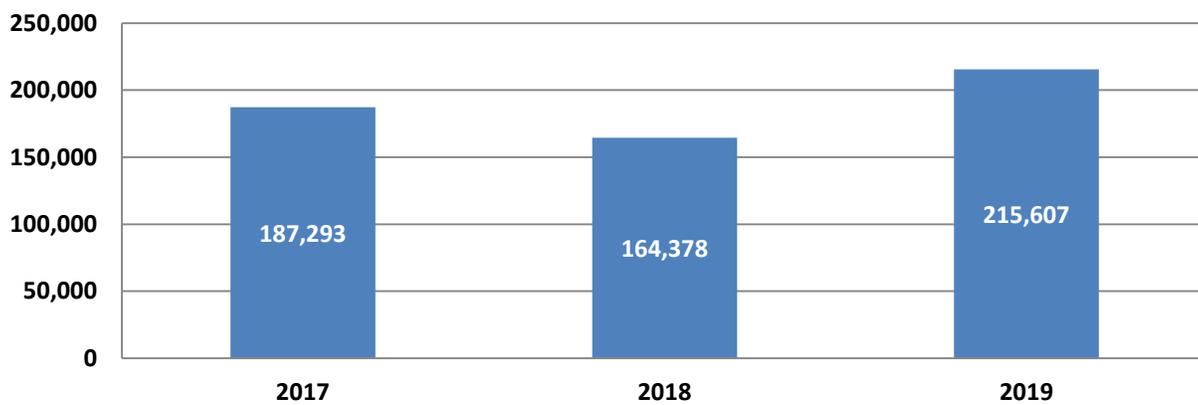




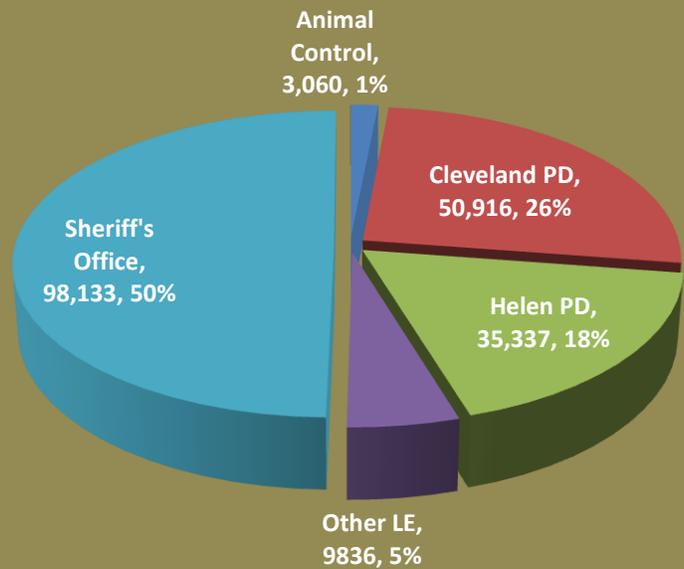
CAD System

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 E9-1-1 Center.

Total Incidents/Radio Calls

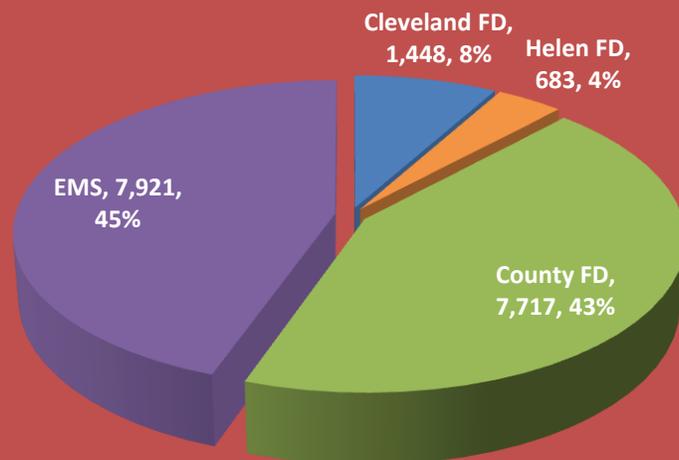


LAW ENFORCEMENT Radio Calls



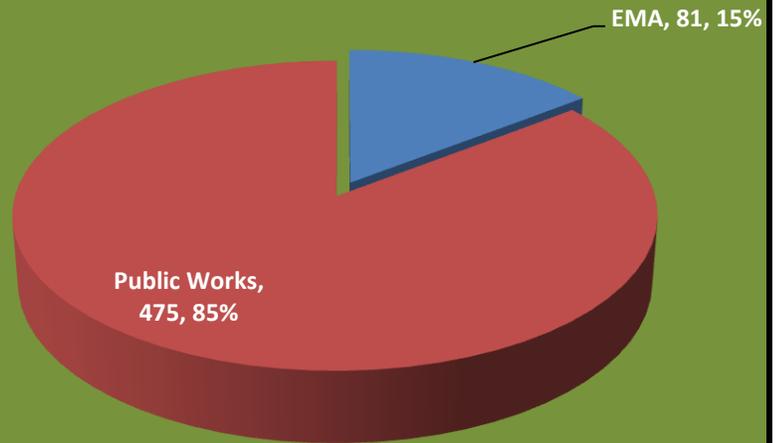
The White County Sheriff's Office is the largest law enforcement agency in the county and has the biggest jurisdiction coverage area, therefore they account for the highest number of law enforcement incidents, totaling 50% of all LE calls in 2019.

FIRE SERVICES Radio Calls



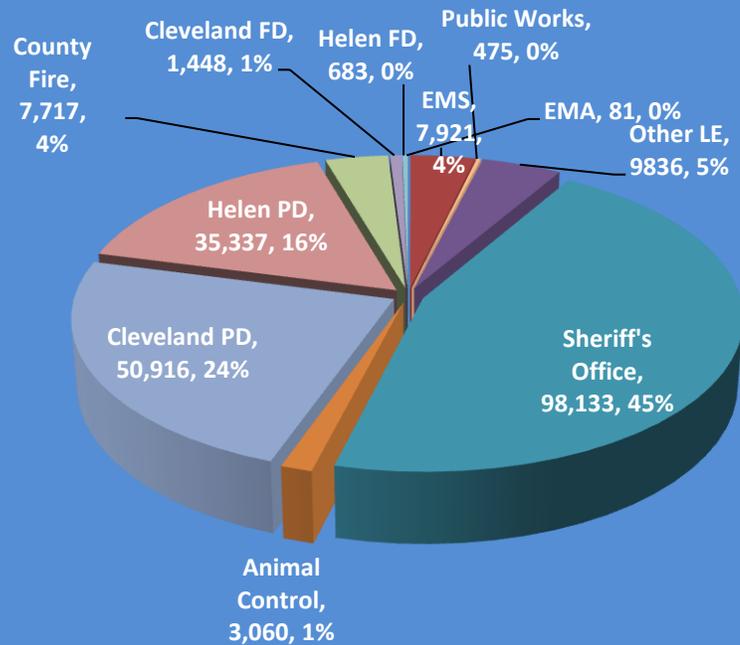
The White County Fire Services is the largest fire department in the county totaling 78% of all fire calls. While EMS was the busiest agency utilizing the emergency radio system.

All Other Agencies Radio Calls

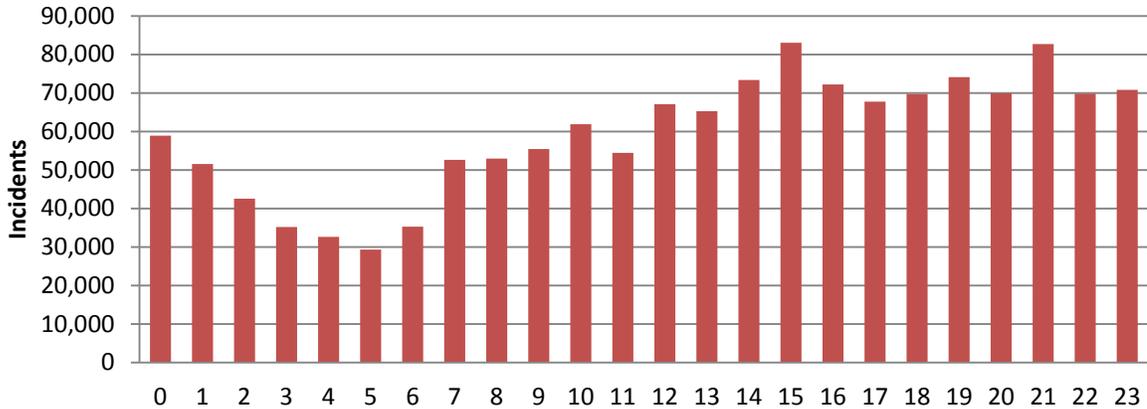


White County Public Works is the largest agency in this selection, making up 85% of all incidents. Public Works includes calls to DOT and City Public Works agencies.

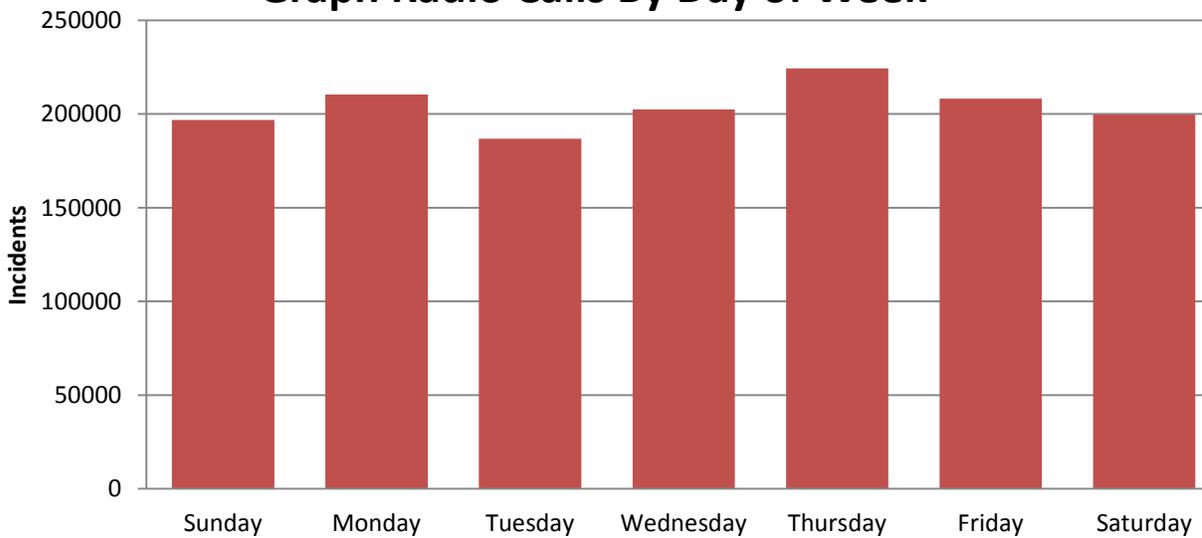
All Agencies Total Radio Calls



Graph Radio Calls By Hour of the Day 9 PM was the peak time for radio calls in 2019



Graph Radio Calls By Day of Week



Busiest Day of the Week for 2019 - Thursday

This graph represents the number of radio calls answered by staff.

Fire Services Division

OVERVIEW

In order 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 over **29,970** –{2019 Projection Report}
- ❖ Has an **ISO** rating of **4/4Y/10**
- ❖ **16** Career Firefighter Positions; **15** Part-Time Positions and **42** Volunteer Firefighter Positions
- ❖ Provides fire protection, rescue and basic life support system to the unincorporated county – **24 hours a day.**



Core Values

HONOR

to serve our community

COURAGE

in the face of all adversity

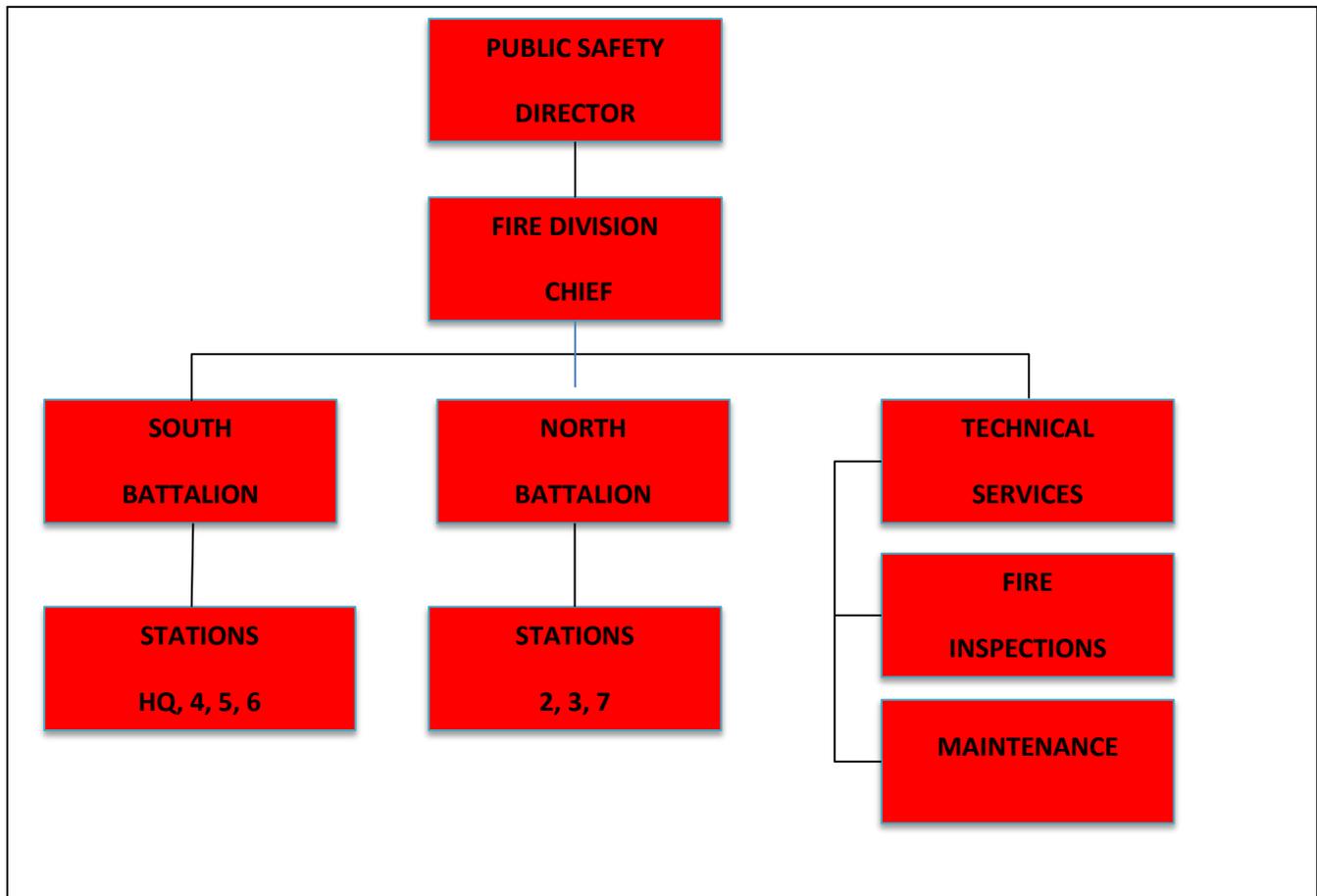
COMMITMENT

at any cost

INTEGRITY

to maintain trust

ORGANIZATIONAL CHART



New additions to the fleet for 2019



Marine 4 at Fire Station 4

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 (42), we do employ career full-time firefighters (16) and part-time firefighters (15). Two stations are manned 24 hours per day, 7 days per week. An additional station is manned during peak business hours, Monday-Friday, 6AM-7PM.

Wildland/Urban Interface Unit

This unit responds to and is responsible for combating wildland and brush fires and incidents where wildland meets urban housing. The unit responds with specially designed brush trucks – Wildland 3, Wildland 4, Wildland 6 and Wildland 7. White County promotes the Firewise program and is part of the Fire Adapted Communities program.

Technical Services

This division serves as the critical link keeping the department operable. It consists of one Captain who ensures all department vehicles and facilities are maintained and repaired properly and efficiently. They serve as Quartermaster ensuring the field is supplied with tools, uniforms, and maintains the stock of supplies for all fire stations.

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.

Fire Inspections

This division contains personnel for building plan review, fire code inspections, and fire investigators. The division plays an integral role in the construction of new buildings and ensuring those structures are built to meet or exceed current fire codes. The division also investigates any fire that is suspicious in nature, unlawfully set or of which the cause cannot be immediately determined.

2019

*By The
Numbers*

Community Risk Reduction

- Fire Safety Education - 4709 children and challenged adults received fire safety education.
- Distributed 56 free smoke detectors to high risk households.
- 7 Building Inspections completed and 12 plan reviews for new development.
- 325 Pre-Fire Plans completed by staff.

Water

- Gallons of Water used in suppression activities for the year equaled to 328,100 gallons.

Hose & Ladders

- Units carry a total of 7.2 miles of hose.
- Ladders on all apparatus total 648 feet.

Average Response Time = 5.90 Minutes

Time Personnel Spent At Incidents = 1402 Hours

Training

- Number of training hours conducted and received by fire department personnel in 2019: 2987.5

Drills = 51

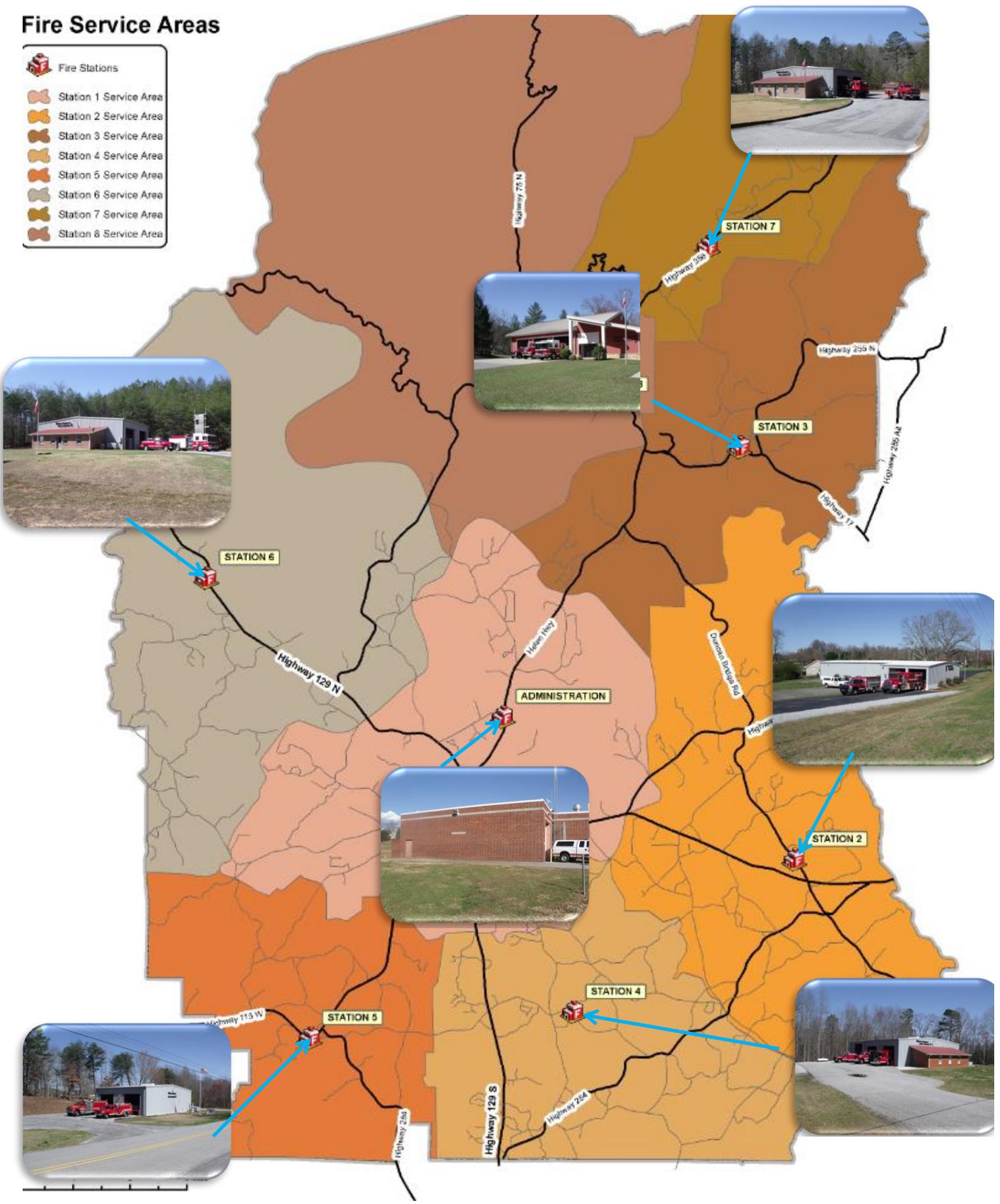
Computer Based = 407

Fire and EMS Oriented Training = 593.50

Certificate Hours = 1936

Fire Service Areas

-  Fire Stations
-  Station 1 Service Area
-  Station 2 Service Area
-  Station 3 Service Area
-  Station 4 Service Area
-  Station 5 Service Area
-  Station 6 Service Area
-  Station 7 Service Area
-  Station 8 Service Area



BATTALION ONE – SOUTH



STATION 1 – South Battalion Headquarters

Located on the White Co Government Complex
1241 Helen Hwy
Cleveland, GA 30528

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



STATION 4

Located on Westmoreland Rd, .75 miles from GA 75S
1650 Westmoreland Road
Cleveland, GA 30528

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



STATION 5

Located on Shoal Creek Ch Rd, .2 miles from GA 115W
380 Shoal Creek Church Road
Cleveland, GA 30528

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



STATION 6

Located on US Hwy 129N, 1.5 miles from Adair Mill Rd
6449 US Highway 129 N
Cleveland, GA 30528

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

BATTALION TWO – NORTH



STATION 2

Located on Duncan Bridge Rd, .10 miles from GA 115E
7494 Duncan Bridge Road
Cleveland, GA 30528

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



STATION 3 – North Battalion Headquarters

Located on Garland Bristol Rd, .1 mile from GA 17
33 Garland Bristol Road
Sautee, GA 30571

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



STATION 7

Located on GA 356, 3.2 miles east of Unicoi State Park
4149 Highway 356
Sautee, GA 30571

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

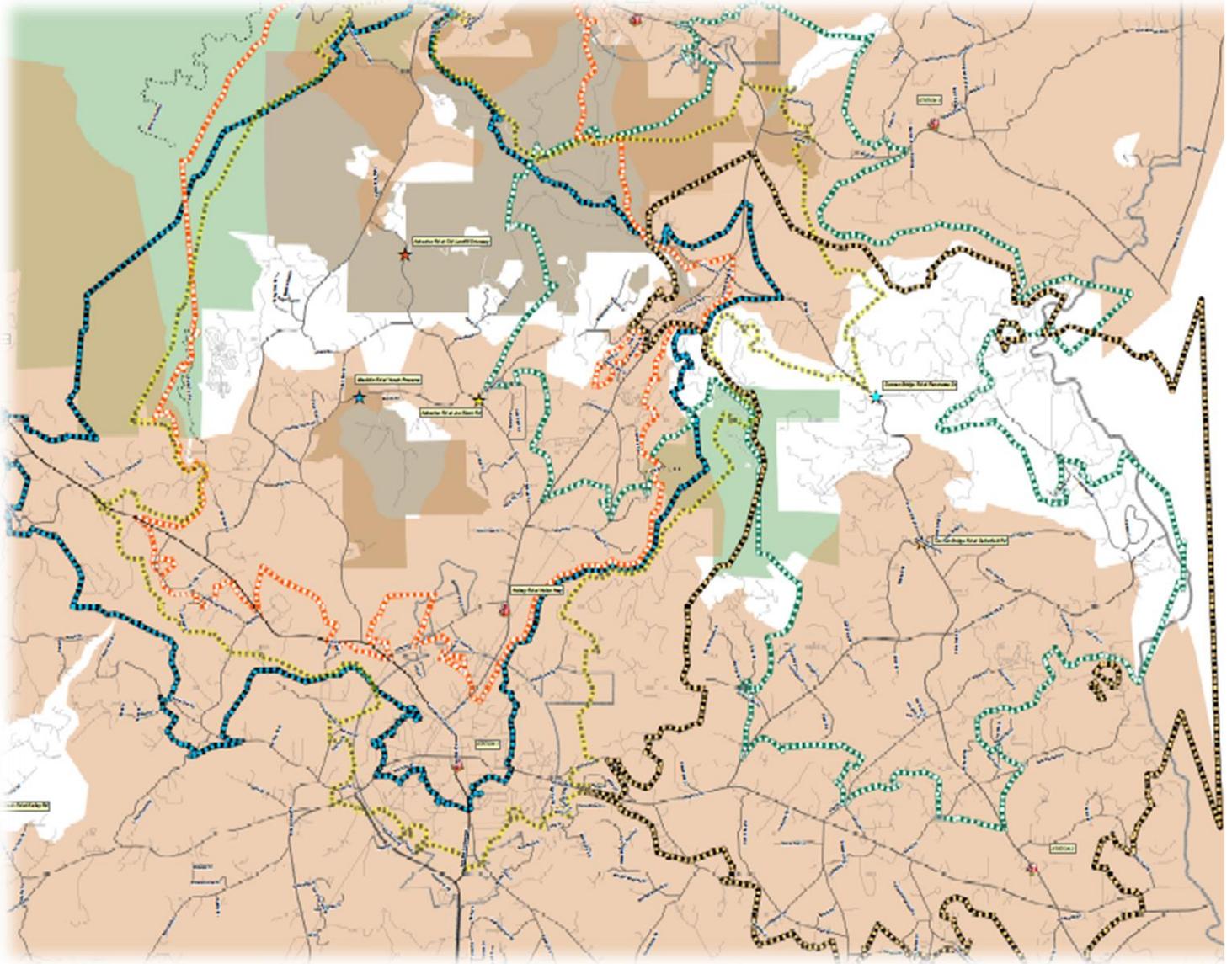
Also Located Within North Battalion at Helen City Fire Station:

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

Together We Will Make A Difference

FUTURE FACILITIES

Additional facilities are planned for construction and are part of the long term work program. These programs are subject to funding by the Board of Commissioners.

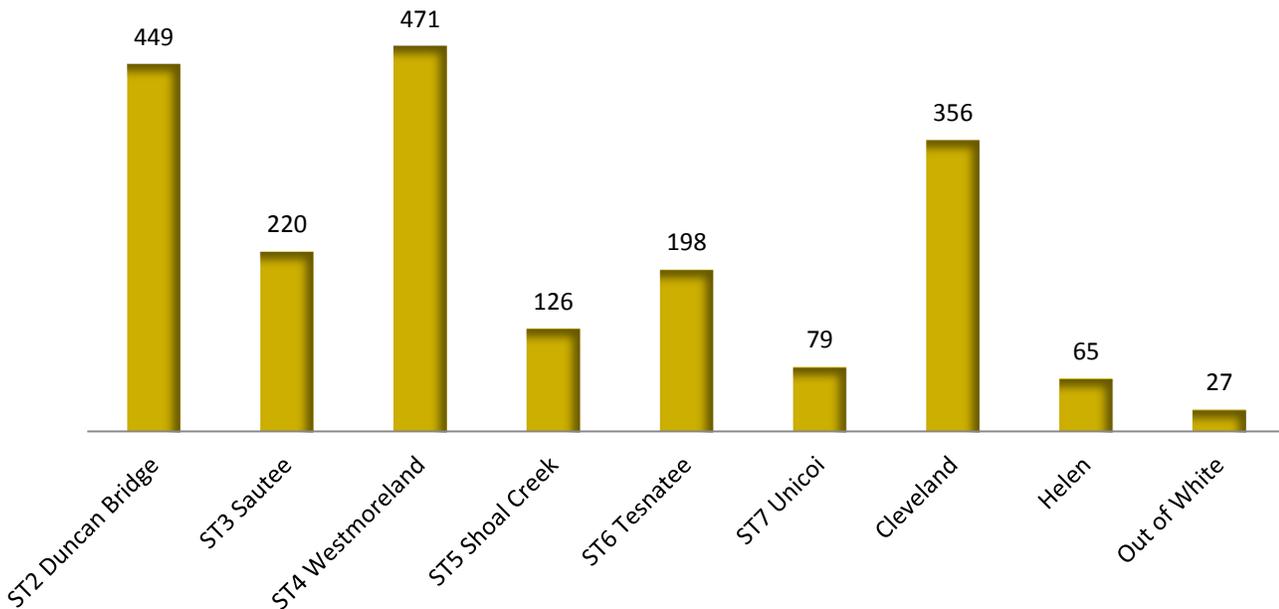


*Proposed Station # 8 – Mauldin Road (Land Acquired)
Proposed Training Facility @ Mauldin Road Station # 8
Proposed Station # 9 – Duncan Bridge Road Area of Panorama Drive*

GRAPHS & STATISTICS

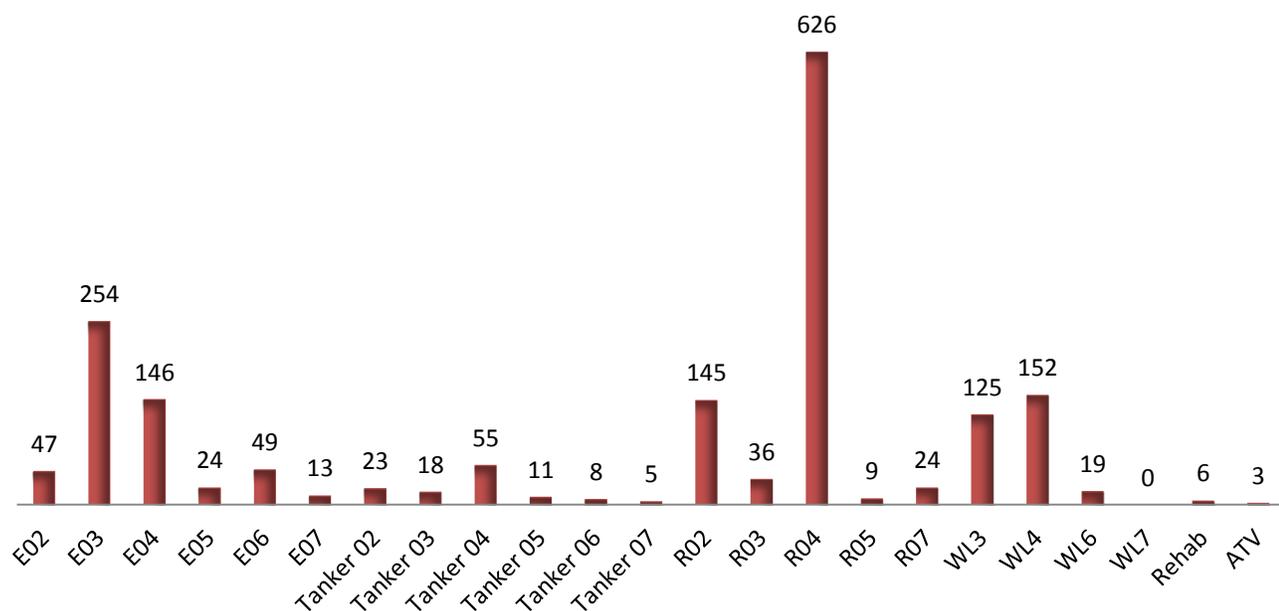
1 Responses By District

This graph illustrates the station district where calls occurred. White County 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.

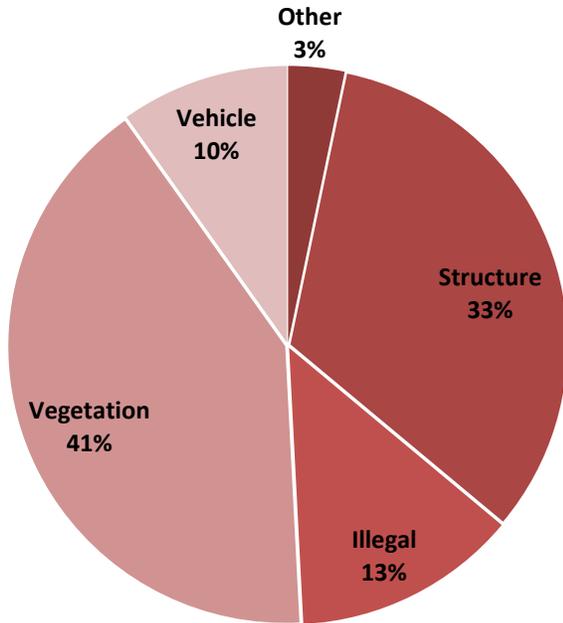


1,798 Fire Apparatus Responses

This graph represents the number of times a fire apparatus responds for a call.



Fire Incident By Type



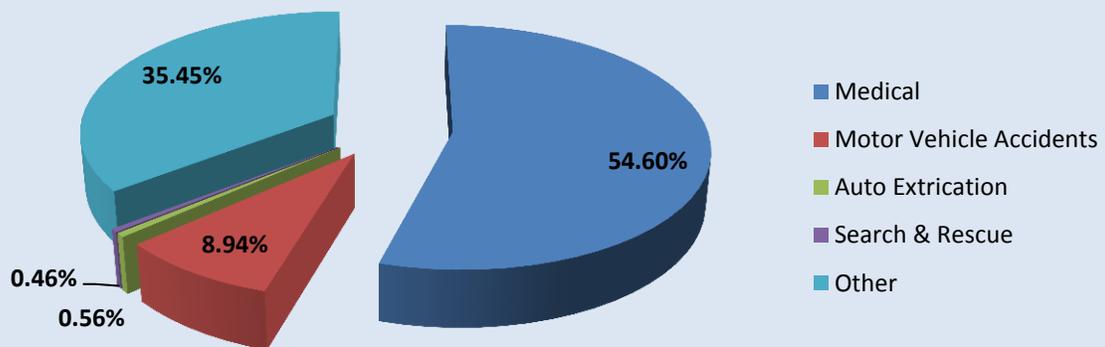
Our Mission:

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

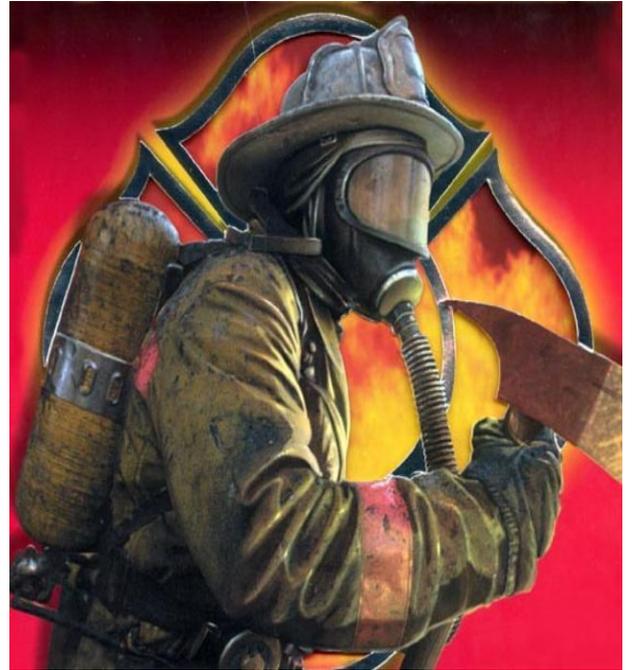
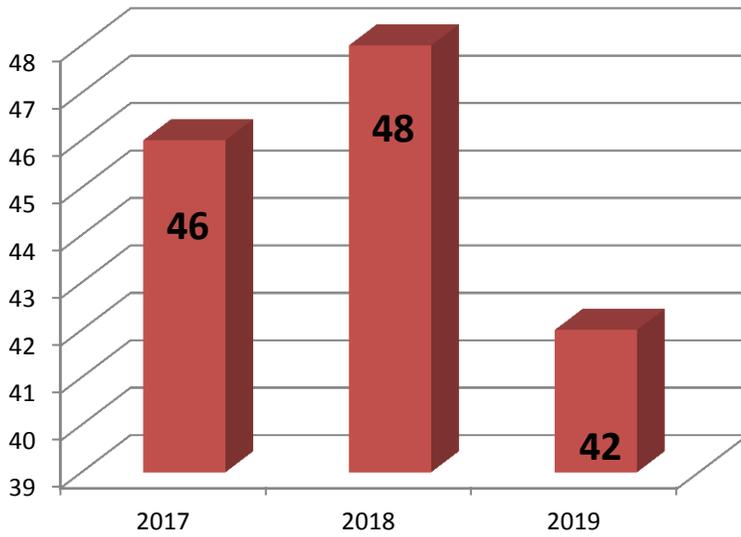
Our Vision:

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

First Responder/Rescue Services by Fire Division



of Volunteers



Station 5 at Shoal Creek has the most volunteers in the county. In 2019, four (4) recruits went through training; we lost a total of six (6) volunteers last year.

OUR FLEET

<p>ENGINES</p>		<p>White County has 7 Engine/Pumper Units</p> <p>E2 1998 GMC 1250GPM 750 Gallons of Water E3 2012 HME 1250GPM 1000 Gallons of Water E4 2007 FERR 1500GPM 1000 Gallons of Water E5 1996 FORD 1250GPM 750 Gallons of Water E6 2012 HME 1250GPM 1000 Gallons of Water E7 1991 FORD 1000GPM 750 Gallons of Water E101 SPARE 1991 FORD 1000GPM 750 Gallons of Water</p>
<p>TANKERS</p>		<p>White County has 6 Tankers</p> <p>T2 2012 PETE 750GPM 3000 Gallons of Water T3 2008 PETE 500 GPM 3000 Gallons of Water T4 2001 GMC 1250GPM 1500 Gallons of Water T5 1991 FORD F800 1000 GPM 1500 Gallons of Water T6 2001 GMC 1250GPM 1500 Gallons of Water T7 2018 KENWORTH 750GPM 4000 Gallons of Water</p>
<p>SUPPORT</p>		<p>White County has 5 Support Units</p> <p>AIR 4 1988 FORD Air-Light Support Unit Rehab 1 2009 Chevrolet 4500 – Rehab Unit Wilderness Search & Rescue Trailer 3 and 6 Water Rescue Boat</p>
<p>RESCUES</p>		<p>White County has 6 Rescue Units</p> <p>R2 2013 FORD 200GPM 250 Gallons of Water R4 2009 FORD 200GPM 300 Gallons of Water R5 1997 FORD 250GPM 200 Gallons of Water R7 2009 FORD 200GPM 300 Gallons of Water</p>
<p>WILDLAND</p>		<p>White County has 4 Wildland Response Units</p> <p>WL3 2005 FORD 250GPM 200 Gallons of Water WL4 2004 FORD 250GPM 300 Gallons of Water WL6 2008 FORD 375GPM 150 Gallons of Water WL7 1998 M1078 200GPM 300 Gallons of Water</p>

SPECIALTY APPARATUS

Decontamination Unit

One decontamination unit is housed at south battalion headquarters and was purchased with grant funds in 2004.

Brush/Wildland Trucks

Brush/Wildland trucks are capable of reaching remote areas and areas not easily accessible by fire engines and tankers. They are highly effective vehicles that are smaller and more maneuverable, allowing them to negotiate narrow pathways, off-road trails, and golf cart paths.

ATV

The versatile ATV assists in responding to medical emergencies or small fires during events in and around mountain terrain, recreational trails and special events. One ATV is in-service at Fire Station 2 on Duncan Bridge Road, and One ATV is in-service and housed at the Helen City Fire Station.

Swift Water Rescue Boat

The swift water rescue boat is housed at Station 4 which allows for effective operations in shallow and quickly moving waters.

Utility Vehicles/Quick Response Units

The fleet of three (3) utility/quick response vehicles is assigned to the Fire Chief, Technical Services & Operation Officer, Deputy EMA Director. These vehicles are primarily used for quick response and command staff for effective response to incidents throughout the county.



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

Animal Control	706-219-2689
Emergency Management	706-865-9500
❖ Office of the Director	706-865-9500
9-1-1 Communications – Non-Emergency	706-865-0911
Fire Services Headquarters	706-865-3855
❖ For Burn Permits	877-652-2876

MAIN ADDRESS FOR ALL DIVISIONS ---

1241 HELEN HWY
SUITE 100
CLEVELAND, GEORGIA 30528