

## **Video Transcript for "GEMA and DCA are Responsive!"**

(from [www.GeorgiaCustomerService.com](http://www.GeorgiaCustomerService.com))

*Why Do You Love Your Job? Homeland Security, Tracy Sargent:*

"We know from 9/11 that this country has changed and we need to change with it. And in my job providing the training and exercises to best prepare our first responders in that event—although we hope it doesn't happen. It really is a great feeling to know I played a part in that and when it does happen, we can be best prepared to help."

*Why Do You Love Your Job? GEMA, Vickie Thompson:*

"I love my job because it is something that I feel every day when I get up. I have an opportunity to help the citizens of Georgia. My colleagues and I in the field programs are out on the road every day and we meet with our primary customers who are local governments. When we have disasters, that also involves working with victims. And we really do, our agency really does make a difference. And I just – I love what I do."

*What Does Being Responsive to Your Customers Mean To You? GEMA, Valerie Grooms:*

"We've had two disasters this year and the economy, local governments are stretched financially. So I'm trying to get the funds to them as quickly as possible so they can get back to normal."

*Department of Community Affairs:*

*Robbie Westbrook:* "Immediately following the floods in September, the Georgia Department of Community Affairs deployed Hellon to Cherokee County. She worked with flood victims aggressively and compassionately to provide housing to people who really needed it."

*Hellon Redmond:* "I'm On It!"

*Raymond Noel:* "For responsive service think of how you feel when you come to another organization and no one is responsive to you. So just turn that around and be as responsive as you can in your own job. So that's how you'd like to be treated."

*Team:* "Here at DCA, we're on it!"