



Fact Sheet to Improve 911 Services

Why is a 911 surcharge increase being placed on the ballot?

Current Status of 911

- Increased call volume – up 7.5 % in last 4 years, 861,491 calls
- 12,000 Medical calls are transferred annually to a private company in Washtenaw County, which has resulted in delayed and limited communication for our rescue departments, including critical information needed to respond to the emergency.
- Residents that live on the border may experience misroutes of their emergency calls to other counties from cell phones. Those counties are unable to transfer back those calls due to Jackson County not having Emergency Medical Dispatch (EMD) capabilities.
- Current staffing is 4 per shift, plus one supervisor
- One dispatcher currently handles fire dispatch, call taking, along with providing police criminal information from the Law Enforcement Informational Network.

What is needed to fix these concerns

- Increase staffing to handle the call volume and improve resident experience. This will also enhance communication to law enforcement through improved communications essential to their duties
- Add Emergency Medical Dispatch (EMD) to Jackson County 911, to provide pre-arrival medical information/potential lifesaving information to the citizen.
- Adding EMD to Jackson County saves 90 to 120 seconds of each medical emergency call, by handling those internally.
- All surrounding counties will be able to transfer medical calls to Jackson County
- Build an interface between Jackson County Dispatch and our local ambulance company to share essential medical information, which will improve allocation of resources essential to the emergency.

How much is this going to cost?

- Residents currently pay a \$1.50 per phone device, per month
- The proposed increase would bring the total cost up to the State maximum of \$3.00 per phone device, per month
- By law, these funds are restricted and can only be used for 911 services

