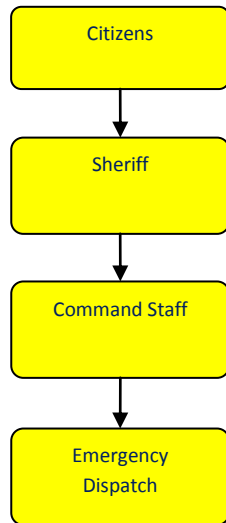


Emergency Dispatch



Activities

The 911 Communication Center provides round-the-clock answering of 9-1-1 calls for fire, police, and medical services for the citizens of Jackson County. The center is also responsible for dispatching the appropriate public safety agencies to respond to these calls for service. The 911 Communications Center services the 160,000 residents of Jackson County by coordinating the response of 40 public safety agencies.

Mission Statement

The mission of the Jackson County Office of the Sheriff is to work in partnership with the citizens of Jackson County toward providing a safe environment while enhancing the quality of life consistent with the values and diversity of the community.



Strategic Plan Impact

✓ **Safe Community**

The dispatch center is the central facility within the county for helping to ensure a safe community. All calls for emergency within the county, either for police or fire/rescue services, are received or handled in the dispatch center. Not only do the members of the dispatch center work to ensure police and first responders' safety, they are also working 24 hours a day to ensure the safety of community members. The 911 communications center services the residents of Jackson County by coordinating the responses of 47 public safety agencies.

✓ **Healthy Community**

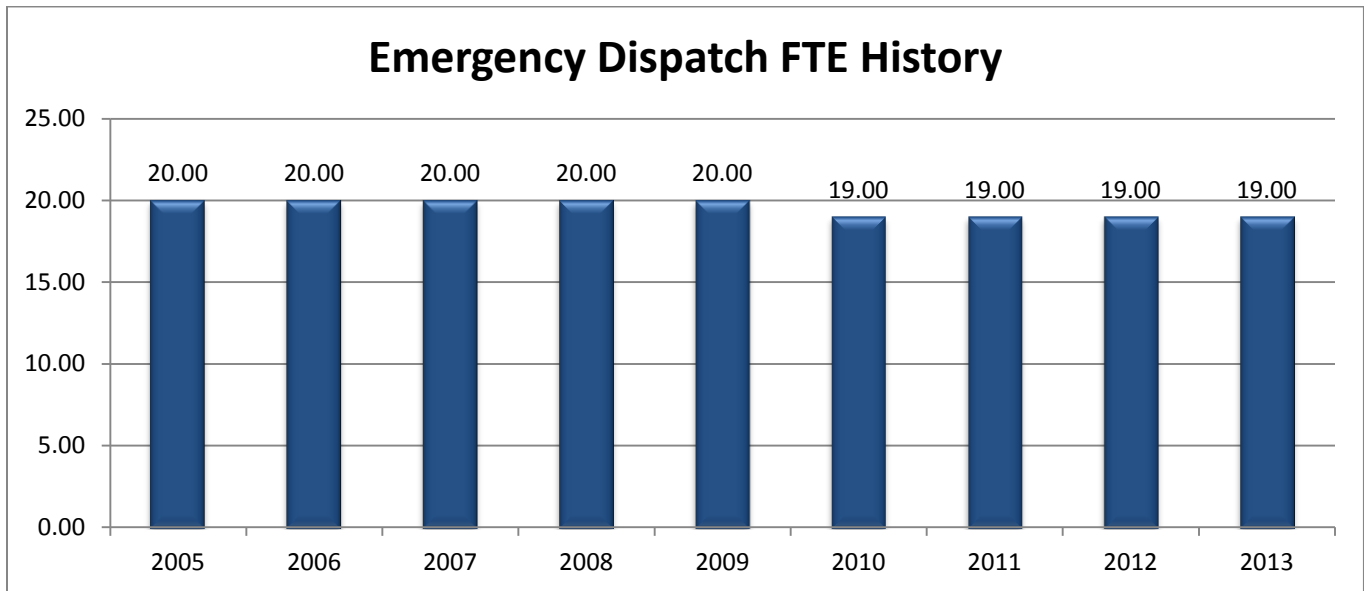
The 911 dispatch center has a direct link to the community in which it serves, its primary goal is to quickly and effectively dispatch emergency assets to citizens in need. One of the dispatch centers main objectives is to help to ensure a healthy & safe community. Efficient and effective dispatching of public safety resources (police, fire and rescue) can only effectively happen with a technologically equipped 911 center. The safety and welfare of this community are met by the 911 dispatch center. The public safety mission of this community could not be met without this communication center. This center is the first point of contact for citizens in need, crisis or during a emergency.

Accomplishments

- ✓ Jackson County Central Dispatch has dispatched nearly 150,000 calls for police, fire, or rescue services in 2011.
- ✓ Communications Technicians have entered over 560 Protection Orders for the Circuit Court in the state wide LEIN system.
- ✓ Jackson Central Dispatch continues to work with the Jackson County Road Commission very closely to address road closures, blockages or other hazardous road conditions quickly and efficiently.
- ✓ The dispatch center utilized 232 hours of training in 2011. Training with dispatch employees is vital as it helps to ensure we maintain a highly specialized and well trained staff who can effectively serve the citizens of Jackson County.
- ✓ Communications Technicians fully utilize the Jackson County GIS map, which has been fully integrated with the New World System's CAD software
- ✓ Communications Technicians work closely with the GIS department to correct addressing and road name problems throughout the county.
- ✓ Jackson County Public Safety Communications system was enhanced through the addition of a communications tower in cooperation with JCRC of the property of the Clark Lake Garage.

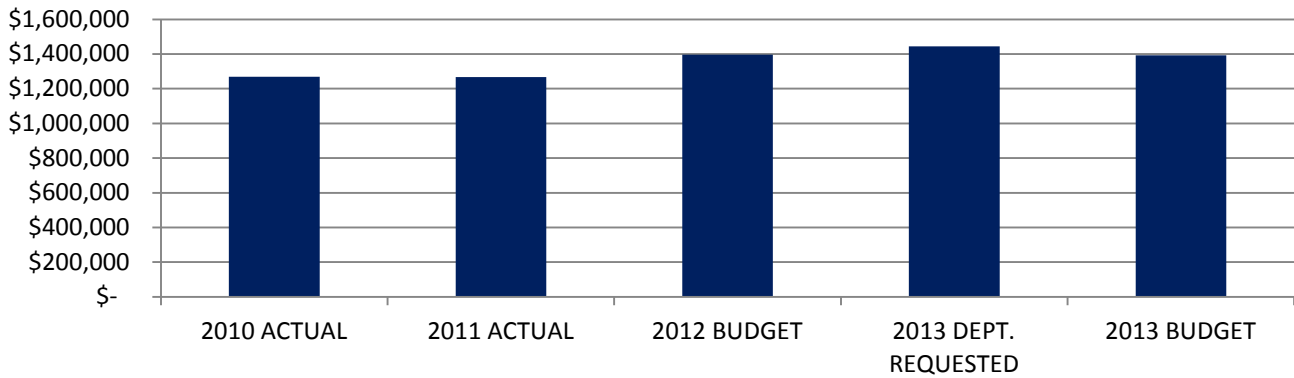
- ✓ Jackson County Emergency Dispatch continues to work aggressively to meet the mandated 2013 Federal Communications Commission narrowing banding requirement.

Budget Adjustments



Expenditure History					
	2010 <u>ACTUAL</u>	2011 <u>ACTUAL</u>	2012 <u>BUDGET</u>	2013 DEPT <u>REQUESTED</u>	2013 <u>BUDGET</u>
PERSONNEL SERVICES	1,164,868	1,142,895	1,240,587	1,287,659	1,258,203
SUPPLIES & MATERIALS	567	486	649	649	649
CONTRACT SERVICES	89,547	110,155	141,121	141,121	121,121
OTHER EXPENSES	13,403	13,379	14,500	14,500	12,500
TOTAL PROGRAM COST	\$1,268,385	\$1,266,915	\$1,396,857	\$1,443,929	\$1,392,473

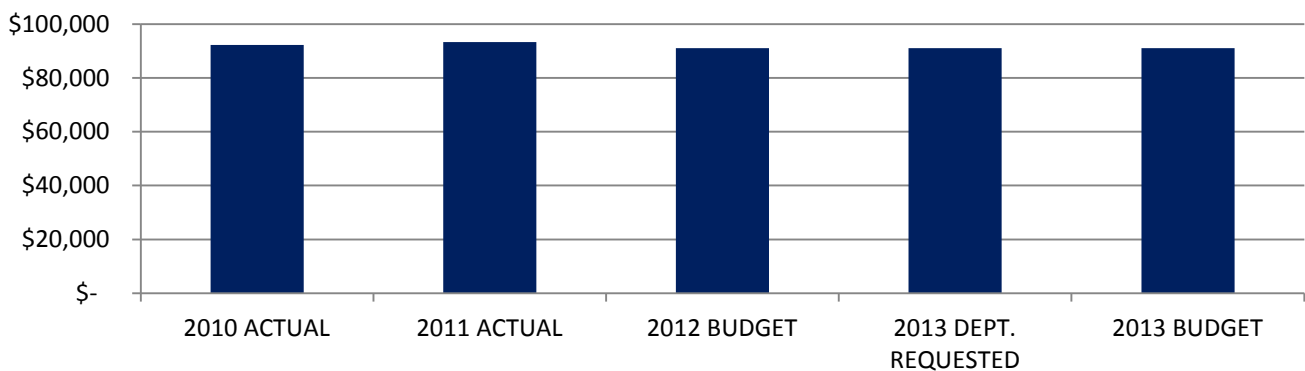
Emergency Dispatch Expenditures



Revenue History

	2010 ACTUAL	2011 ACTUAL	2012 BUDGET	2013 DEPT REQUESTED	2013 BUDGET
CHARGES/FEES	52,668	55,301	55,000	55,000	55,000
INTERGOVERNMENTAL	37,200	35,600	36,000	36,000	36,000
OTHER REVENUE	2,400	2,400	-	-	-
TOTAL PROGRAM COST	\$92,268	\$93,301	\$91,000	\$91,000	\$91,000

Emergency Dispatch Revenues



Strategic Outcomes

Indicator	2008 Actual	2009 Actual	2010 Actual	2011 Actual	2012 Target	2013 Target
Percent of respondents who say they feel very or somewhat safe from violent crime	N/A	50%	N/D	N/D	53%	No Submission
Percent of respondents who say they feel very or somewhat safe in their neighborhood during the day.	N/A	92%	N/D	N/D	94%	No Submission
Percent of respondents who say they feel very or somewhat safe in their neighborhood after dark.	N/A	74%	N/D	N/D	77%	No Submission

Other Key Indicators

Indicator	2008 Actual	2009 Actual	2010 Actual	2011 Actual	2012 Target	2013 Target
Number of dispatched calls for Police	114,405	118,961	102,776	125,375	126,000	No Submission
Number of dispatched calls for Fire	12,256	4,034	13,582	14,559	27,046	No Submission
Number of dispatched calls for Rescue	9,778	23,409	9,107	9,429	9,930	No Submission
Dispatchers	20	19.5	19.5	19.5	19.5	No Submission
Police dispatches per dispatcher	5,720	6,100	5,270	6,429	6,461	No Submission
Fire/Rescue dispatches per dispatcher	1,170	1,007	1,163	1,230	1896	No Submission



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