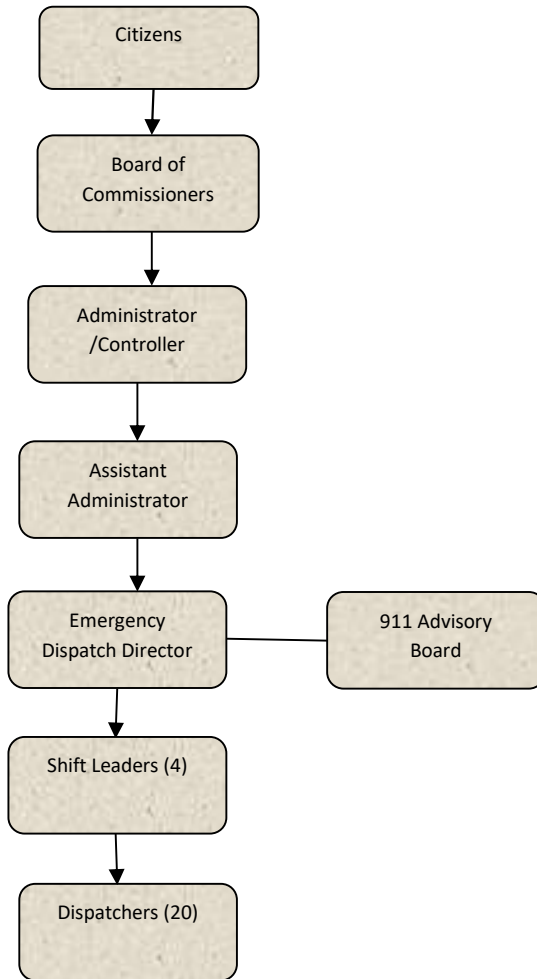


Emergency Dispatch



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.



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, animal control 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.

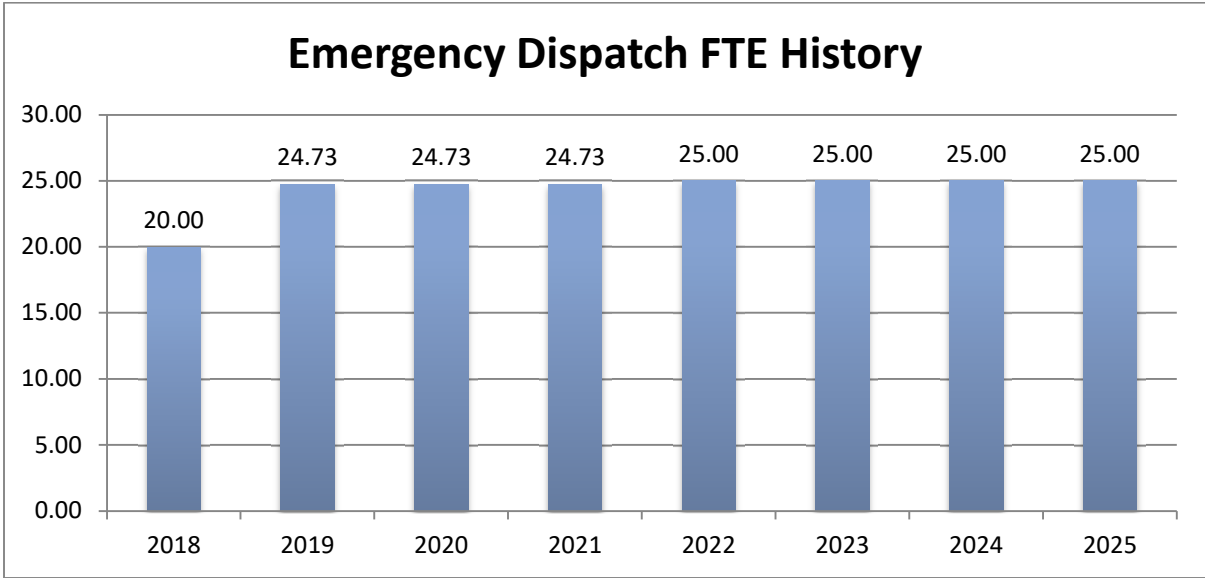
Accomplishments

- SMS (texting) went live in late 2019. Citizens can now text to 911 when they are unable to call, we can also send a link to your cell phone for a video call.
- Dispatch technicians have met state requirements for training in 2024.
- All Dispatch policies revised in 2021
- Mutual Aid Box Alarm System dispatching component is operational with 15 fire departments utilizing it. Also added a livestock trailer and sonar devices for water rescues and drones which will be deployed on all incidents involving livestock or water accidents.
- Updated the CAD (computer Aided Dispatch) and all software associated with Tyler Technology in 2024 to improve efficiency through-out the County for all agency.
- In May of 2024 we will be live with are updated phone system, which will deliver a total Geo diverse phone system for any type of emergencies.
- Involved in a GIS repository grant with the state to help improve our addressing and to route cellular calls to the right call centers.
- Rapid SOS deployment built in to are updated CAD project, which will provide lifesaving information (caller location) a more accurate than just cell phones alone.

Emergency Dispatch

Budget Adjustments

There are no significant adjustments to this program.



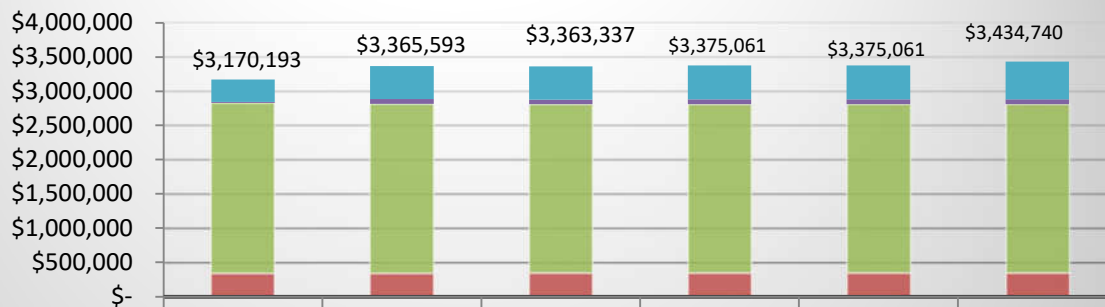
Emergency Dispatch

Emergency Dispatch Expenditures



	2022 ACTUAL	2023 ACTUAL	2024 AMENDED BUDGET	2025 DEPT REQUESTED	2025 BUDGET	Draft 2026 BUDGET
CAPITAL				\$10,000	\$10,000	
OTHER	\$36,746	\$41,995	\$40,428	\$42,286	\$42,286	\$41,428
CONTRACT SERVICES	\$188,490	\$185,029	\$194,380	\$198,267	\$198,267	\$194,380
SUPPLIES & MATERIALS	\$3,891	\$3,718	\$4,800	\$4,800	\$4,800	\$5,800
PERSONNEL SERVICES	\$1,895,809	\$1,924,015	\$2,047,630	\$2,136,040	\$2,136,040	\$2,209,344
TRANSFER OUT	\$1,060,675	\$1,009,969	\$1,076,099	\$983,668	\$983,668	\$983,788
TOTAL PROGRAM COSTS	\$3,185,611	\$3,164,726	\$3,363,337	\$3,375,061	\$3,375,061	\$3,434,740

Emergency Dispatch Revenues



	2022 ACTUAL	2023 ACTUAL	2024 AMENDED BUDGET	2025 DEPT REQUESTED	2025 BUDGET	Draft 2026 BUDGET
TRANSFER IN	\$326,330	\$477,819	\$486,799	\$492,395	\$492,395	\$552,074
OTHER REVENUE	\$14,920	\$71,536	\$66,538	\$72,666	\$72,666	\$72,666
911 SURCHARGE	\$2,480,371	\$2,467,938	\$2,460,000	\$2,460,000	\$2,460,000	\$2,460,000
CHARGES FOR SERVICES	\$348,572	\$348,300	\$350,000	\$350,000	\$350,000	\$350,000
TOTAL PROGRAM REVENUES	\$3,170,193	\$3,365,593	\$3,363,337	\$3,375,061	\$3,375,061	\$3,434,740

Emergency Dispatch

Other Key Indicators

Indicator	2018 Actual	2019 Target	2019 Actual	2020 Actual	2021 Actual	2022 Actual
Number of dispatched calls for Police	99,787	100,000	131,645	78,440	98,854	102,209
Number of dispatched calls for Fire	8102	8200	14,205	17,163	22,405	21,089
Number of dispatched calls for Rescue	11,522	15,427	15,527	22,028	15535	17,608
Dispatchers	23.5	23.5	23.5	23.5	23.5	24
Police dispatches per dispatcher	4124	4246	4266	5601	3337	4258
Fire/Rescue dispatches per dispatcher	848	1001	1051	604	602	1667
Jackson Community Ambulance	14,510	14,869	14,969	15,839	12,412	18,906
Animal Control calls for Dispatch	N/A	N/A	N/A	N/A	N/A	2692