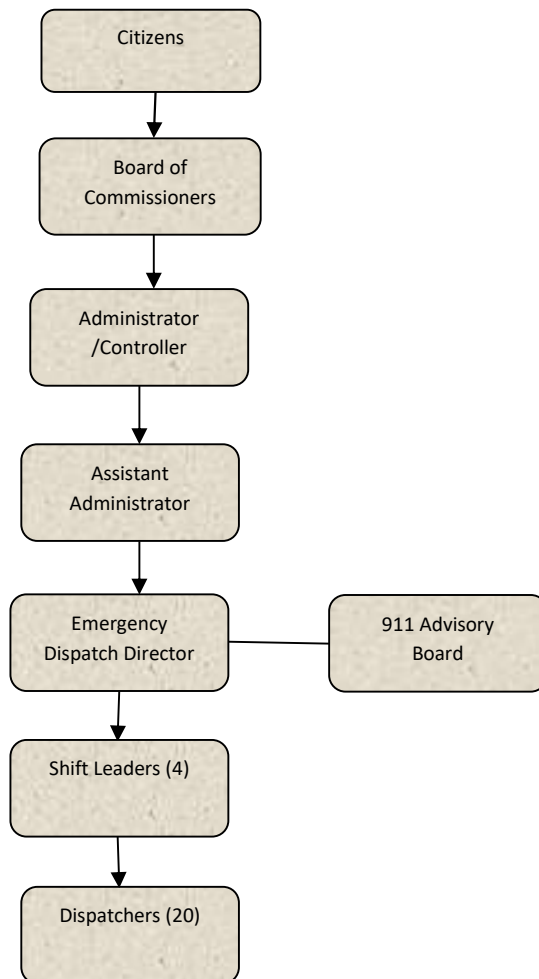


## Emergency Dispatch



### Activities

The 911 Communication Center provides round-the-clock answering of 9-1-1-calls and texts 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 or to send us Photos.
- Dispatch technicians have met or exceeded state requirements for training in 2024.
- Dispatch Fire and county policies revised in 2023 and 2024
- 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 , this also updated are back up center with two additional phones.
- Involved in a GIS repository grant with the state to help improve our addressing and to route cellular calls to the right call centers.

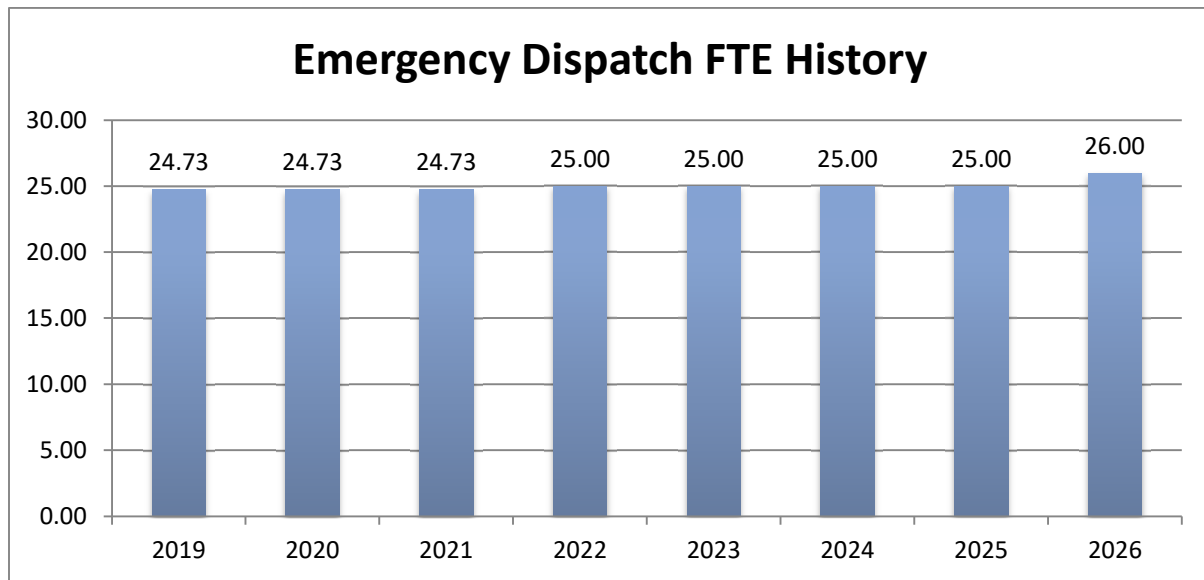
## Emergency Dispatch

- Rapid SOS t. Updated which includes 61 data sources to provide dispatch with more accurate address.
- We have completed a CAD to CAD with Lenawee County, which will provide information to both counties in real time assisting all agencies to better serve each other on priority calls.
- Tornado Siren upgrade through-out the county and work with Norvell Township to add 3 new Tornado Sirens.
- Presentation to the department of aging, on the multitudes of dispatch, also participated at Consumers Energy Safety Fair, and back to school blast at American 1 event center.
- Trunk or treat in Norvell Township.
- Collaborated with Hillsdale County to add their mapping address points to our dispatch map.
- Dispatch training and CJIS audit was found Compliant on both.

# Emergency Dispatch

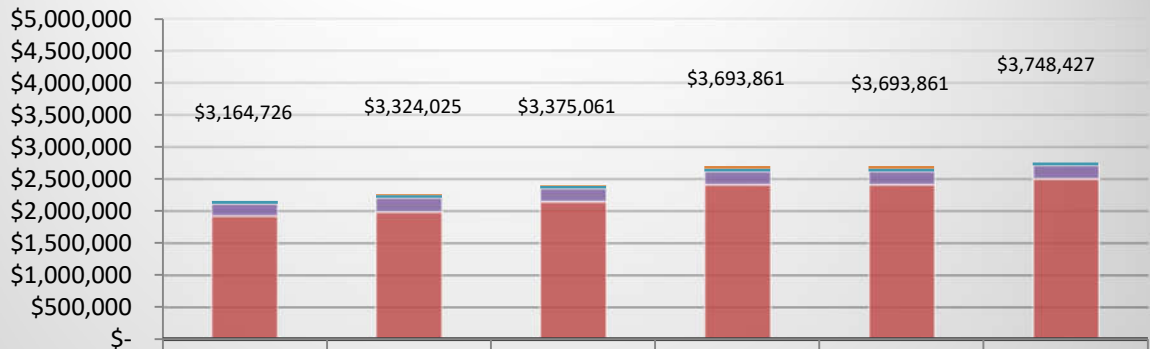
## Budget Adjustments

There are no significant adjustments to this program.



# Emergency Dispatch

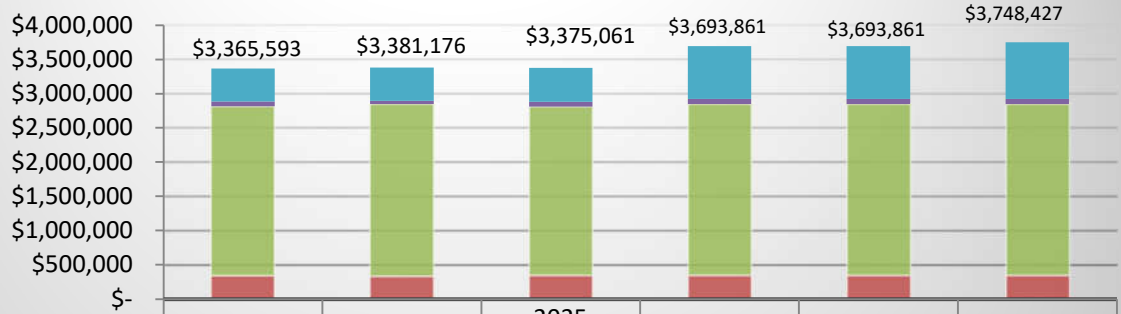
## Emergency Dispatch Expenditures



	2023 ACTUAL	2024 ACTUAL	2025 AMENDED BUDGET	2026 DEPT REQUESTED	2026 BUDGET	Draft 2027 BUDGET
<span style="color: orange;">■</span> CAPITAL	\$-	\$13,000	\$10,000	\$38,710	\$38,710	\$-
<span style="color: teal;">■</span> OTHER	\$41,995	\$42,275	\$42,286	\$42,836	\$42,836	\$43,405
<span style="color: purple;">■</span> CONTRACT SERVICES	\$185,029	\$214,015	\$198,267	\$199,905	\$199,905	\$205,905
<span style="color: lightgreen;">■</span> SUPPLIES & MATERIALS	\$3,718	\$3,649	\$4,800	\$5,300	\$5,300	\$5,300
<span style="color: red;">■</span> PERSONNEL SERVICES	\$1,924,015	\$1,987,956	\$2,147,395	\$2,411,855	\$2,411,855	\$2,498,615
TRANSFER OUT	\$1,009,969	\$1,063,130	\$972,313	\$995,255	\$995,255	\$995,202
<b>TOTAL PROGRAM COSTS</b>	<b>\$3,164,726</b>	<b>\$3,324,025</b>	<b>\$3,375,061</b>	<b>\$3,693,861</b>	<b>\$3,693,861</b>	<b>\$3,748,427</b>

# Emergency Dispatch

## Emergency Dispatch Revenues



	2023 ACTUAL	2024 ACTUAL	2025 AMENDED BUDGET	2026 DEPT REQUESTED	2026 BUDGET	Draft 2027 BUDGET
■ TRANSFER IN	\$477,819	\$486,799	\$492,395	\$771,195	\$771,195	\$825,761
■ OTHER REVENUE	\$71,536	\$44,247	\$72,666	\$72,666	\$72,666	\$72,666
■ 911 SURCHARGE	\$2,467,938	\$2,513,506	\$2,460,000	\$2,500,000	\$2,500,000	\$2,500,000
■ CHARGES FOR SERVICES	\$348,300	\$336,624	\$350,000	\$350,000	\$350,000	\$350,000
<b>TOTAL PROGRAM REVENUES</b>	<b>\$3,365,593</b>	<b>\$3,381,176</b>	<b>\$3,375,061</b>	<b>\$3,693,861</b>	<b>\$3,693,861</b>	<b>\$3,748,427</b>

# Emergency Dispatch

## Other Key Indicators

Indicator	2019 <u>Actual</u>	2020 Actual	2021 Actual	2022 Actual	2023 Actual	2024 Actual
Number of dispatched calls for Police	131,645	78,440	98,854	102,209	105,390	104,516
Number of dispatched calls for Fire	14,205	17,163	22,405	21,089	15,998	15,904
Number of dispatched calls for Rescue	15,527	22,028	15,535	17,608	13,367	13,596
Dispatchers	23.5	23.5	23.5	24	24	24
Police dispatches per dispatcher	4266	5601	3337	4258	4391	4354
Fire/Rescue dispatches per dispatcher	1051	604	602	1667	1223	1229
Jackson Community Ambulance	14,969	15,839	12,412	18,906	18,820	19,527
Animal Control calls for Dispatch	N/A	N/A	N/A	2692	2841	2793