



## Emergency Dispatch

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### 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 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.

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## Accomplishments

- Dispatchers were able to act quickly after 2 arm hold up alarms and notify other pharmacies in the area of the situation. While notifying Walgreen's the employee notice the subject matching the description was in the store. The suspect was apprehended just a few minutes later with the gun still on him.
- On March 8<sup>th</sup> Dispatch received about 2000 incoming calls during a 9 hour period. This was during a severe wind storm that caused several power outages, tree down, and some flooding
- Providing a new 911 infrastructure (PFN) and updating the phone system to provide texting to Jackson County by 2019.
- Implementation of the MPSCS 800 Mhz radio system to improve all communications in Jackson County.
- Dispatchers were utilized in Safetyville, Northwest, East Jackson and Girl Scouts teaching K-3<sup>rd</sup> graders about 911.
- Dispatch technicians have exceeded state requirements for training.
- Dispatch was involved in a few table top exercises, for active shooter scenario's.
- All Dispatch policies revised
- Mutual Aid Box Alarm System dispatching component is operational with 12 fire departments utilizing it.

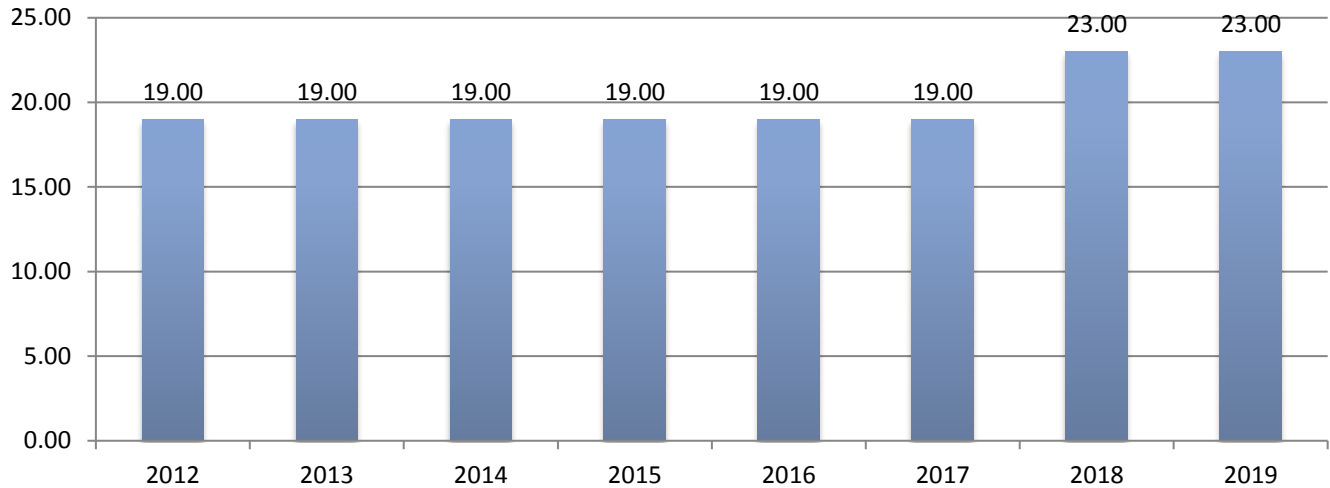
## Budget Adjustments

There are no significant adjustments to this program.

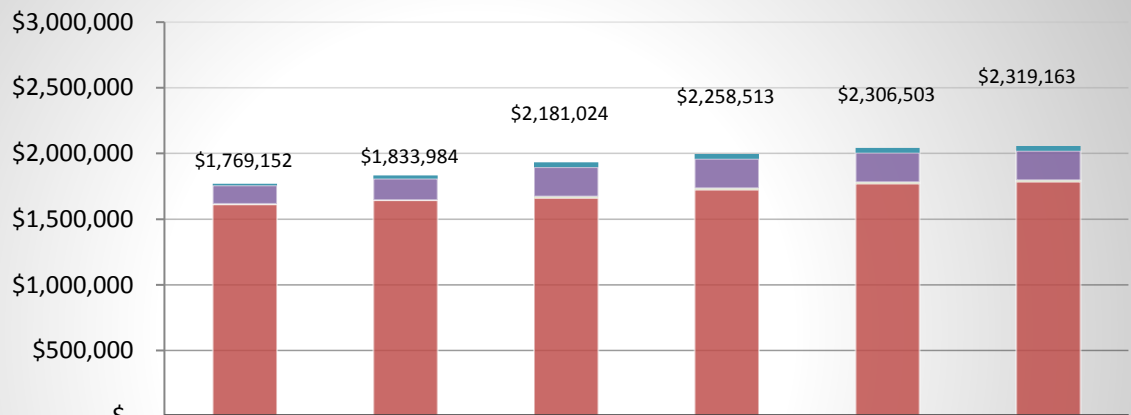


# Emergency Dispatch

## Emergency Dispatch FTE History



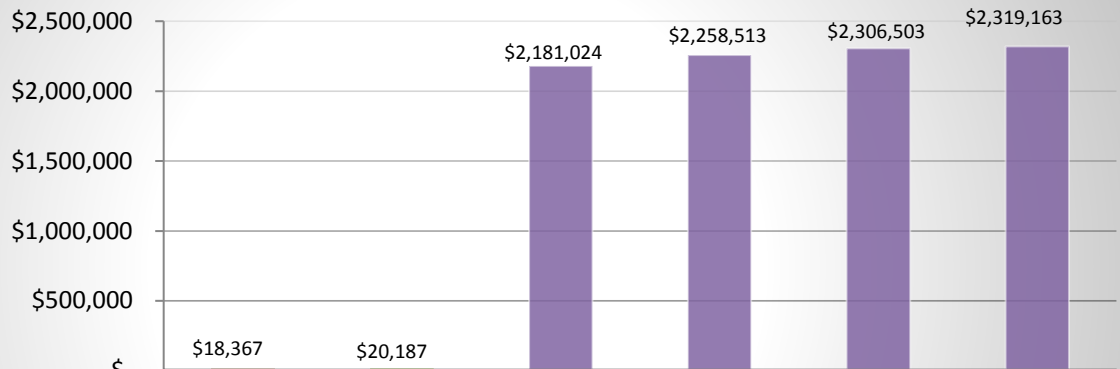
## Emergency Dispatch Expenditures



	2016 ACTUAL	2017 ACTUAL	2018 BUDGET	2019 DEPT REQUESTED	2019 BUDGET	Draft 2020 BUDGET
OTHER	\$10,499	\$26,083	\$35,500	\$36,500	\$36,500	\$36,000
CONTRACT SERVICES	\$143,432	\$161,531	\$224,380	\$224,380	\$224,380	\$224,380
SUPPLIES & MATERIALS	\$1,201	\$1,947	\$9,900	\$9,900	\$9,900	\$9,900
PERSONNEL SERVICES	\$1,614,020	\$1,644,423	\$1,662,670	\$1,724,930	\$1,772,920	\$1,786,080
OPERATING TRANSFER OUT	\$-	\$-	\$248,574	\$262,803	\$262,803	\$262,803
<b>TOTAL PROGRAM COSTS</b>	<b>\$1,769,152</b>	<b>\$1,833,984</b>	<b>\$2,181,024</b>	<b>\$2,258,513</b>	<b>\$2,306,503</b>	<b>\$2,319,163</b>

# Emergency Dispatch

## Emergency Dispatch Revenues



	2016 ACTUAL	2017 ACTUAL	2018 BUDGET	2019 DEPT REQUESTED	2019 BUDGET	Draft 2020 BUDGET
OPERATING TRANSFER IN	\$-	\$-	\$2,172,524	\$2,250,013	\$2,298,003	\$2,310,663
INTERGOVERNMENTAL	\$722	\$20,187	\$8,500	\$8,500	\$8,500	\$8,500
CHARGES/FEES	\$17,645	\$-	\$-	\$-	\$-	\$-
<b>TOTAL PROGRAM REVENUES</b>	<b>\$18,367</b>	<b>\$20,187</b>	<b>\$2,181,024</b>	<b>\$2,258,513</b>	<b>\$2,306,503</b>	<b>\$2,319,163</b>

## Strategic Outcomes

Indicator	2013 Actual	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Target
Percent of respondents who say their overall feeling of safety in Jackson County is excellent or good.	49%	ND	55%	51%	39%	55%
Percent of respondents who say they feel very or somewhat safe in their neighborhood during the day.	92%	ND	93%	81%	83%	94%



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Other Key Indicators						
<u>Indicator</u>	<u>2012 Actual</u>	<u>2013 Actual</u>	<u>2014 Actual</u>	<u>2015 Actual</u>	<u>2016 Target</u>	<u>2017 Target</u>
Number of dispatched calls for Police	105,128	105,985	106,123	14,183	110,440	114,842
Number of dispatched calls for Fire	12,251	12,934	13,500	12,910	12,729	12,768
Number of dispatched calls for Rescue	9,930	8,287	9,188	9,200	12,478	12,548
Dispatchers	19.5	19.5	19.5	19.5	23.5	23.5
Police dispatches per dispatcher	5,291	5,485	5,542	5,343	4699	4886
Fire/Rescue dispatches per dispatcher	628	632	632	1,189	1072	1077
Jackson Community Ambulance	10,030	10,710	11,846	11,943	12278	14,542