



## 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 an emergency.



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## Accomplishments

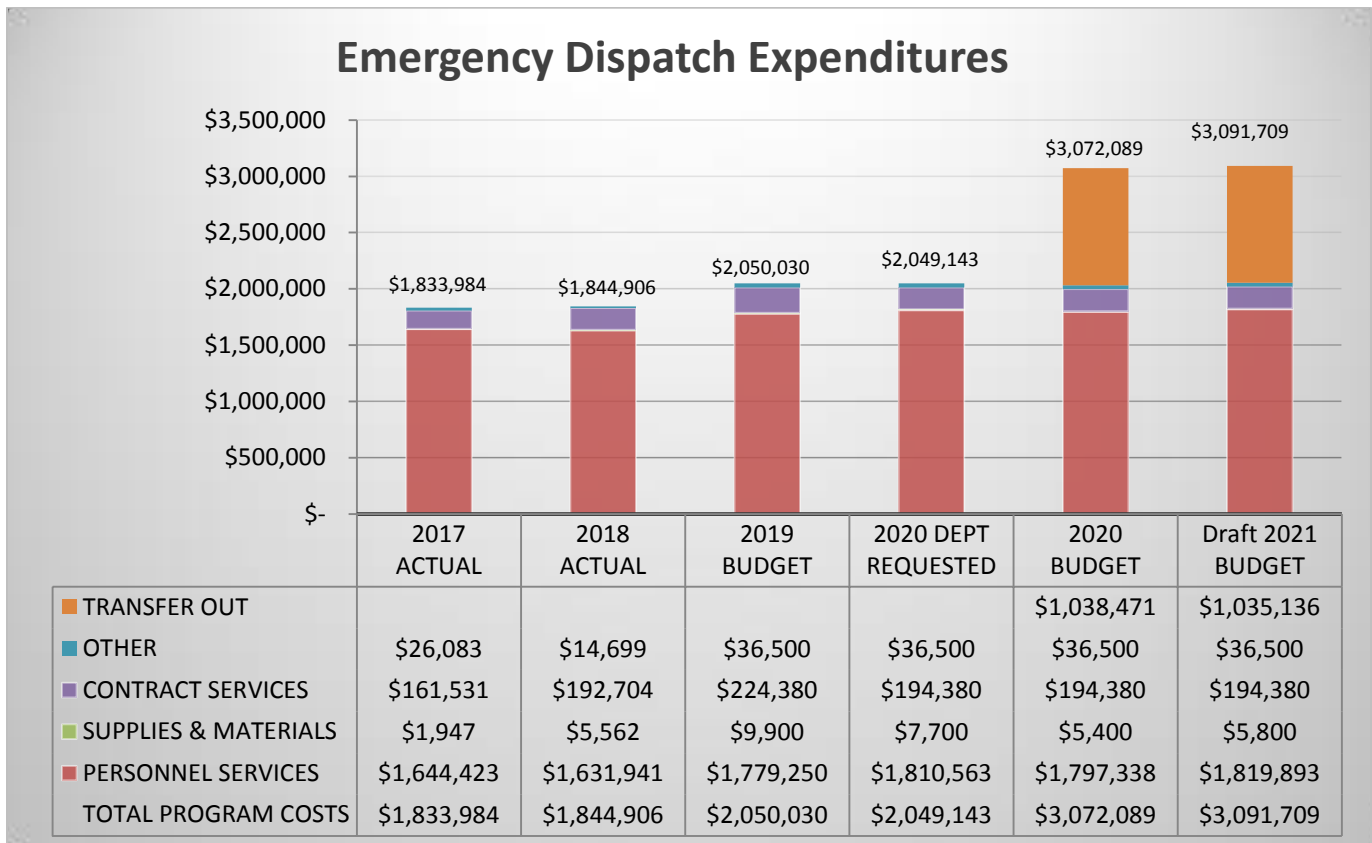
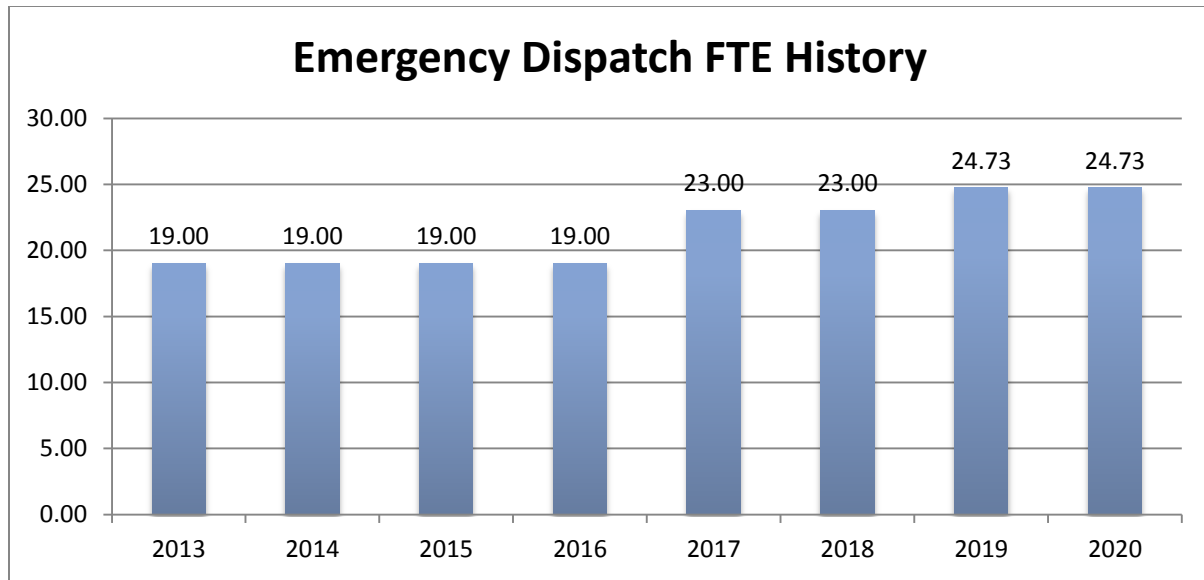
- On March 9th Dispatch received calls about a 40 car pile-up on Interstate 94. Dispatch worked closely with all Police agencies in Jackson, several different Rescue/Fire Departments, OEM, JCA, various wreckers, Jackson Transportation Authority and the Road Commission to assess injuries and minimize highway closure time. Dispatch effectively applied their active shooter training on two separate occasions. A subject with a gun was quickly apprehended on 1/26 at a local school after a 911 call was placed by staff. On 4/19 lock down protocol was quickly implemented for shots fired at Jackson High School as Dispatch sent units and set perimeters for responding agencies.
- 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 for educational purposes in Safetyville, schools, Girl Scouts and other agencies trainings.
- Dispatch technicians have exceeded state requirements for training.
- All Dispatch policies revised
- Mutual Aid Box Alarm System dispatching component is operational with 12 fire departments utilizing it.
- On August 22, officers engaged in a 36 minute long vehicle pursuit that spanned most of Jackson County & ended in Calhoun County. Dispatchers kept in constant contact with both Eaton & Calhoun Counties, engaging in multijurisdictional communications, allowing for the most accurate, up to date information to be passed along & allowing for assistance from agencies outside Jackson County to assist with the quick apprehensive of the subjects involved.

## Budget Adjustments

There are no significant adjustments to this program.



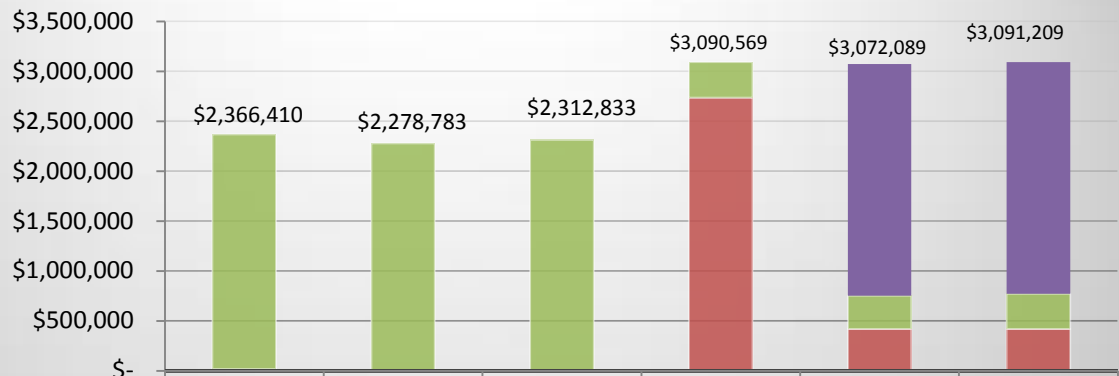
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## Emergency Dispatch Revenues



	2017 ACTUAL	2018 ACTUAL	2019 BUDGET	2020 DEPT REQUESTED	2020 BUDGET	Draft 2021 BUDGET
OTHER					\$2,318,705	\$2,318,705
OPERATING TRANSFER IN	\$2,346,223	\$2,274,447	\$2,304,333	\$354,864	\$332,384	\$351,504
INTERGOVERNMENTAL	\$20,187	\$4,336	\$8,500	\$2,735,705	\$421,000	\$421,000
<b>TOTAL PROGRAM REVENUES</b>	<b>\$2,366,410</b>	<b>\$2,278,783</b>	<b>\$2,312,833</b>	<b>\$3,090,569</b>	<b>\$3,072,089</b>	<b>\$3,091,209</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>	2014 <u>Actual</u>	2015 <u>Actual</u>	2016 <u>Actual</u>	2017 <u>Actual</u>	2018 <u>Actual</u>	2019 Target
Number of dispatched calls for Police	106,123	14,183	94,557	96,921	99,787	100,000
Number of dispatched calls for Fire	13,500	12,910	6966	8410	8102	8200
Number of dispatched calls for Rescue	9,188	9,200	14,995	11,522	15,427	15,527
Dispatchers	19.5	19.5	23.5	23.5	23.5	23.5
Police dispatches per dispatcher	5,542	5,343	4023	4124	4246	4266
Fire/Rescue dispatches per dispatcher	632	1,189	934	848	1001	1051
Jackson Community Ambulance	11,846	11,943	9493	14,510	14,869	14,969