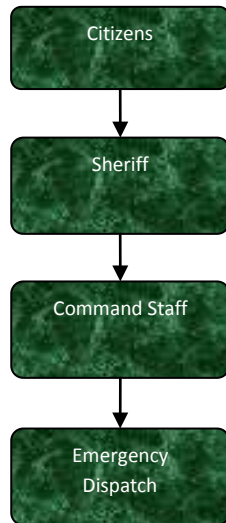


Emergency Dispatch



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 158,000 residents of Jackson County by coordinating the response of 47 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**

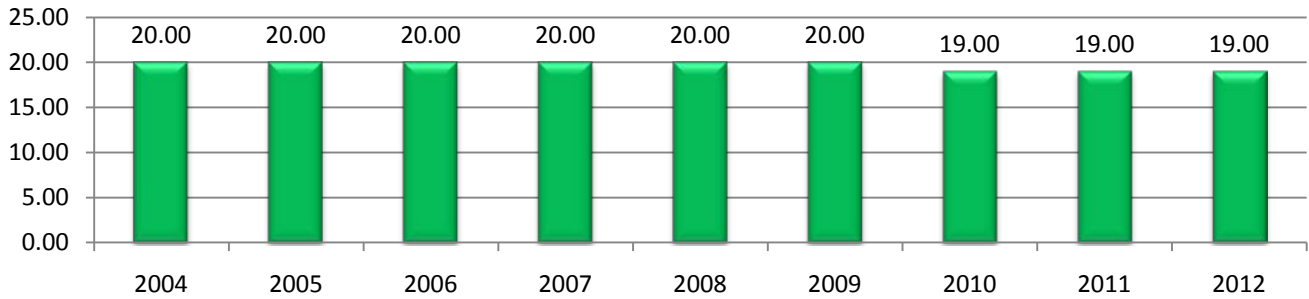
The 911 dispatch center has a direct link to the community in which it serves, its primary goal is to quickly and effectively dispatch emergency assets to citizens in need. One of the dispatch centers main objectives is to help to ensure a healthy & safe community. Efficient and effective dispatching 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 over 125,465 calls for police, fire, or rescue services in 2010.
- ✓ Communications Technicians have entered over 500 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 235 hours of training in 2010. 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 intergrated with the New World System's CAD software
- ✓ Communications Technicians work closely with the GIS department to correct addressing and road name problems through out the county.

Budget Adjustments

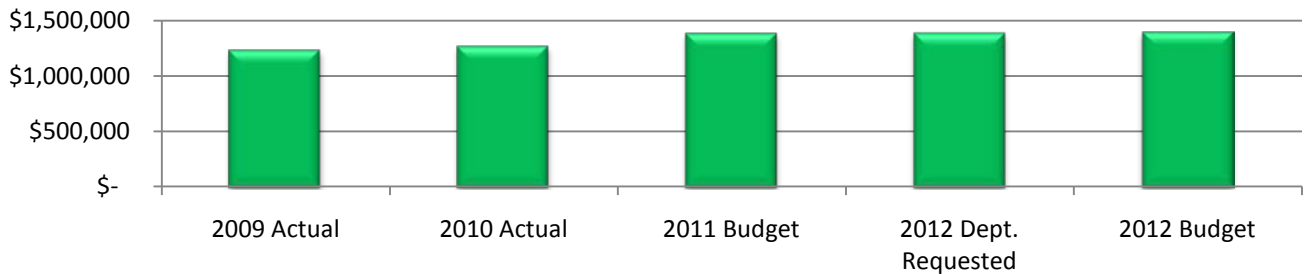
Emergency Dispatch FTE History



Expenditure History

	2009 <u>ACTUAL</u>	2010 <u>ACTUAL</u>	2011 <u>BUDGET</u>	2012 DEPT <u>REQUESTED</u>	2012 <u>BUDGET</u>
PERSONNEL SERVICES	1,154,571	1,164,868	1,228,836	1,231,427	1,240,587
SUPPLIES & MATERIALS	1,084	640	649	649	649
CONTRACT SERVICES	68,625	89,547	141,121	141,121	141,121
OTHER EXPENSES	10,902	13,403	14,500	14,500	14,500
TOTAL PROGRAM COST	\$1,235,182	\$1,268,458	\$1,385,106	\$1,387,697	\$1,396,857

Emergency Dispatch Expenditures

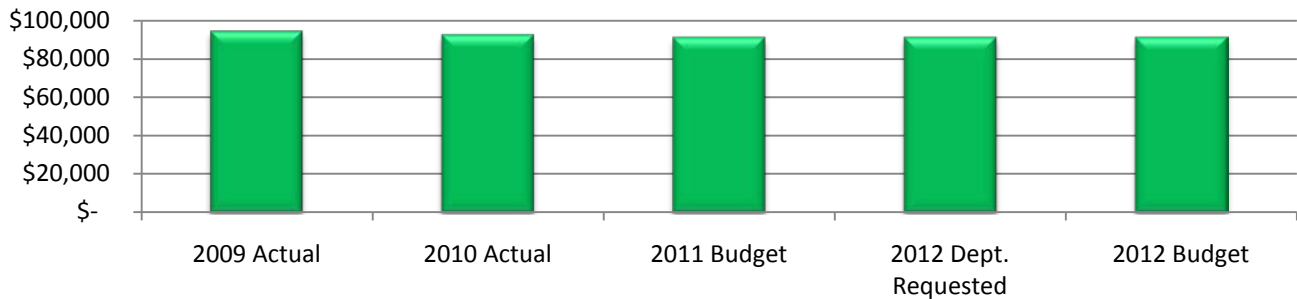


Revenue History

	2009 <u>ACTUAL</u>	2010 <u>ACTUAL</u>	2011 <u>BUDGET</u>	2012 DEPT <u>REQUESTED</u>	2012 <u>BUDGET</u>
CHARGES/FEES	50,160	52,668	55,000	55,000	55,000
INTERGOVERNMENTAL	36,000	37,200	36,000	36,000	36,000
OTHER REVENUE	8,104	2,400	-	-	-
TOTAL PROGRAM COST	\$94,264	\$92,268	\$91,000	\$91,000	\$91,000

Sheriff's Department

Emergency Dispatch Revenues



Strategic Outcomes

Indicator	2007 Actual	2008 Actual	2009 Actual	2010 Actual	2011 Target	2012 Target
Percent of respondents who say they feel very or somewhat safe from violent crime	N/A	N/A	50%	N/D	51%	53%
Percent of respondents who say they feel very or somewhat safe in their neighborhood during the day.	N/A	N/A	92%	N/D	93%	94%
Percent of respondents who say they feel very or somewhat safe in their neighborhood after dark.	N/A	N/A	74%	N/D	75%	77%

Other Key Indicators

Indicator	2007 Actual	2008 Actual	2009 Actual	2010 Actual	2011 Target	2012 Target
Number of dispatched calls for Police	107,616	114,405	118,961	102,776	117,000	117,000
Number of dispatched calls for Fire	11,884	12,256	4,034	13,582	14,046	14,046
Number of dispatched calls for Rescue	9,465	9,778	23,409	9,107	9,930	9,930
Dispatchers	20	20	19.5	19.5	19.5	19.5
Police dispatches per dispatcher	5,380	5,720	6,100	5,270	6,000	6,000
Fire/Rescue dispatches per dispatcher	1,178	1,170	1,007	1,163	720	720