



Emergency Communications

SPRINGFIELD-GREENE COUNTY

Greene County Huddle

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Public Safety Center

(completed in 2012)



9-1-1 Mission:

*The people of our community
are the only reason we are here.*

Therefore,
the Emergency Communications Department
is committed to efficiently and compassionately
answering the public's call for emergency
service response.

9-1-1 Mission...

Roles of a 9-1-1 telecommunicator:

1. Telephone Interrogation (input)
2. Call Prioritization
3. Dispatch/Resource Allocation (output)
4. Coordination of Logistics
5. Resource Networking
6. Transfer medical calls, if needed

What is 9-1-1 ECD?

- ‘Public Safety Answering Point’ (PSAP)-the location where a 9-1-1 call is received for action by a public safety agency AND dispatch point
- Nearly 185 PSAP’s covering 114 Counties in Missouri
- Eight Regions statewide
- Region 3 = 18 Counties (18 primary PSAP’s)
- Only PSAP in Greene County

Who Do We Serve?

Greene County

Ash Grove

Battlefield

Fair Grove

Republic

Rogersville

Springfield

Strafford

Walnut
Grove

Willard

911 and Non-Emergency Calls

911 ECD

**Mercy
Hospital EMS**

911 Transfer

911 Transfer

**CoxHealth
Hospital EMS**

User Agencies

Ash Grove Police
Battlefield Police
Fair Grove Police
Greene County Sheriff
Republic Police
Springfield Police
Strafford Police
Walnut Grove Police
Willard Police

Ash Grove Fire Protection District
Battlefield Fire Protection District
Bois D' Arc Fire Protection District
Brookline Fire Protection District
Ebenezer Fire Protection District

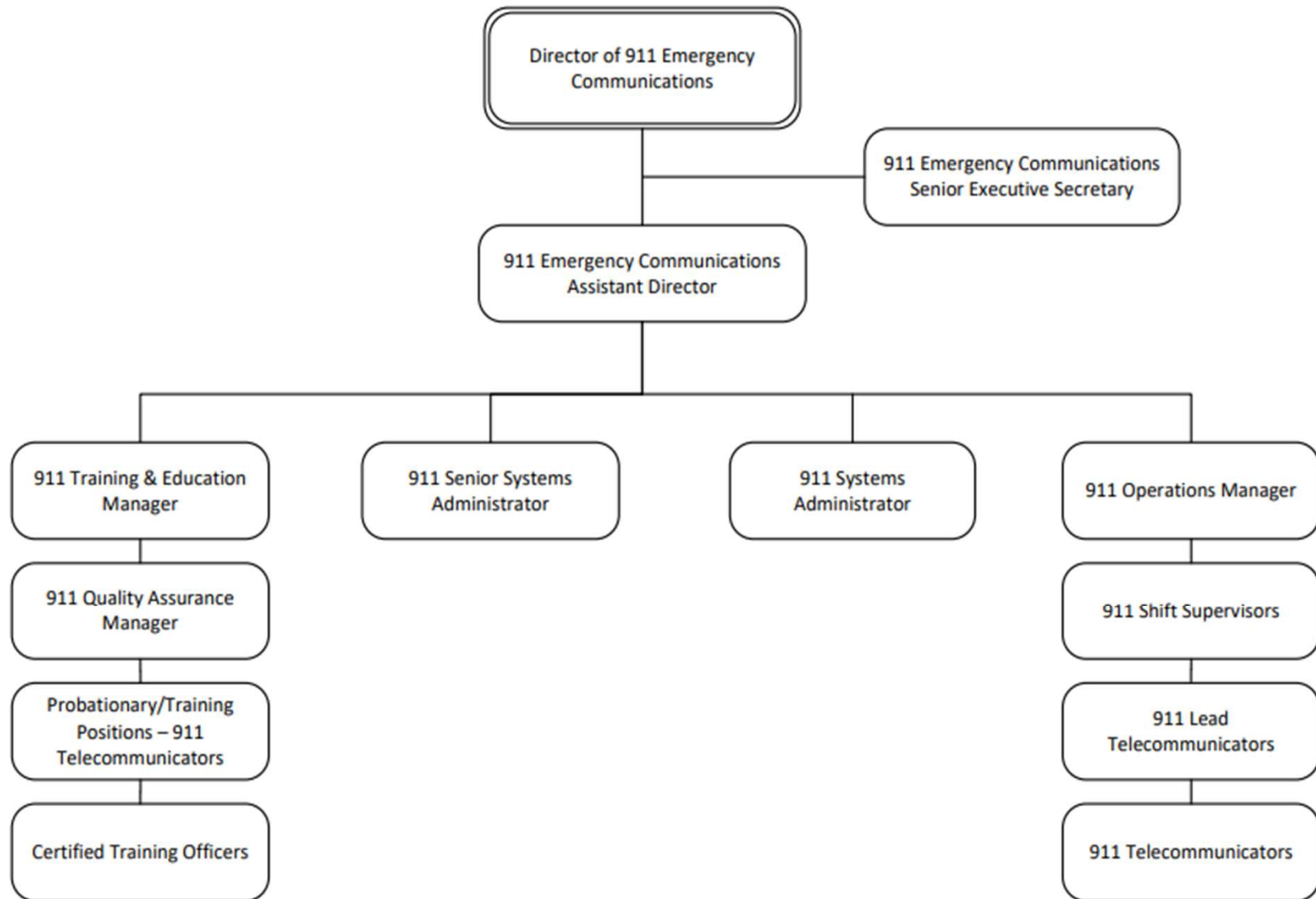
Fair Grove Fire Protection District
Logan-Rogersville Fire Prot District
Republic Fire Department
Springfield Fire Department
Strafford Fire Protection District
Walnut Grove Fire Protection District
West Republic Fire Prot District
Willard Fire Protection District

Who else do we serve?

Miscellaneous Agencies:

- Missouri State Highway Patrol
- Missouri State University Security
- City of Springfield Park Rangers
- City of Springfield Health Dept-Animal Control
- Springfield Branson National Airport Safety and Security
- US Marshal's Service
- Springfield School Police
- Springfield-Greene County Office of Emergency Management
- City Utilities
- City and County Public Works, Road and Bridge
- City and County Departments (numerous)
- Missouri Department of Transportation
- Surrounding Counties: Polk, Dallas, Webster, Christian, Lawrence, Dade

Organizational Structure



2022 Stats:

- We handled 474,945 total calls
- Just under 87% of them from cellphones
- 1500 “Text to 911”
- Just over 7% “abandoned”

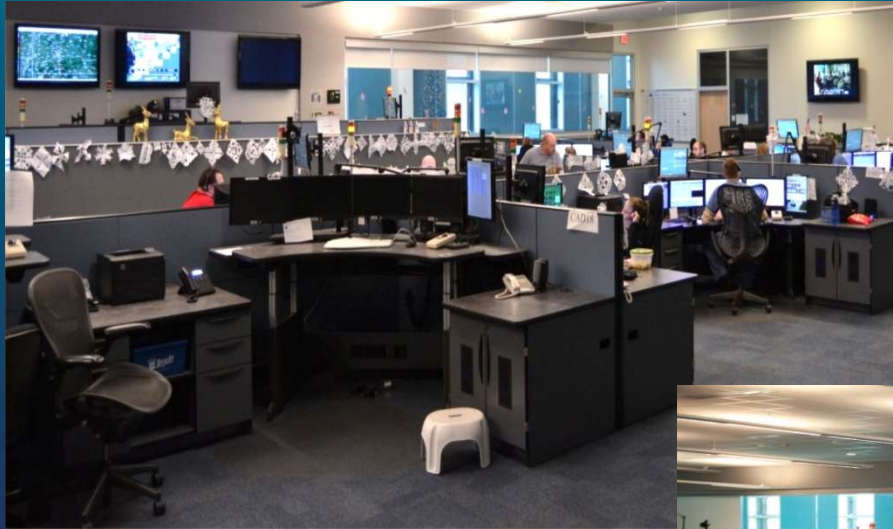


2022 CAD Events (by User Agency)

- SPD – 52%
- GCSO – 18%
- Muni Law – 9%
- All Fire – 8%
- Cox EMS – 6%
- Mercy EMS – 6%

Dispatch

9-1-1 Operations Room



The Evolution of 9-1-1...

- **1968:** First 9-1-1 call in Haleysville, Alabama
- **Late 1970' s-early 1980' s:** 'Enhanced 911'
(move away from 7-digit numbers to ANI and ALI) for landlines
- **Early 2000' s:** Phase 1 & 2 (wireless devices)

The Evolution of 9-1-1 in Greene County:

- **1978:** City of Springfield moved away from a seven-digit number to '9-1-1' to dispatch
 - Greene County Sheriff's Office dispatched to deputies, municipal law, fire departments using seven-digit
- **February, 1992:** '9-1-1 Telephone Advisory Board' established with nine members
- **December, 1994:** Countywide 9-1-1 operational
- **July, 2002:** Greene County dispatch consolidated with City
- **April, 2007:** Voters passed countywide 1/8th cent 9-1-1 tax
- **June, 2010:** Board voted to consolidate Republic and Springfield (occurred October, 2013)

Greene County 9-1-1 tax...

- Countywide dedicated 1/8th cent sales tax voters passed in 2007
- Tax funds all personnel, operations, equipment
- No General Funds used (City or County)
- City of Springfield employees (salary & benefits)
- Reside in a Greene County building
- Funded by a Greene County tax
- Serve citizens of Greene County

Structure...

- Greene County: collects the tax
- County: appoints the 9-member 911 Advisory Board
- City invoices the County: salary, benefits, everyday operational expenses, general liability insurance, phones at backup location, and allocated overhead
- County: Large capital items purchased
- County: Building “rent”, utilities, building & contents insurance, some phone lines, and legal counsel
- Numerous agreements, ordinances, MOU’s, orders in place
- Summary: years to get where we are today!!

Funding & Budgets...

- County calendar budget (January – December, prepared by July of every year)
- City fiscal year budget (July – June, prepared beginning of every calendar year)
- 2022: \$7,373,441 (actual budget)
 - 72% personnel
 - 28% operations/equipment

9-1-1 Tips...

- Call when you *think you might* need police, fire, and/or medical
- Know your location
- Let us take over (hardest part)
- Don't hang up until we tell you
- Don't assume we know what is happening
- We can't see what you are seeing (yet)

Our Next Chapter:

- Next Generation 911 Technology

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NEXT GEN

Real People Work Here!





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Questions?

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