

Springfield-Greene County
9-1-1
Emergency Communications
Department

July 21, 2015
Greene County 'Huddle' Folks!!

Zim Schwartz, Director

Office: (417) 829-6000

E-mail: zschwartz@springfieldmo.gov

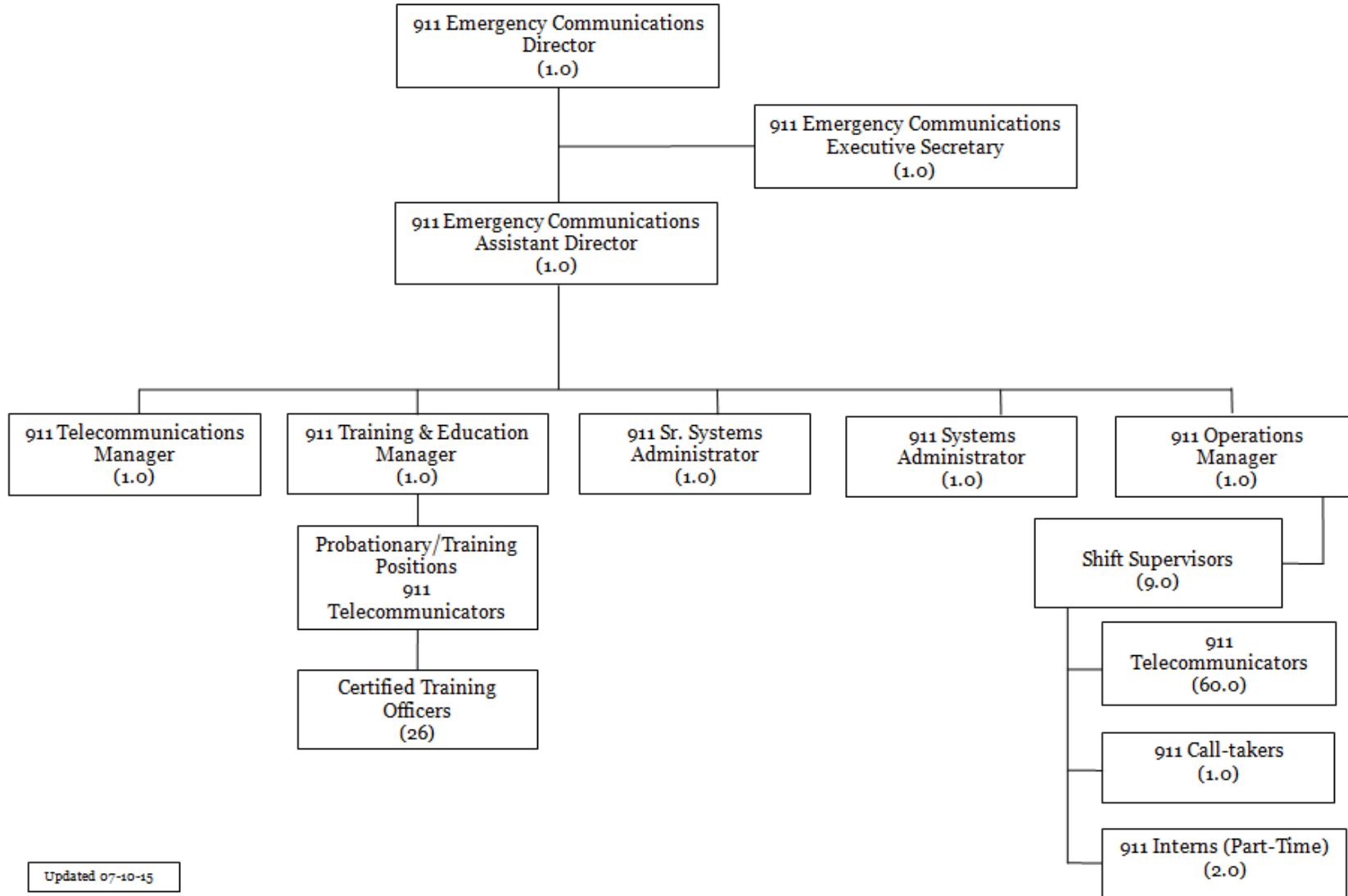
What is 9-1-1 ECD?

- '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 160 PSAP's covering 114 Counties in Missouri
- Nine (9) Regions statewide
- Region D = 18 Counties (22 PSAP's)
- Only PSAP in Greene County

Organizational Structure



Springfield-Greene County 911 Emergency Communications Organizational Structure



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.

Mission...

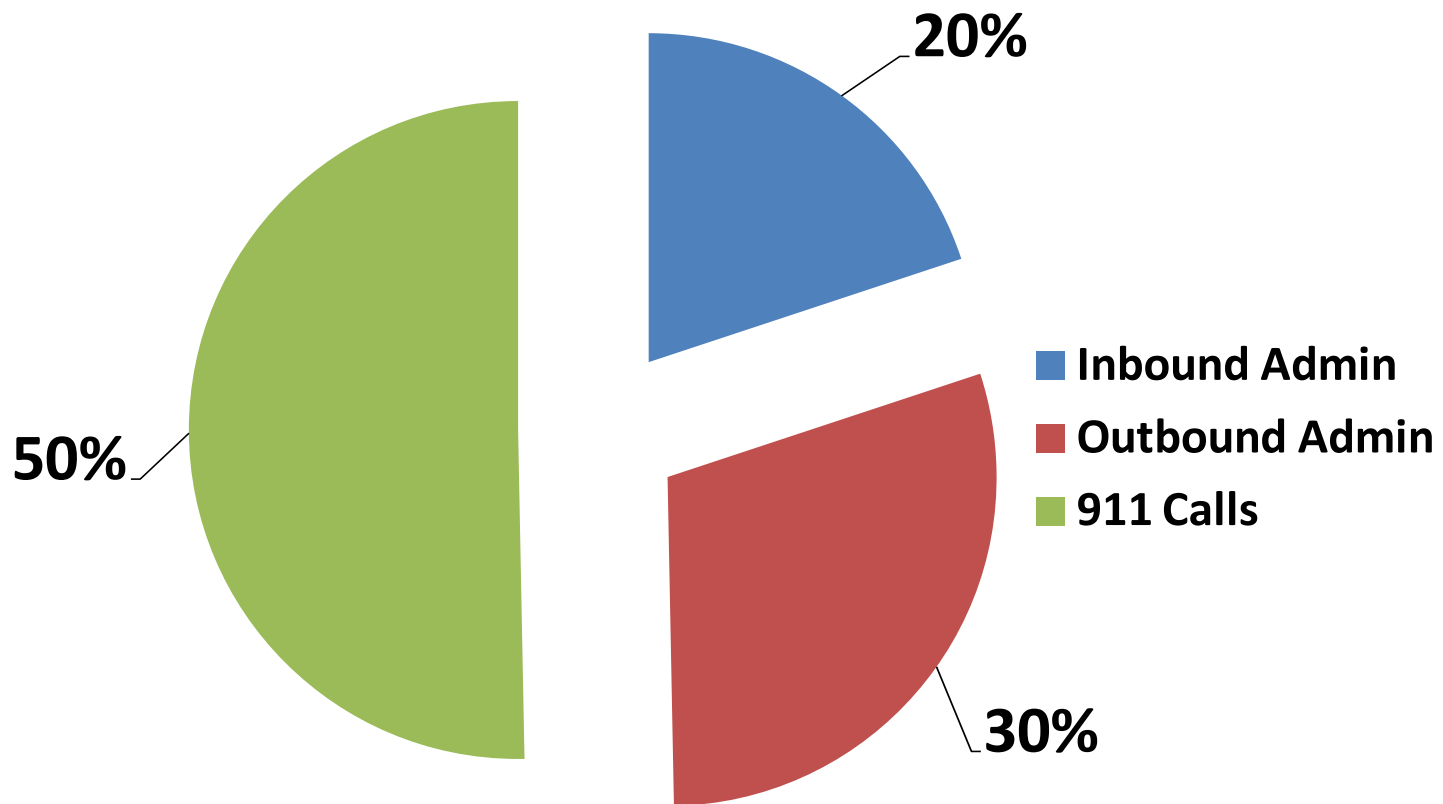
Six Roles of 9-1-1 telecommunicator:

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

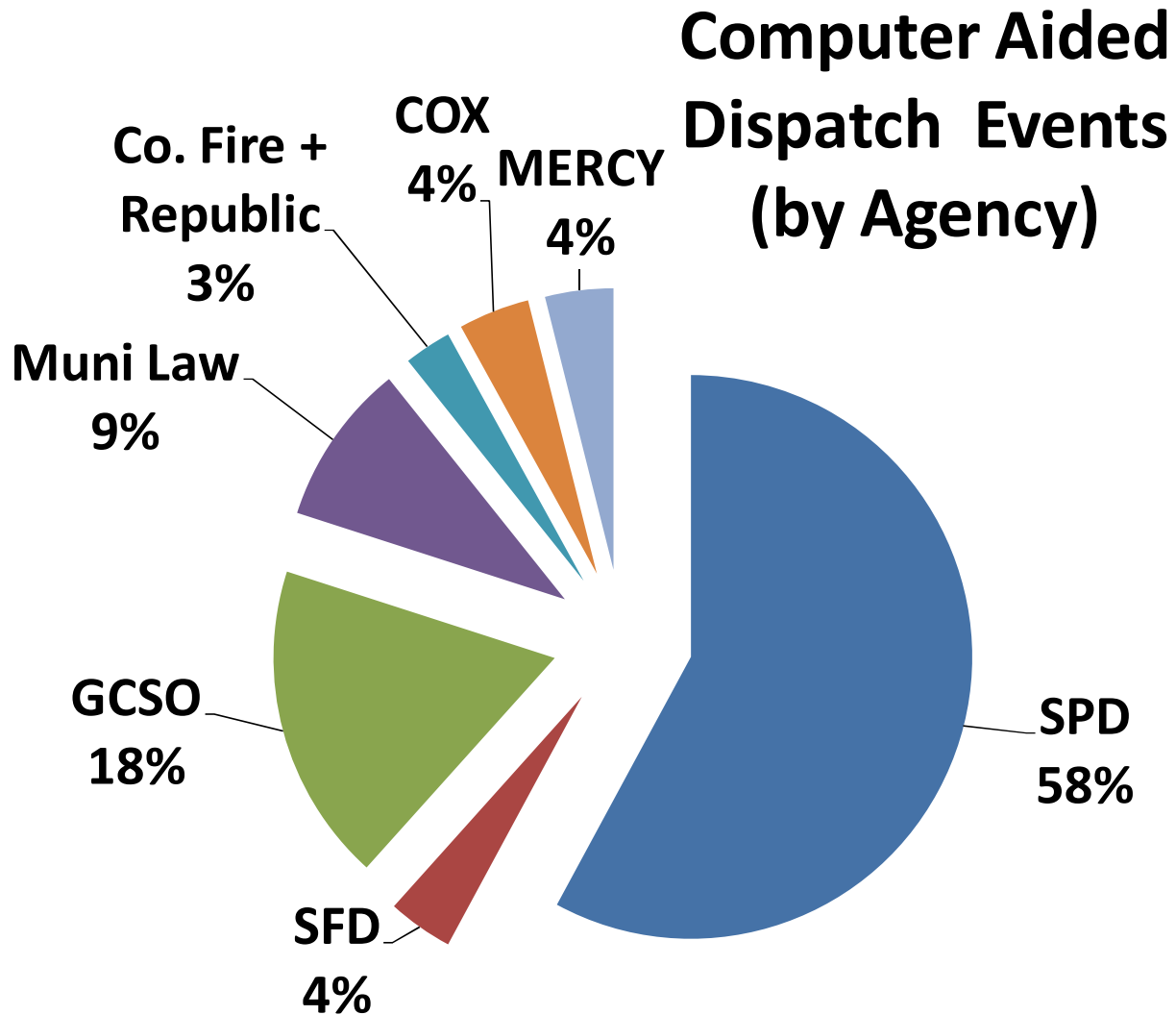
2014 Total Calls

Total Phone Interactions

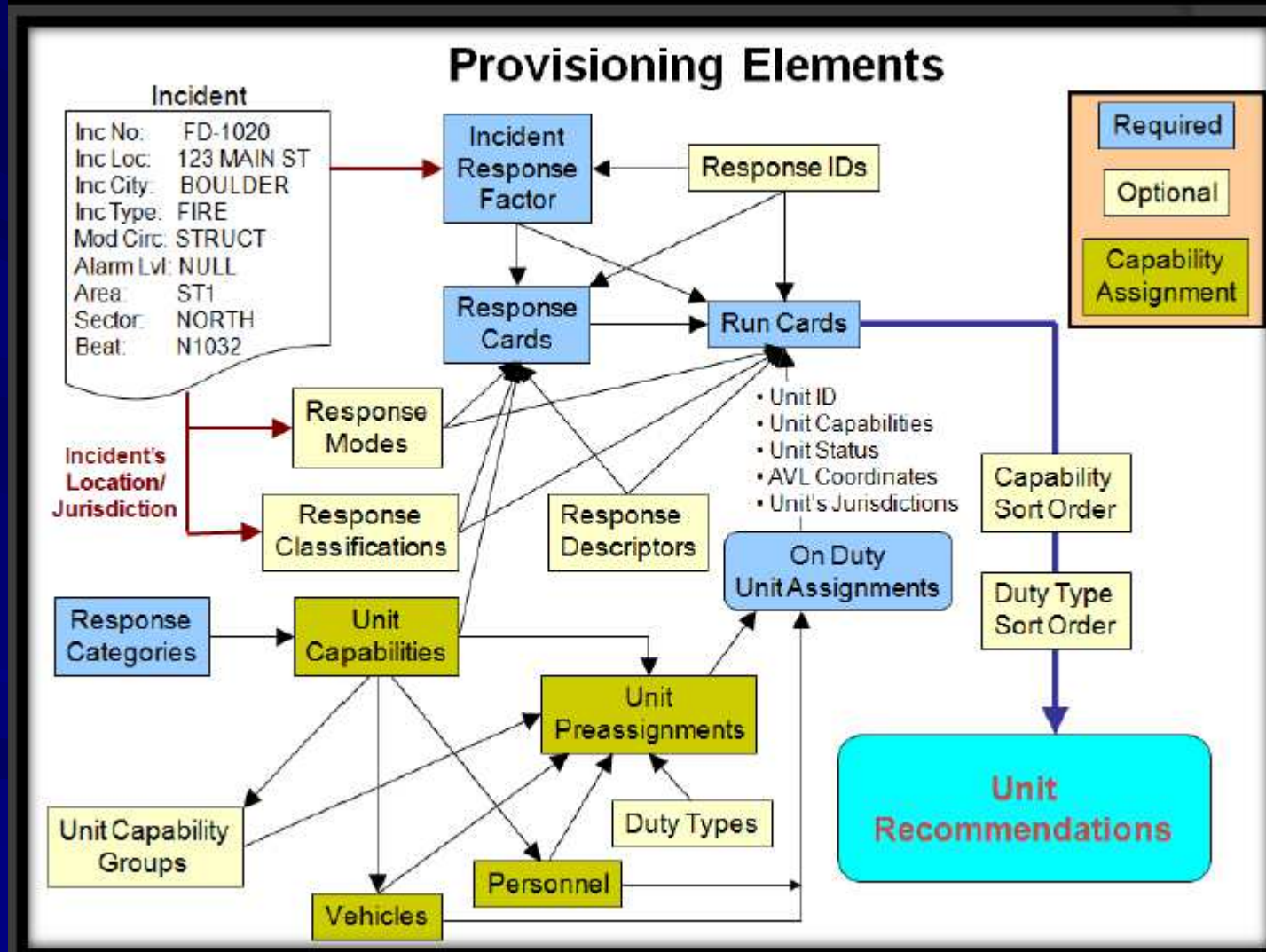
2014 = 490,143



2014 CAD Events (by User Agency)



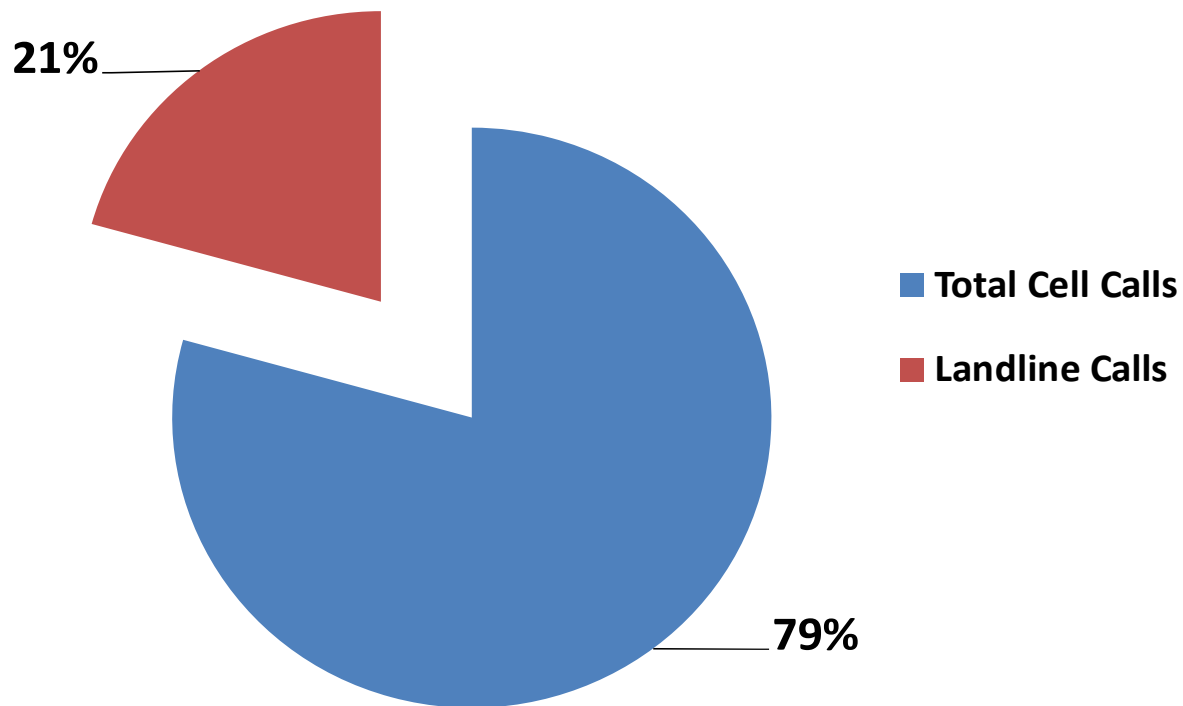
Computer Aided Dispatch...



2014

Wireless vs. Landline

**Total 911 Calls
2014 - 246,596**





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

Cox 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
- Pleasant View Fire Protection 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 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

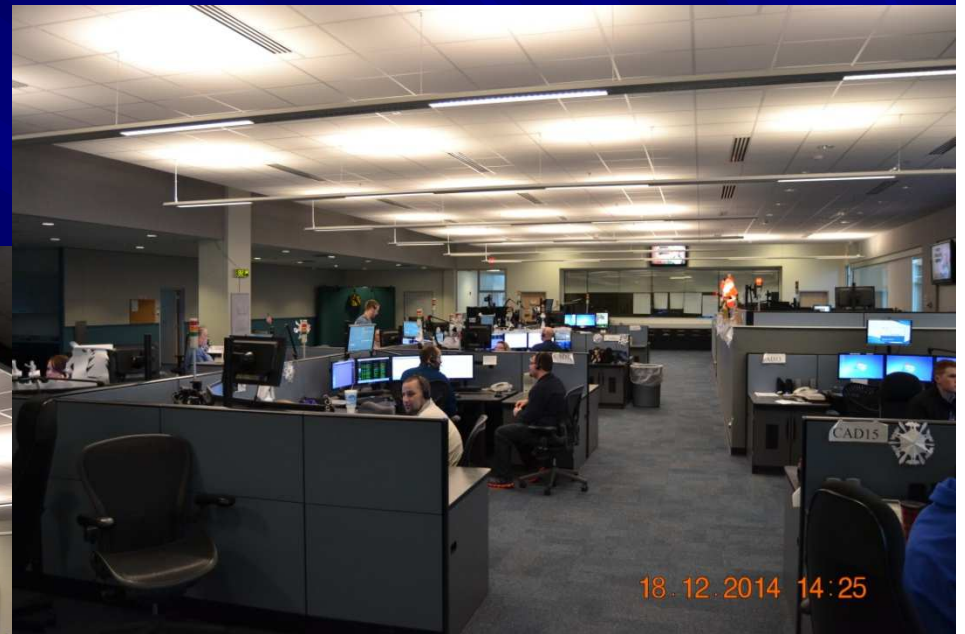
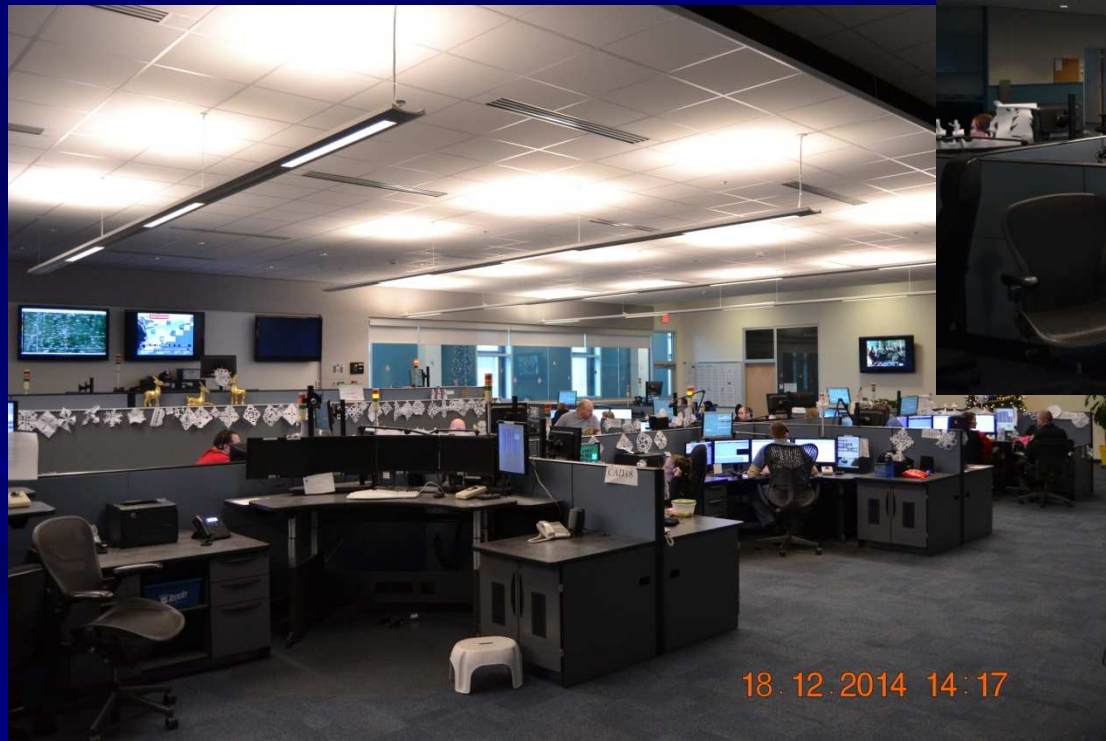


**Emergency
Communications**
SPRINGFIELD-GREENE COUNTY

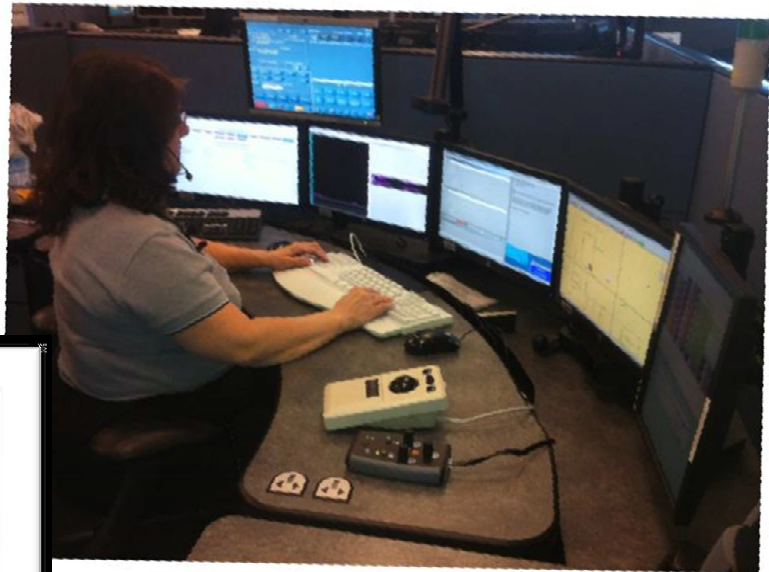
Public Safety Center (opened in 2012)



9-1-1 Operations Room



911 Operations Room



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)



Evolution of 9-1-1... 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 dispatched 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
- 2015: \$5,814,000 (approved budget)
 - 72% personnel
 - 12% operations/equipment
 - 12% building payment
 - 4% unappropriated contingency

Thank you for working with us...😊



The End
Questions??