

**Jonesboro / Craighead County E-911 Dispatch**  
**(Police/Fire/EMS)**

What we do:

Dispatch all police departments and the Sheriff's Office for all of Craighead County and Jonesboro.

Fire Dispatch:

We dispatch all fire departments and 1<sup>st</sup> responders in Craighead County.

E-911 has 18 full time dispatchers and 1 coordinator.

We have 3 eight (8) hour shifts working 24 hours a day, 7 days a week.

We answer approximately 20,000 phone calls per month. Of these, 2000 are 911 calls.

We dispatch approximately 10,000 calls per month.

We are trained on state and federal guidelines

I.e. ACIC, FEMA, and Homeland Security



# JONESBORO POLICE AND FIRE EMERGENCY TRAINING

1. Fire in service class-pd training room- March 18- 2008-all-dispatchers trainer Kevin Miller JFD-2hrs.
2. Mapping/city of Jonesboro and Craighead Co.-March-2008- - Jeff Presley CTO-Jonesboro 911.-2hrs
3. Fema /NIMS-ICS-100—ICS200—all Dispatchers-ON-LINE-course-March --2008—4hrs.
4. FEMA-IS240-Leadership&Influence-Jeff Presley —only ON-LINE —course
5. Inhouse training on Haz-mat- ERG-&acic/ncic March-2008-CTO- Jeff L.Presley
6. Inhouse Training on TTY/Vesta Phone system,all dispatchers-CTO-Jeff L.Presley-March 2008. 1-hr.
7. APCO-Dispatch Education course-Haz/mat call taking-all dispatchers March 2008-CTO- Jeff L.Presley-2hrs.
8. APCO-Dispatch Education Course-ICS-Incident Command/Basics for 911-all dispatchers—CTO-Jeff L.Presley-March-2008.2hrs.
9. Arkansas Wireless Information System—Discipline and Standards-read and sign by all dispatchers,March/April 2008—CTO Jeff L.Presley .

CTO=COMMUNICATIONS TRAINING OFFICER

The Jonesboro E911 center, as public safety servants is comprised of people dedicated to preserving the value of life of all citizens of, and visitors to, our diverse community. We respond to emergency and non-emergency situations with professionalism, empathy, and accuracy to provide the vital link between public safety and the citizens who need assistance. Our goal is to increase public awareness through community involvement and public education. We strive to continuously improve through training, public feedback, and team work. By utilizing technology and experience, we will continue to grow to fulfill the needs of our expanding community and all who pass through it.

*Jeff L. Presley-E-911-Dispatch*

