

## Advantages to combining with the Jonesboro 9-1-1 Center

### Duties of Director and Shift Supervision:

- The 9-1-1 Director is on call 24 hours a day, and sometimes works 16 hour days filling in for other people who are sick or on vacation in addition to his regular duties. The 9-1-1 Director has been called in, in the middle of the night, several times in the same night on several occasions.
- The 9-1-1 Director is responsible for making sure all calls are answered as quickly as possible and that all calls for service are dispatched as quickly as possible. He also has to make certain that the closest unit is sent on the call, whether it is for Police, Fire or Ambulance. Everyday the Director has to go back and look at the previous days complaint cards and radio logs to make sure all calls were handled correctly.
- The 9-1-1 Director is responsible for making sure all equipment is in operational order. He has to know how to repair the equipment ( radios, consoles, computers associated with the console and radio system )or know what is wrong with it to get the proper repair people to get it repaired if it takes a technician.
- The 9-1-1 Director is responsible for making sure the lights on the 540 ft tower are working. Every night. If they are not he has to contact the FAA, and get the bulbs replaced.
- The 9-1-1 Director is responsible for coordinating with the Police Dept, the Fire Dept, all City Ambulance Companies the Volunteer Fire Dept's, and all County Ambulance Companies.
- The 9-1-1 Director works hand in hand with the Office of Emergency Service during storms and in the event of a natural disaster.
- There is a senior dispatcher on every shift to oversee and make sure that things are done properly and quickly.
- The 9-1-1 Director and the 9-1-1 dispatchers are responsible for the safety of anyone in the county who has access to and who calls 9-1-1.

### Training:

- Our training program is for three months.
- Without proper training, the citizens can not get the help they are requesting whether it be Police, Fire or Ambulance in a timely manner.
- The City 9-1-1 Center has ongoing training. A dispatcher is not trained and then just forgotten, not trained any further. The City dispatchers take pride in what they do and want to further their skills. This is not a job for them, this is a career.
- The city 9-1-1 Center performs job quality assurance checks on its employees.
- The City 9-1-1 dispatchers are all trained in Crisis Communication, Breaking the Threshold of Hysteria, Suicidal Callers, Interrogation of Callers and Fire Dispatching.
- With all the employees combined we have 62 years of experience in dispatching.
- The 9-1-1 Director and one other Dispatch Center employee are trained Dispatch/Communication instructors.
- The 9-1-1 Director is a trained Emergency Medical Dispatch instructor.
- There is never an untrained person working the dispatch center. No one fills in for relief or any other time. If they are not assigned to work in dispatch and are not properly trained, they do not work in dispatch at all.

### Building:

- We are in a building that will withstand an earthquake and a tornado. It is surrounded by 18 inches of concrete and reinforced with steel.
- Our building is self contained, i.e. air condition, bathroom, kitchenette with stove, refrigerator, microwave and sink. No one has to leave the building for any purpose during their shift.
- We are in a secure building, you have to be buzzed in.
- Free utilities donated by CW & L.
- The 9-1-1 Center has a backup generator located on premises for power outages.