

EXPENDITURES CITY HAS INCURRED TO ESTABLISH 911 CENTER

EARTHQUAKE & TORNADO PROOF BUILDING	200,719.00
5 CHANNEL RADIO TRUNKING SYSTEM	713,488.00
RADIO CONSOLES & RADIOS	561,447.60
SIMMS II CORE SOFTWARE/HARDWARE/UNITS	180,929.00
PROGRAM MGT	151,767.00
CONFIGURE CDA	152,918.58
MOTOROLA SMART NET	73,918.00
3 COMPUTER WORKSTATIONS	10,500.00
MAPPING SYSTEM SOFTWARE	3,000.00
500 MAN HOURS TO DEVELOPE MAP OF CITY	10,000.00
USED 520 FT TOWER & EQUIPMENT	53,977.00
RADIO ROOM AT TOWER SITE	4,608.50
100 FT TOWER & EQUIPMENT	9,740.00
KONICA COPIER	1,597.00
KVA UPS	2,538.00
DIESEL GENERATOR AT TOWER SITE	11,775.75
SECURITY EQUIPMENT	670.48
DICTAPHONE RECORDER 32 CHANNEL	24,995.00
911 EQUIPMENT	100,000.00
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TOTAL	2,268,588.91

1998 EXPENDITURES E-911 FUND

SALARIES	265,797.53
HOLIDAY PAY	10,065.82
GROUP INSURANCE	30,988.46
PENSION CONTRIBUTION	11,766.00
PAYROLL TAXES	16,615.29
EXPENSES	4,470.03
PART-TIME SALARIES	528.64
OVERTIME SALARIES	5,442.21
UNEMPLOYMENT/WKMS. COMP	3,315.35
MEDICARE CONTRIBUTIONS	3,885.74
TELEPHONE	76,222.78
INSURANCE	4,273.35
OFFICE EXP	303.57
PRINTING	806.99
ADVERTISING	133.15
MAINTENANCE BLDG & GRNS	331.79
OUTSIDE MAITENANCE EQUIP	6,560.92
REPAIR PARTS/ AUTO	341.57
SUPPLIES	2,660.84
FUEL	264.15
DUES & SUBSCRIPTIONS	438.63
FIXED ASSETS	5,178.55
RENTALS	65,909.30

1998 EXPENDITURES INFO SYSTEMS

REPLACED 4 COMPUTER WORKSTATIONS	6,000.00
NETWORK EQUIPMENT	2,000.00
WINDOWS NT SERVER & SOFTWARE	4,000.00

TOTAL

528,300.66

1999 BUDGETED EXPENDITURES E-911 FUND

SALARIES	281,624.00
HOLIDAY PAY	11,914.00
GROUP INSURANCE	33,099.00
PENSION CONTRIBUTION	31,402.00
PAYROLL TAXES	18,509.00
EXPENSES	6,000.00
OVERTIME SALARIES	5,000.00
UNEMPLOYMENT/WKMS. COMP	4,000.00
MEDICARE CONTRIBUTIONS	4,329.00
TELEPHONE	75,000.00
INSURANCE	6,000.00
PROFESSIONAL SERVICES	500.00
OFFICE EXP	1,000.00
PRINTING	1,100.00
ADVERTISING	1,000.00
MAINTENANCE BLDG & GRNS	3,000.00
OUTSIDE MAINTENANCE EQUIP	8,300.00
SUPPLIES	4,000.00
FUEL	1,000.00
DUES & SUBSCRIPTIONS	500.00
MISCELLANEOUS	200.00
FIXED ASSETS	14,300.00
RENTALS	38,766.00

1999 BUDGETED EXPENDITURES INFO SYSTEMS

SIMMS RADIO CONTROLLER Y2K UPGRADE	10,300.00
911 SYSTEM REPLACEMENT	156,000.00
DICTAPHONE UPGRADE	1,700.00
ACIC 2 UPGRADE REQUIRED BY ACIC (6MO)	7,200.00

TOTAL

725,743.00

550543

175,000

**CURRENT COST OF AN EMPLOYEE, FOR A YEAR
IN THE 911 CENTER**

SALARY	19,111.44
HOLIDAY PAY	808.72
FICA	1,235.05
MEDICARE	288.89
PENSION CONTRIBUTION	1,195.20
MEDICAL INSURANCE	2,940.84
DENTAL INSURANCE	167.28
LIFE INSURANCE	44.40
WORKMANS COMP/UNEMPLOYMENT	430.27
COST PER EMPLOYEE	26,222.09
# EMPLOYEES	4
LABOR COSTS	104,888.36

ADDITIONAL COSTS IF COUNTY CONSOLIDATES

911 SYSTEM REPLACEMENT		33,200.00
DICTAPHONE UPGRADE		11,600.00
ACIC 2 UPGRADE REQUIRED BY ACIC	(6MO)	750.00
RADIO CONSOLE		155,000.00
PURCHASE DIGITAL COUNTY MAP		1,000.00
INITIAL UPDATE OF DIGITAL MAP		4,000.00
ADDITIONAL UPS (BATERY BACK UP)		600.00
COMPUTER WORKSTATION		1,500.00
DOMORE INDUSTRIAL CHAIR		700.00
4 ADDITIONAL EMPLOYEES INCLUDING		104,888.36
BENEFIS PER YEAR	104,888.36	104,888.36
		104,888.36

	TOTAL	523,015.08
	YEARS	3

	AVERAGE COST PER YEAR	174,338.36 *

* PARTS OF THESE COSTS ARE ESTIMATED & ANY INCREASE OR SAVINGS WILL BE REFLECTED IN THE YEAR END BILLING.

ADDITIONAL COSTS IF COUNTY CONSOLIDATES

911 SYSTEM REPLACEMENT		33,200.00 —
DICTAPHONE UPGRADE		11,600.00
ACIC 2 UPGRADE REQUIRED BY ACIC	(6MO)	750.00
RADIO CONSOLE		155,000.00 —
PURCHASE DIGITAL COUNTY MAP		1,000.00
INITIAL UPDATE OF DIGITAL MAP		4,000.00
ADDITIONAL UPS (BATTERY BACK UP)		600.00
COMPUTER WORKSTATION		1,500.00
DOMORE INDUSTRIAL CHAIR		700.00
4 ADDITIONAL EMPLOYEES INCLUDING BENEFITS		104,888.36 —
	TOTAL	313,238.36

City of Jonesboro
Office of Information Systems
Services provided to E911

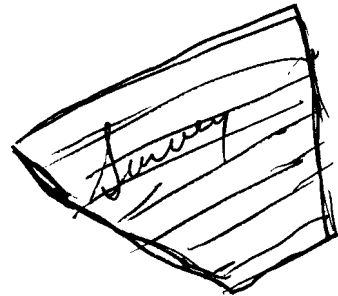
The Information Systems (IS) department provides all software, network, and computer support for the E911 center, and serves as the technical liaison to Motorola and Tiburon for the E911 and mobile data systems. Two staff members are on call 24 hours a day, seven days a week, in addition to the full availability of the staff during regular working hours. An average of 10 hours per week are spent working in the E911 center.

The IS department has created and maintains nine computer programs for the E911 center, and provides upgrades and support for additional retail software. In addition, the digital Jonesboro city map was created by the department and approximately 30 hours per month are spent updating the map.

1999 BUDGETED EXPENDITURES E-911 FUND

May 3, 1999

SALARIES	340	281,624.00
HOLIDAY PAY		11,914.00
GROUP INSURANCE	Low 92 99	33,099.00
PENSION CONTRIBUTION		31,402.00
PAYROLL TAXES		18,509.00
EXPENSES		6,000.00
OVERTIME SALARIES		5,000.00
UNEMPLOYMENT/WKMS. COMP		4,000.00
MEDICARE CONTRIBUTIONS		4,329.00
TELEPHONE		75,000.00
INSURANCE		6,000.00
PROFESSIONAL SERVICES		500.00
OFFICE EXP		1,000.00
PRINTING		1,100.00
ADVERTISING		1,000.00
MAINTENANCE BLDG & GRNS	Town	3,000.00
OUTSIDE MAINTENANCE EQUIP		8,300.00
SUPPLIES		4,000.00
FUEL	vehicle	1,000.00
DUES & SUBSCRIPTIONS		500.00
MISCELLANEOUS		200.00
FIXED ASSETS		14,300.00
RENTALS	143 pay ph. sys.	38,766.00



1999 BUDGETED EXPENDITURES INFO SYSTEMS

DICTAPHONE UPGRADE		1,700.00
ACIC 2 UPGRADE REQUIRED BY ACIC	(6MO)	7,200.00

TOTAL 559,443.00

ADDITIONAL OPERATING COSTS IF COUNTY CONSOLIDATES 104,887.40

664,330.40

COUNTY SHARE OF 1999 EXPENDITURES

21.5% 0.25

TOTAL COUNTY OPERATING COSTS FOR 12 MONTHS

142,831.00 166,082.60

TOTAL COUNTY OPERATING COSTS FOR 6 MONTHS PLUS ONE TIME EQUIPMENT UPGRADE FOR COUNTY

÷ 2 = 71,415.52 83,041.30

+ 40,150.36 40,150.36

PAYMENT FROM COUNTY RECIEVED IN 1999

111,565.16 123,191.66

(15,000.00) (15,000.00)

96,565.16 108,191.66

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

Duties of Director and Shift Supervision:

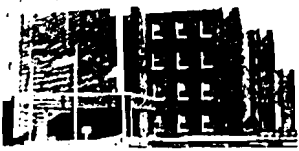
- The 9-1-1 Director is on call 24 hours a day, and sometimes works 16 hour days filling in for other people who are sick or on vacation in addition to his regular duties. The 9-1-1 Director has been called in, in the middle of the night, several times in the same night on several occasions.
- The 9-1-1 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 our 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.



Dale Haas

Craighead County Judge
Craighead County Courthouse Annex
511 Union, Room 119
Jonesboro, Arkansas 72401-2836



June 29, 1999

Mayor Hubert Brodell
City of Jonesboro
314 West Washington
Jonesboro, AR 72401

Reference: Proposed Resolution by Craighead County concerning E-911
as recommended by the Craighead County Quorum Court

Dear Mayor Brodell:

Enclosed please find a copy of the proposed Resolution from Craighead County concerning the E-911 contract with the City of Jonesboro.

Please consult with your committee that is in charge of the E-911 system, and let us know if they are receptive to this proposal.

Dale G. Haas
Craighead County Judge

CITY OF JONESBORO TO DISPATCH THE E-911 CALLS FROM CRAIGHEAD COUNTY.

WHEREAS, THE CRAIGHEAD COUNTY QUORUM COURT HAS DISCUSSED THE PROS AND CONS OF MERGING OUR E-911 SYSTEM WITH THE CITY OF JONESBORO.

WHEREAS, AFTER MUCH DISCUSSION AND COMPARISON OF COSTS; IT HAS BEEN RECOMMENDED THAT THE PRACTICAL AND MOST ECONOMICAL DECISION IS TO ENTER INTO A CONTRACT WITH THE CITY OF JONESBORO TO DISPATCH THE COUNTY'S E-911 CALLS.

WHEREAS, A CONTRACT WITH THE CITY OF JONESBORO WILL DETAIL ALL LINE ITEM EXPENDITURES, WITH CRAIGHEAD COUNTY AGREEING TO PAY 21.5% OF THE ANNUAL COST OF THE CITY OF JONESBORO'S OPERATING BUDGET.

BE IT HEREBY RESOLVED BY THE QUORUM COURT OF CRAIGHEAD COUNTY, ARKANSAS, THAT WE DO RECOMMEND THAT CRAIGHEAD COUNTY ENTER INTO A CONTRACT WITH THE CITY OF JONESBORO TO DISPATCH THE COUNTY'S E-911 CALLS.

DATE: _____

APPROVED: _____

DALE G. HAAS
CRAIGHEAD COUNTY JUDGE

ATTEST: _____

NANCY NELMS
CRAIGHEAD COUNTY CLERK