E911-Dispatch

Mission Statement

Our fundamental duty is to serve the community.
We are actively engaged in improving the quality of life for everyone in Davis County.

2018 Inputs/Outputs

FTE (2018):
21 FT Dispatchers
1 PT vacancy
5 PT Dispatchers
1 PT vacancy

198,803 CAD calls taken
544 calls average/24 hour

Core Functions & Services

- Provide 911 services for the general public. Every time a citizen is having a crisis or an emergency, they dial 911 and expect to hear someone on the other end of the line.
- Dispatch services for law enforcement. DCSO dispatches for Sunset PD, Clinton PD, Syracuse PD, Kaysville PD, Farmington PD, Davis County Sheriff's Office, Utah Highway Patrol, AP&P, State Parks, Forest Service, and UTIP.
- Dispatch services for fire and medical. Dispatch worked two separate incidents with wildfires that ended in evacuations of residents. When citizens need immediate medical help, dispatch provides them with life-saving directions through Pro QA.

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2019 Projected Outcomes

Enter a brief narrative of the budget initiatives the department undertook this year and a status update of those programs.

For 2019, we budgeted for a new backup server. IS installed the server in July of 2019. Since then we have not experience any outages. With this new server, we will have greater efficiencies in operations and Spillman will function as needed for optimal operations.

Dispatch requested 6 dispatch console upgrades. We were unable to get the console project underway in 2019, so we hope to roll that money to 2020 budget, plus an added $3,000, in order to purchase 6 consoles at a cost of approximately $14,000 each. We are preparing to start that project as close to the start of the year as possible.

2020 Budget Initiatives

The 6 console upgrades are their work stations. Our current work stations were purchased approximately 13 years ago. The current work stations do not allow for adjustments to a standing position. Dispatchers spend 12 hours in a sitting position without the ability to take a break during their shift. Long hours in the same position can cause great discomfort and pain. New consoles will make their positioning more ergonomically correct, monitors adjusted to fit line of sight, and plenty of surface space for their work. The comfort and efficiency of a dispatch work station can directly impact performance. In dispatch, that can be critical.

2 new FT employees (one PT being increased to FT and one new FT position) and one supervisor promotion will help to bring dispatch to the ability to split the law channel, which will improve officer safety by freeing up air space on the radio. The supervisor position will provide for an increase accountability and professionalism in the dispatch center.