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.

2019 Inputs/Outputs

FTE (2019):
- 22 FT Dispatchers
- 1 FT Vacancy
- 4 PT Dispatchers
- 1 PT Vacancy

200,221 CAD calls taken -
550 calls average/24 hour

Core Functions & Services

- Provide 911 services for the general public. Citizens of Davis County rely on our Dispatch staff to assist in a crisis or emergency.
- Provide 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, IMT and UTIP. Officer safety is a major responsibility.
- Provide dispatch services for fire and medical for South Weber, Clinton, Syracuse, Kaysville and Farmington fire departments.
- Our Dispatch center was inundated during the earthquake in March and wind storm in Septemer. They have handled the additional workload from COVID-19 and continue to handle high risk incidents. When citizens need immediate medical help, dispatch provides them with life-saving directions through Pro QA.

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Current Year Projected Outcomes

Six new dispatch consoles were installed in 2020. This has allowed employees in a high-stress environment the opportunity to raise their workstations to a standing position. This function is used throughout their shifts and provides relief for their posture and stress relief.

One new supervisor role with a lead dispatcher was filled in 2020 which provided positive outcome and the ability to have a supervisor on duty much more of the time throughout the shifts.

Next Year Budget Initiatives

Dispatch has reviewed and analyzed their software needs for future success in providing citizens, law enforcement, and fire departments with dispatch services.

- The NICE Inform upgrade is for new and more efficient recording capabilities of 911 and other calls. An upgraded recording system will improve our service capabilities, provide efficiencies, and assist in capturing, analyzing, and retrieving data.

- Quickest Route is a module through Spillman that is used to determine the ideal route to a call and to find the appropriate unit (LEO, fire, or medical) that is closest to the incident. This software takes into account actual drive time rather than just proximity and recognized barriers such as construction, canyons, road closures, inclement weather, etc.

As discussed last year, the P25 radio infrastructure will be implemented throughout the state in the next couple of years. All radios must be P25 compliant by that time. Our current radio rotation schedule rotates $46k in radios in 2021 to meet the deadline for P25 compliance.

An analysis of staffing and scheduling was performed in 2020. In order to split the law channel and maintain proper staffing to provide dispatch services to the county, we are requesting one new full-time position as well as converting a part-time position to a full-time position.