911 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

Prior Year Inputs/Outputs

FTE (2020):

- 22 FT Dispatchers
- 5 FT Vacancy
  - Lead Dispatcher is one
- 4 PT Dispatchers
- 1 PT Vacancy

We answered 127,268 phone/911 calls.

184,184 CAD calls were generated- approximately 505 calls per day.

The radio traffic generated on our LAW channels regularly ranks in the top 5 busiest channels in the State of Utah.

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.
- Dispatch has 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.
- Davis County will pay its portion (population-based) of the shared public safety information system consortium, which is estimated at $269,000 for the shared system, and ongoing maintenance costs of $194,000. Additional agreements with each city/entity DCSO contracts with for dispatch services for their population-based portion of that cost.

911 Dispatch

Current Year Projected Outcomes

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. This is currently being done. The estimated date for completion is the end of 2022.

Next Year Budget Initiatives

We are in the beginning stages of consolidating dispatch virtually with the other 3 PSAP's in Davis County. This will incur costs associated with that process, some of which will be offset by the cities we dispatch for. An interlocal cooperative agreement has been put into place between all agencies entering into the consortium, which includes Clearfield City, Layton City, Bountiful City, and Davis County. Davis County will then create agreements with the entities we provide dispatch services for and contract with them for their portion of the cost in this shared system and ongoing costs.

Sheriff's Office
911 / Dispatch

Priorities

- Pay Increases
- Facilities – Additional work space

Operations Budget

- Cuts $ 188,806
  - Spillman Quickest Route - $27,835
  - Criticall – 2,700
  - Eligibility Funding from UCA $ 148,121 - receivable
  - PC Upgrades – Motorola Radio PC's – $10,150
    (Radios being provided by UCA)

- Increase of $20,812
  - Radio repair contract - $2,520
  - Priority maintenance agreement - $7,200
  - UCA Motorola console maintenance - $8,362
  - Console cleaning - $2,730

Capital Improvements

- Shared public safety system - $269,000
  ($220,580 of this total to be paid by contract cities)
- Ongoing maintenance-shared system - $194,000
  ($155,200 of this total to be paid by contract cities)
- NICE Inform recording system upgrade - $42,522