

Greenville Police/Fire Dispatch

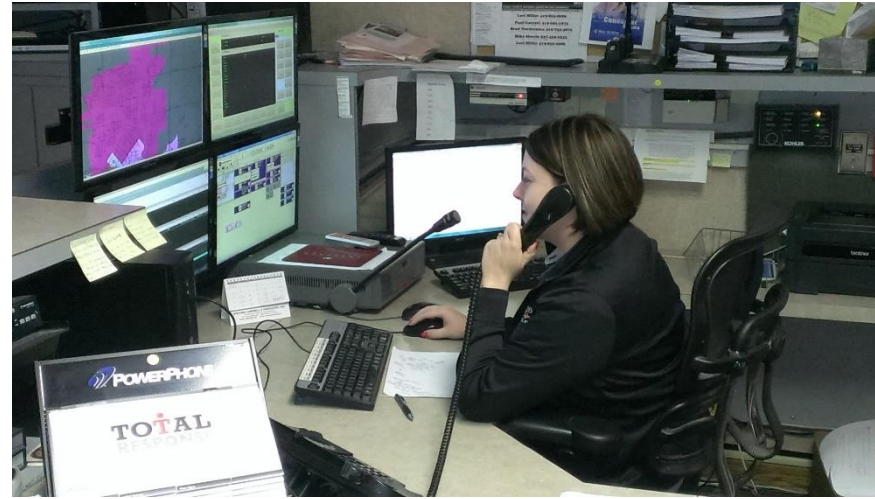
Providing competent priority dispatch services to the citizens of Greenville and to the Police Officers and Firefighters of the City of Greenville Police & Fire Departments.



GREENVILLE POLICE DEPARTMENT POLICE & FIRE DISPATCH

What is a Police/Fire Dispatch Center?

A point or hub where information flows in and out by various forms of communications. The information is purposely and decisively extracted. It is then acted upon and transmitted to the appropriate destination; whether it be a specific person, business, first responder, outside emergency services and or a cooperating agency. The information is relayed in a clear and concise manner to best facilitate the transfer of the knowledge to the appropriate destination.



Who is the Greenville Police/Fire Dispatch?

- Is staffed by 7 Emergency Communications Officers (ECOs)
- Two ECOs are scheduled 80% of the time
- Open 24/7 365 days a year

Training is Key



- ECO's go through an 8-12 week national certified training program
- ECO's are nationally certified in Emergency Medical Dispatching
- ECO's are nationally certified in Fire Dispatch
- ECO's are Crisis Intervention Trained which allows them to better understand mental illness and provide the best possible assistance to those suffering with mental illness
- ECO's attend continued training programs annually

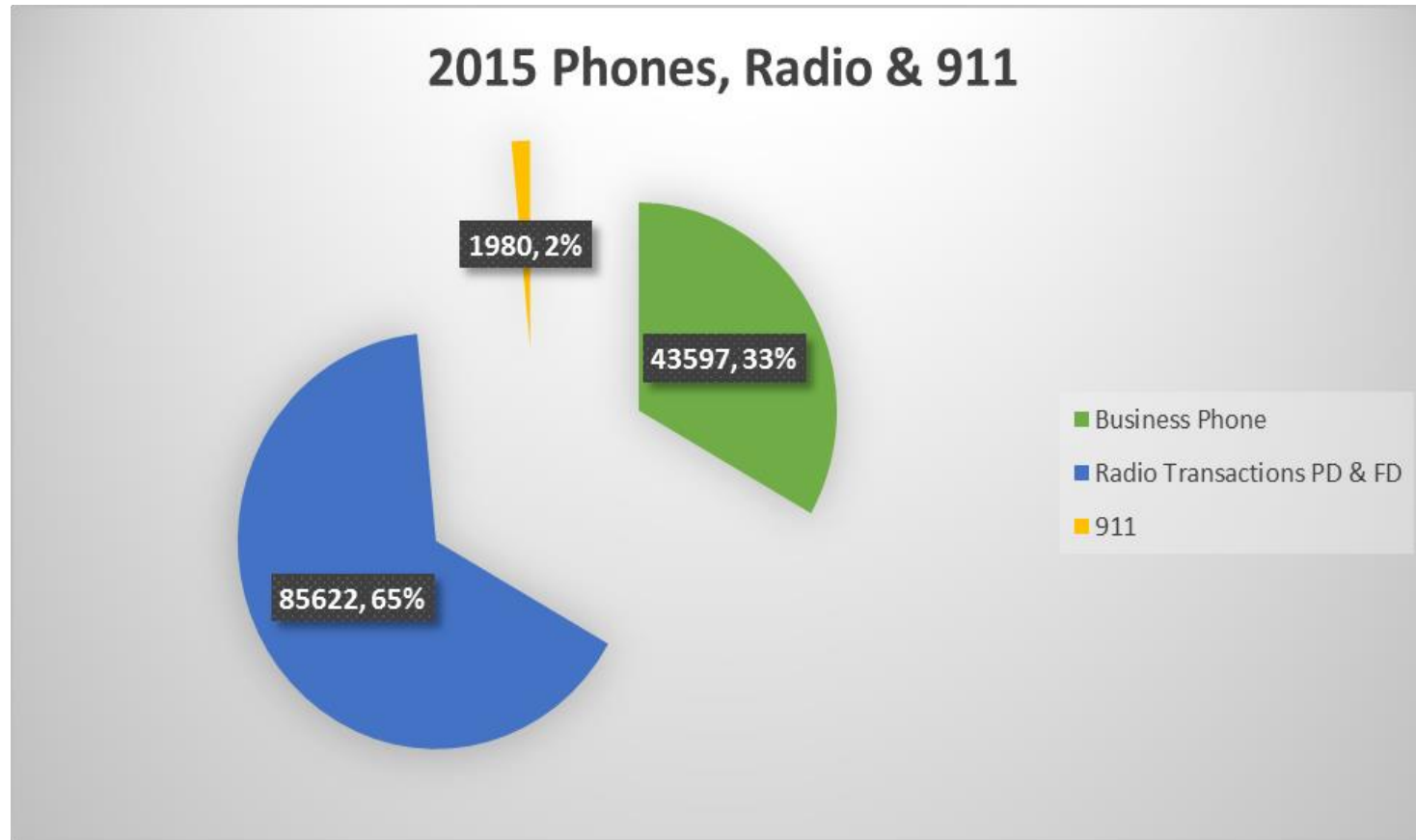
Accountability is Key

ACCOUNTABILITY

WHEN ACCOUNTABILITY IS INCONSISTENT IN APPLICATION,
IT BECOMES NOTHING MORE THAN
THINLY-VEILED BLAME-GAMING.

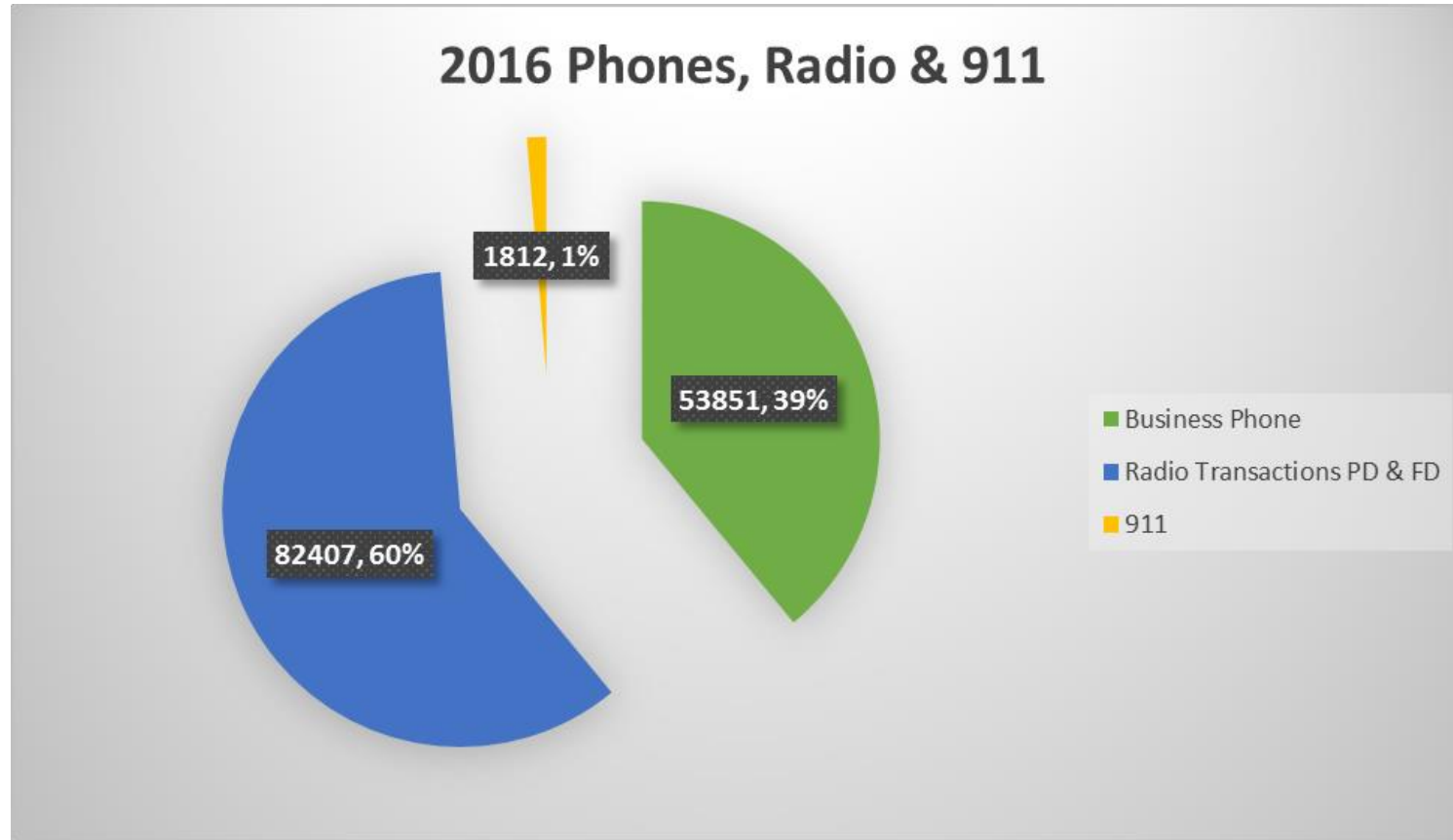
- Department is CALEA accredited following nationally and internationally accepted police practices
- ECOs are provided a well crafted dispatch policy and procedures manual
- ECOs are trained in and follow GFDs Fire Dispatch Manual Protocol
- Nationally Certified Call Quality Assurance Program is currently being implemented

2015 Call Statistics



- Only 2% of all communication traffic in 2015 was 9-1-1 landline calls coming directly into dispatch
- Dispatch facilitates more information by radio and business lines

2016 Call Statistics



- Only 1% of all communication traffic in 2016 was 9-1-1 landline calls coming directly into dispatch
- This means 99% of the times the community and officers communicated with dispatch was through Radios and Business Lines.

GPD/GFD Dispatch is Unique

Dispatch is also the records office for the Police Department. This provides a unique synergy between the two job functions. This is uncommon in the police profession.

In the Police Department's 2015 CALEA accreditation review, the GPD was commended by Assessor Lt. Jeffrey Ice for integrating the records job function into dispatch. He stated that the GPD was getting a triple bang for the buck. He stated in the one hundred plus police departments he had visited for CALEA, that the GPD was the first he had seen with both functions fully integrated. He advised this was something he could not have done in his division and department at the Greenwich, Connecticut, Police Dept.

GPD/GFD Dispatch is Unique

Integrated records and dispatching allow the Police Department certain advantages over other Police Departments such as:

- Dispatchers take the calls and then review and process the reports created by the officers.
- Dispatchers have an active part of the multi-level approval process for all reports.
- Dispatchers talk to the officers about the calls and the reports in debriefing sessions.
- Dispatchers tie together information from other calls and reports to help in the officers' efforts to solve their cases.
- Dispatchers disseminate the records to other agencies and gain additional information and intel relaying it back to the officers.
- They coordinate and disseminate the massive amount of information during critical dynamic incidents.
- They assist in multi-agency joint tasks by being the point of contact for all participants.
- They work actively with Ohio Adult Parole in passing information from calls and reports to assist in supervising parolees in the city and county.

Dispatch Backup

- Currently both centers act as a back up for one another
- Has been used in the recent past for equipment failures, maintenance issues and utility outages.
- Target Hardening has been pursued by both the Sheriff's Office and the GPD for the last several years in the event of a natural disaster, equipment failure, utility outages, terrorist attacks etc.
- It requires both dispatch centers to have dual capability to keep citizens in the entire county safe.

Champagne County Centralized Dispatch

- Visited in 2013
- Demographics comparable to Darke County
- Urbana Fire Department operated city dispatch operating over \$300,000 a year
- Champagne Sheriff's Office Operated County Dispatch for other villages, FDs & EMS operating budget a little over \$300,000 per year.
- Able to pass a one million dollar a year levy to fund a consolidated dispatch center
- Operating under a Council of Governments (all stake holders get a say)
- Went live in 2007 and by 2012 operating cost were almost a million per year
- Supervisor position was laid off in 2011
- Investigating going back to the voters for a levy increase
- A back up dispatch and separate location was desperately needed because of weather events, utility outages and equipment failures.
- County Officials was brutally honest in stating that it was not as cost saving as first envisioned.