



# 2009 911 Annual Report

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## Special points of interest:

- 311 Non Emergency Service
- Quality Improvement

## 2009 - The Year that Ushered Significant Change

*By Alea Johnson  
Trainer/3rd Shift Supervisor*

Law enforcement dispatching began in 1928 when the City of Detroit installed the first public safety radio system in the nation. The technology at the time allowed for receivers to be mounted in the patrol car that only received broadcasts. To transmit information to headquarters, the officer would have to find a "call box". A "call box" is basically a ring down telephone circuit that would end up in the police radio room.

Over the years, there have been many advances in dispatching technology. Today, dispatchers have numerous communication devices that provide immediate

voice and text information. Some experts profess that information is power, while others say that information is currency in today's environment. Regardless of your outlook, the immediate access to information not only plays a critical role for public safety, but the general public as well.

2009 was the year of significant change for Dyersburg 911, as we implemented the 311 non emergency call center. This new service provides a simple and easy to remember number to initiate non emergency public safety requests and to initiate requests for all City of Dyersburg services; 311 is also available through the internet. The



Dyersburg Police Dispatch circa 1950's

experts predict that immediate access to information and communication will become even greater in the next 10 years. With all the advancements of dispatching technology, we, the men and women of Dyersburg 911 stand ready for the challenges of the future.

## Welcome to Our 2009 Annual Report

*By Mark Grant  
Dyersburg 911 Director*

On behalf of the employees of Dyersburg 911, I am proud to present our 2009 Annual Report. We feel

confident that this report will demonstrate the accomplishments of the operation and the dedication of our employees. We take great pride in providing a

first class service to the citizens of Dyersburg. The staff spends countless hours of training, planning, and research to ensure that we are consistently provid-

ing the highest level of customer service to the citizens of Dyersburg.

## 311 Non Emergency Service

*By Cathy Cavness  
Supervisor*

2009 was a busy year for preparing 311 for Phase II.

Phase I of the service, put into service in Dyersburg in November 2008, was used for non-emergency requests for police, fire and emergency medical services within the city.

During 2009, many hours were spent in training city employees, educating and promoting to the Dyersburg residents, building data bases and working out any "bugs" in the system.

Phase II, put into service Jan 1,2010,

provides our citizens one number to call for government service or to obtain information. This service will enable us to track customer requests and provide feedback allowing increased accountability for services provided.

Dyersburg City residents are now able to use the 311 service to contact the police, fire or EMS services for non-emergency situations; notify the city concerning missed garbage pickup, missing street signs, potholes, problems with traffic lights and water leaks; or to ask questions about how to pay their water bill or property taxes, or to initiate request for other City services.

Residents can also initiate request via the city's web site at [www.dyersburgtn.gov](http://www.dyersburgtn.gov). Citizens can go on-line and view knowledge based articles that can provide answers to many of their questions about the various operations of the City.



## All About Training - *the other white meat*

*By Pam Mckelvy  
Senior Trainer/1st Shift Supervisor*

Training and continuing education are critical elements of any successful company or organization. In a world that is ever changing, staying current with the latest technologies is critical. You also need to continue to review current policies and procedures to ensure everyone has the same understanding of what is expected of them. This being said, the 911 Dispatchers have had a full serving of training and continuing education.

Several dispatchers have had the opportunity to attend conferences throughout the year. These conferences offer courses in several different topics ranging from management, to stress management, to center continuity. Along with conferences, in house training is held throughout the year. Policies, procedures, recent experiences are discussed during these sessions. Video training, training bulletins, CPR training and competency verification on several pieces of equipment within the center are required annually.

For the 2009 calendar year, the eleven (11) professional staff members of the Dyersburg 911 Center have collectively accomplished 526 hours of continuing education. We are a dedicated group of special individuals who give their time to ensure the best service for the City of Dyersburg. Training is not a side item for the 911 center, it is the main course.

# Quality Improvement

By Gloria Spence  
Trainer/2nd Shift Supervisor

The purpose of the Quality Improvement Program is to provide a system that will ensure or improve each operator's performance and to ensure that operators are providing the highest possible customer service. Monthly, our Team leaders randomly conduct case reviews of high priority calls for police, emergency medical, and fire for each operator. We review case entry, chief complaint, key questions, and dispatch life support instructions. Each area is graded to ensure the operator is meeting the required compliance score for our

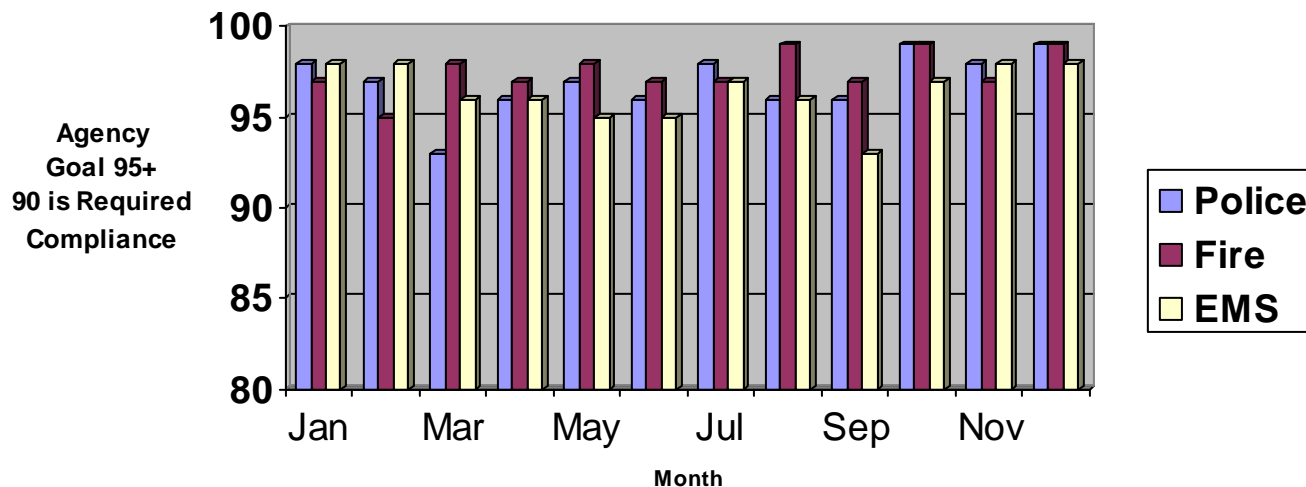
agency. These are reviewed monthly with each operator.

What is the cost of quality? It's the \$cost\$ of "un-quality". Quality is free, it's not a gift but it's free. Don't we all expect and deserve the highest quality service possible? In a world without quality there would be no inspections of anything! Planes, restaurants, bottled water, elevators, bridges, playgrounds, etc. The recipe for quality is staffing, training, and feedback.

Below is a chart that reflects our monthly QI agency averages.

*"If workers at any level believe they are doing what they are supposed to be doing, why should it occur to them to do anything different? Because lack of specific and frequent feedback is one of the most common causes of inappropriate performance, giving specific feedback is the quickest, cheapest, and most effective intervention for improving performance." by Ferdinand F. Fournies, Coaching for Improved Work Performance.*

## 2009 QI AVERAGE



## Community Education and Outreach

*By Leaha Garrison & Jennifer Brock  
3rd Shift Telecommunicators*

Each year the 911 Center participates in several community outreach programs to educate the community about 911.

Several awareness programs include 911 for Kidz which is an education program that is presented to kindergarten age students as well as various presentations to local civic groups. We also participated in the Lowes annual safety and health fair for several years. At the Lowes fair we join with the Dyersburg Fire and Police



Pam McKelvy and Leaha Garrison  
2009 Local High School and Middle School Career Fair

Depts to offer expert advice to kids as well as to adults. At the Dyer County Fair we have a booth each year where we hand out advice about 911 and

who you should call for help. Staff from the 911 Center also participates in the Dyersburg / Dyer Co career fair for middle school and high school students to offer information about our job opportunities and basically what we do for the community.

The staff of Dyersburg 911 will continue various education and outreach programs in 2010.

## Employee Welfare

*by Debbie Sanders and Lee Ann Hallum  
1st Shift Telecommunicators*

Each year we set goals focusing on ways to improve employee welfare. This is something that management and all of our employees feel is necessary to provide a pleasant working environment because we do have a stress filled occupation.

There are several ways that this is accomplished through out the year. We have a summer picnic at Okeena Park where we can swim, play volleyball, and socialize with friends and just relax outside the workplace. In April, we recognize the National Telecommunicators Week where manage-



Debbie Sanders and Gloria Spence 2009 Christmas Dinner

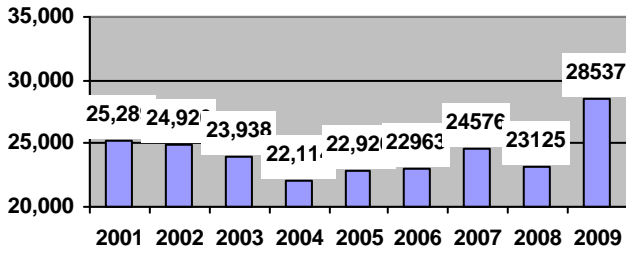
ment does little things each day to show their appreciation. This year we implemented a bulletin board so that each shift can fill it with personal items, family pictures, etc. Several other things we have done include an

awards banquet, an everyday heroes wall, and a Christmas party. We will continue these goals into 2010.

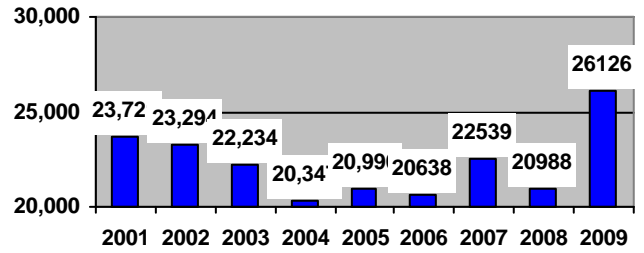
*“take care of your employees, as they are the greatest asset your business has”*

# Statistics

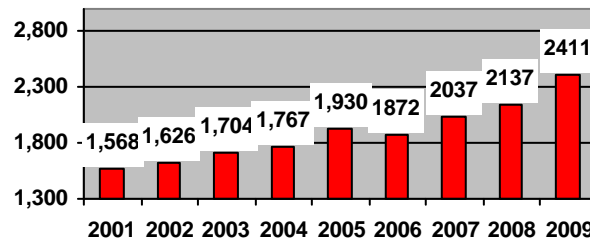
**Total Dispatched Events**



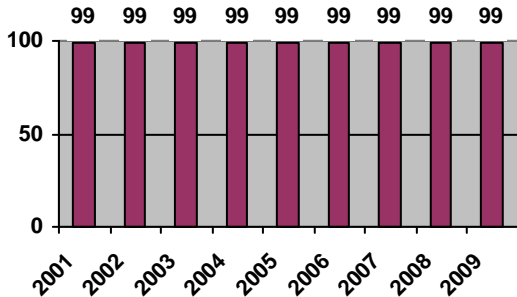
**Dyersburg Police Dispatched**



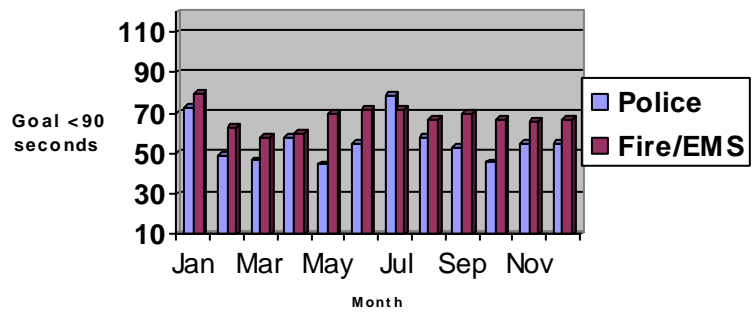
**Dyersburg Fire/EMS Dispatched**



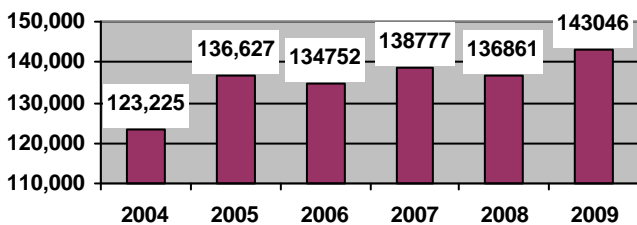
**Percentage of 911 Calls Answered in 10 Seconds or Less (NENA Standard = or >90%)**



**CALL ANSWER to DISPATCH AVERAGE for High Priority Calls**



**Total Telephone Calls Processed**



**Total 911 Emergency Telephone Calls**

