

**Monroe County Central Dispatch  
Monroe, Michigan  
Annual Report 2018**



*Marc S. Gramlich, Director*  
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# MONROE COUNTY CENTRAL DISPATCH

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# MONROE COUNTY CENTRAL DISPATCH

## 9-1-1 District Board

*F/Lt. Tony Cuevas, **Chairman***

Alternate: Lt. James Jarrett  
300 Jones Avenue  
Monroe, Michigan 48161  
734-242-3500

*Chief Charles F. McCormick IV,*

***Vice-Chairman***

Alternate Chief: Capt. Chad Tolstedt  
100 East Second Street  
Monroe, Michigan 48161  
734-243-7500

*Chief Dean Ansel, **Secretary***

Alternate: Chief Darrin Wright  
Townships/Village/City Police  
Departments  
2065 Erie Road #1  
Erie, MI 48133  
734-848-4082

*Sheriff Dale A. Malone*

Alternate: Major Jeff Kemp  
100 East Second Street  
Monroe, Michigan 48161  
734-240-7401

*Prosecutor William P. Nichols*

Alternate: Michael Roehrig  
106 East First Street  
Monroe, Michigan 48161  
734-240-7619

*Chief Larry Merkle*

Alternate: Assist Chief Aaron Goldsmith  
Monroe County Fire Association  
15331 South Dixie  
Monroe, Michigan 48161  
734-241-6061

*David C. Hoffman, Commissioner*

125 East Second Street  
Monroe, Michigan 48161  
734-240-7003

*Greg Moore Jr, Commissioner*

125 East Second Street  
Monroe, Michigan 48161  
734-240-7003

*Charles F. McCormick III*

Alternate: Dale Williams  
Citizen-at-large

*James T. McDevitt*

Alternate: William Frey  
Townships/Village/ City Government  
2744 Vivian Road  
Monroe, Michigan 48162  
734 242-3282

*Dr. Richard M. Cousino II*

Alternate: Dr. Jeff Trager  
Medical Control Authority  
718 North Macomb Street  
Monroe, Michigan 48162  
734-240-8734



# MONROE COUNTY CENTRAL DISPATCH

## Mission Statement

**“To coordinate Law-Enforcement, Fire, and EMS emergency service requests in Monroe County for the safety and protection of our citizens and public safety providers” Through our actions, we help save lives, protect property, assist the public in their time of need and proudly know that we made a difference.**

### HISTORICAL

The Emergency Telephone District Board was created in December 1997 by the Monroe County Board of Commissioners pursuant to Michigan Public Act 32 of 1986 as part of the 9-1-1 Service Plan and is presently known as the Monroe County 9-1-1 District Board. The Board oversees Monroe County Central Dispatch, which is the single Public Safety Answering Point (PSAP) for Monroe County, Michigan.

The 9-1-1 District Board consists of eleven members:

- The Monroe County Sheriff
- The Monroe City Police Chief
- The Michigan State Police representative
- The Chiefs of Police Association representative
- The Monroe County Prosecutor’s Office representative
- The Monroe County Fire Chiefs Association representative
- The Monroe County Medical Control Board representative
- A representative of Townships, Cities, Villages (1 representative)
- Two (2) appointees from the Monroe County Board of Commissioners
- One (1) Citizen at large representative

By statute only the Sheriff of a County, a Michigan State Police representative, and a firefighter are required members of an Emergency Telephone Service Board.

In 2001, the County commissioned a space planning study to develop a conceptual plan to move the Central Dispatch Center from its former location on the second floor of the Monroe County Jail to a new site. The new site would be outside of the 10-Mile Emergency Planning Zone (EPZ) of the Enrico Fermi II Nuclear Power Plant and eliminate the need for a redundant 9-1-1 call center within the Emergency Management Division facility. This new site would move the 9-1-1 operation from where it had operated since 1981. In June 2006, the County Board of Commissioners authorized the project to proceed and modified the concept to include space within the new facility for the Emergency Management Division and create an emergency operations facility. *Landmark Design Architects* were employed and charged with the task of designing a state of the art Emergency Services Facility, to serve the operations of Monroe County Central Dispatch and Emergency Management Division.



## MONROE COUNTY CENTRAL DISPATCH

Construction began in October 2006 and substantial completion was achieved in January 2008. Emergency Management began operations in the facility January 17, 2008 and Central Dispatch began operations on March 8, 2008.



### FACILITY INFORMATION

**FACILITY OCCUPANTS:** MONROE COUNTY CENTRAL DISPATCH  
MONROE COUNTY EMERGENCY MANAGEMENT

**FACILITY SITE AREA:** 3.87 ACRES

**FACILITY SIZE:** 14,984 SQUARE FEET

**ORIGINAL CONSTRUCTION COST:** \$3,360,000

**ORIGINAL TECHNOLOGY, FIXTURES, FURNITURE & EQUIPMENT:** \$730,000

**CONSTRUCTION DESIGN:** Masonry steel reinforced structure w/precast concrete roof deck

**FACILITY FEATURES:**

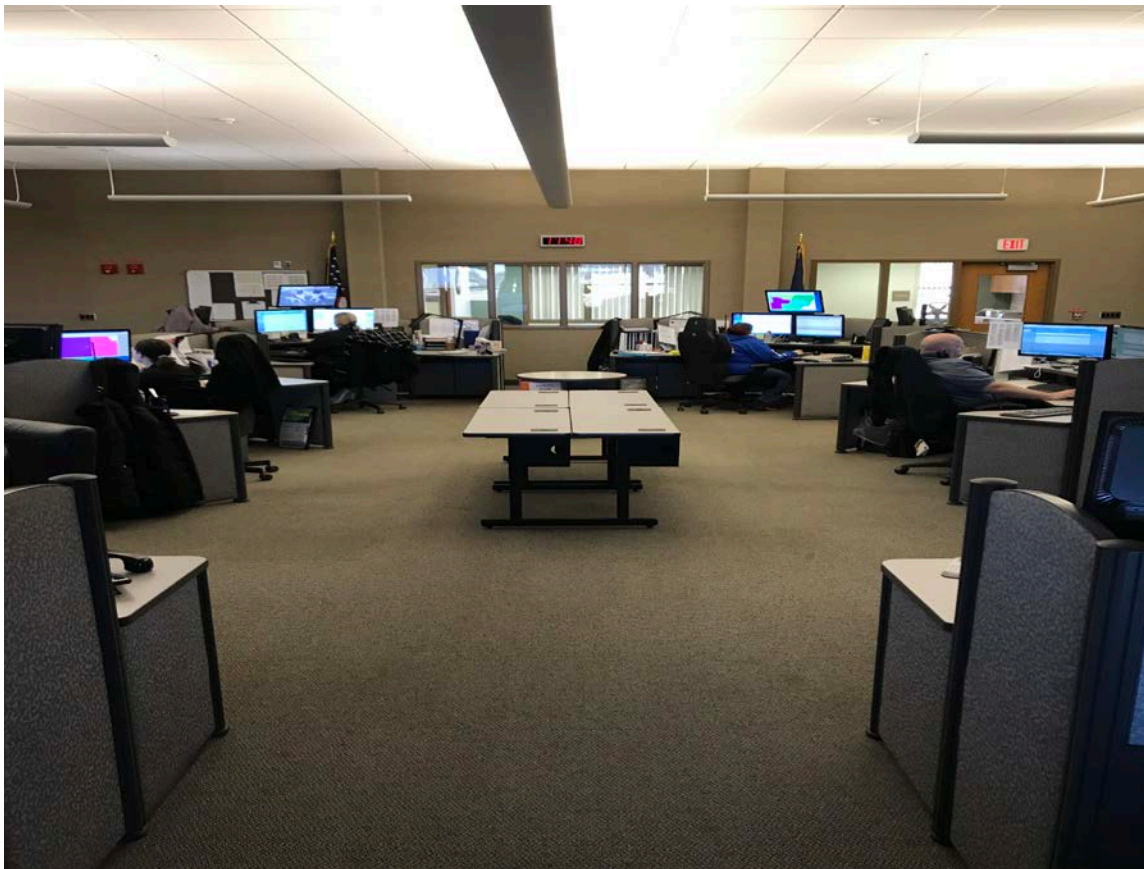
- FULL REDUNDANT POWER SYSTEM
- DUAL ROOF SYSTEM
- LIGHTNING SUPPRESSION/HALO GROUNDING SYSTEM
- FIRE SUPPRESSION BUILDING WIDE
- DATA ROOM FM-200 FIRE SUPPRESSION
- 7 MILES OF STRUCTURED DATA CABLING FOR BUILDING TECHNOLOGY
- VOIP-VOICE OVER INTERNET PROTOCOL
- VOICE SYSTEMS



## MONROE COUNTY CENTRAL DISPATCH

AT&T VIPER 911 CALL SERVER  
HIGH EFFICIENCY ENERGY SYSTEMS  
FOR HVAC & ELECTRICAL POWER  
FULLY AUTOMATIC FACILITY MANAGEMENT SYSTEM  
BUILDING DISTRIBUTED ANTENNA FOR IN-BUILDING COMMUNICATIONS  
DUAL WIRELESS COMMUNICATIONS FOR 911 AND EOC OPERATIONS  
CCTV AND BUILDING SECURITY CONTROL SYSTEMS

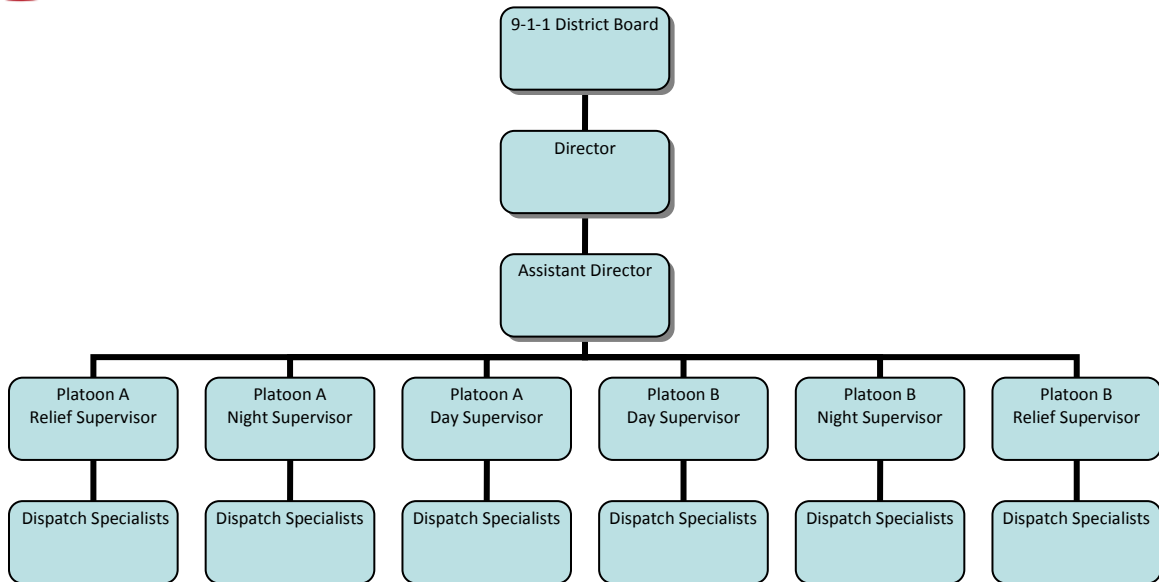
Data information supporting the operations of this facility and other County technology applications are housed in a separate, secure, and climate controlled computer/data center within the facility. Raised flooring in 40% of the facility's floor space allows for future enhancements of the technology infrastructure in a cost effective and expedient manner. Data storage, voice & data infrastructure, CCTV security, and computer aided dispatching are just some of the platforms supported in this center. Uninterruptable power supply, lightning suppression, public safety radio equipment and other supporting technology all work together to make this facility a truly state of the art operation for 9-1-1 and emergency operations centers.





# MONROE COUNTY CENTRAL DISPATCH

## CENTRAL DISPATCH ORGANIZATIONAL CHART



### STAFF

The Monroe County Central Dispatch administrative staff is comprised of the Director and an Assistant Director. There are 16 Communication Specialists and 6 Communications Supervisors. The communications employees are divided into two platoons serving 3 twelve hour shifts consisting of a day, night, and relief shift providing 24/7 service 365 days a year.

In the 2016 budget, staffing was increased by two positions. Additional workload was added in 2010, as staff took on the afterhours records function for the Sheriff’s Department. The records function has added administrative LEIN responsibility for confirming and cancelling warrants, vehicles, missing persons, etc. With the increase of two staff members, the afterhours records function is more manageable for the staff as well as keeping Central Dispatch on the front lines with ever changing technology.

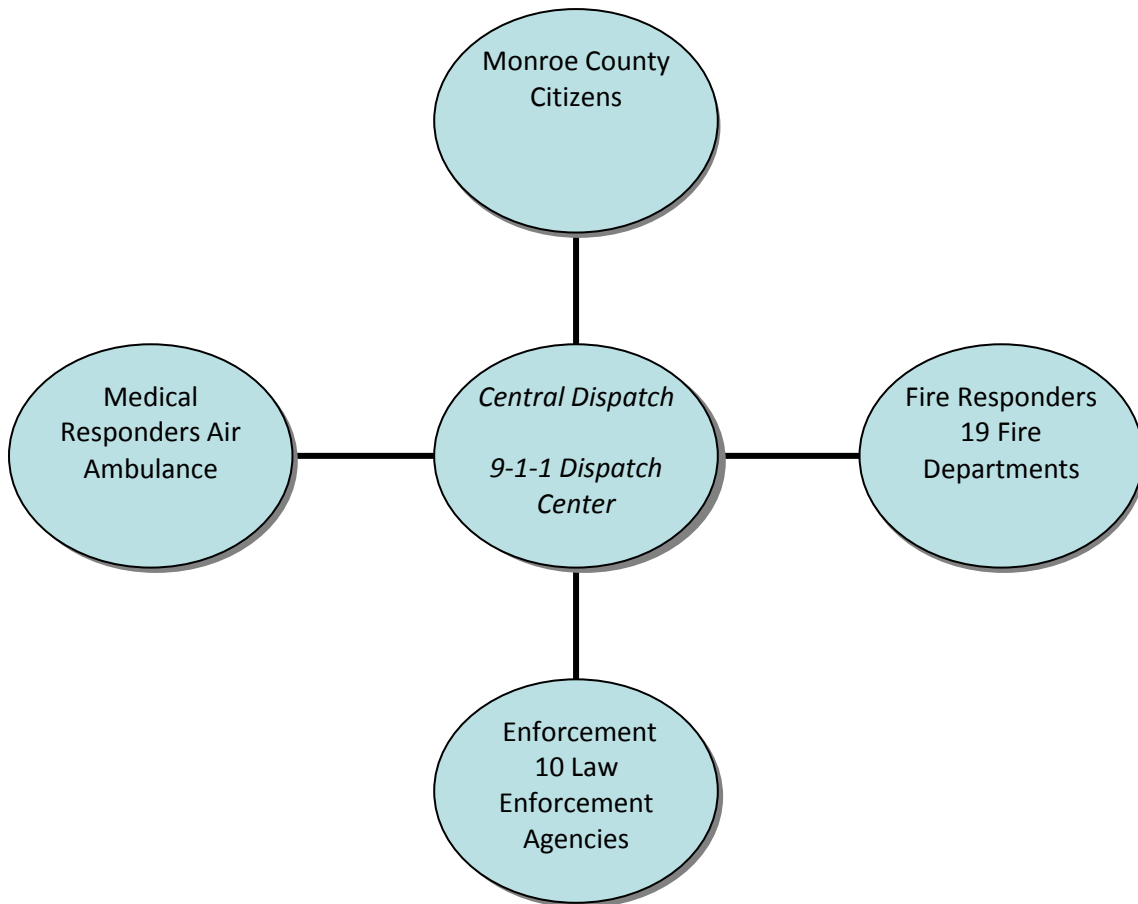
### BUDGET

OPERATING BUDGET			
YEAR	OPERATING BUDGET	YEAR	OPERATING BUDGET
2020	\$3,917,544.00 (projected)	2015	\$2,268,999.00
2019	\$3,066,090.00 (approved 11/6/2018)	2014	\$2,173,558.00
2018	\$2,362,161.00	2013	\$2,157,695.00
2017	\$2,400,517.00	2012	\$2,210,699.00
2016	\$2,392,066.00	2011	\$2,269,038.00



## MONROE COUNTY CENTRAL DISPATCH

**Note:** In 2017, 52% of the operating budget was funded from the General Fund. The balance funded from per-device State & local telephone surcharge. In 2018, 52% was also projected to come from the General Fund. **SB636** – Elimination of landline telephones, signed into law in 2014, provides for the elimination of certain landline telephones where alternative services are available. The legislation, opposed by the 9-1-1 community, prompts an increased vigilance to the impact of this legislation as it relates to local device surcharge revenue. The 9-1-1 community anticipates this revenue to decrease beginning in 2017 when the legislative target date takes effect.







## MONROE COUNTY CENTRAL DISPATCH

### **SERVICE**

The service of Monroe County Central Dispatch covers the entire 680 square miles in the County of Monroe.

Monroe County Central Dispatch provides the emergency services contact answering point for 152,021 (2010 census) residents.

Monroe County Central Dispatch answers on average 315 9-1-1 telephone calls a day and over 104,631 wireless calls a year, with these numbers steadily growing. The Dispatch Center received 115,128 total 9-1-1 calls in 2018. Wireless devices accounted for ninety-one (91%) percent of these calls for service.

The Dispatch Center provides service for the following enforcement agencies:

#### **Agency:**

The Monroe County Sheriff's Office  
The Monroe City Police Department  
The Michigan State Police  
The Michigan State Police Commercial Vehicle Division  
The Michigan Department of Natural Resources  
The Carleton Police Department  
The South Rockwood Police Department  
The Luna Pier Police Department  
The Erie Township Police Department  
The Dundee Police Department

#### **Staffing:**

75 Sworn Deputies  
40 Sworn Officers  
15 Sworn Troopers  
16 Sworn Officers  
1 Sworn Officer  
13 Sworn Officers  
10 Sworn Officers  
6 Sworn Officers  
5 Sworn Officers  
20 Sworn Officers

Central Dispatch also serves 19 County Fire Departments (28 stations) including both full-time and paid-on-call type fire services.

Central Dispatch also interfaces with:

Monroe County Courthouse Security Operations  
Monroe Community Ambulance and their mutual aid partners  
Four Air Ambulance services (Life Flight, ProMedica, Survival Flight, Beaumont)  
The Milan Police Department  
The Whiteford Constable  
The Railroad Police  
The Sterling State Park Rangers  
The US Border Patrol  
The Lucas County Sheriff Department (Ohio) who provide interoperability communications with the Toledo Police Department and the Toledo Fire Departments



## MONROE COUNTY CENTRAL DISPATCH

### ADDRESSING

Monroe County Central Dispatch also corrects addressing errors by name or number working closely with the County Geographic Information Systems (GIS) Specialist. Management of the automatic telephone number (**ANI**) and automatic location identification systems (**ALI**) is provided as follows:

**First**, the public telephone system already identifies the **telephone number** for every call placed on the network in order to properly bill the subscriber each month. When a 9-1-1 call is placed, this phone number is identified through what is known as Automatic Number Identification (**ANI**) and passed to the 9-1-1 network.

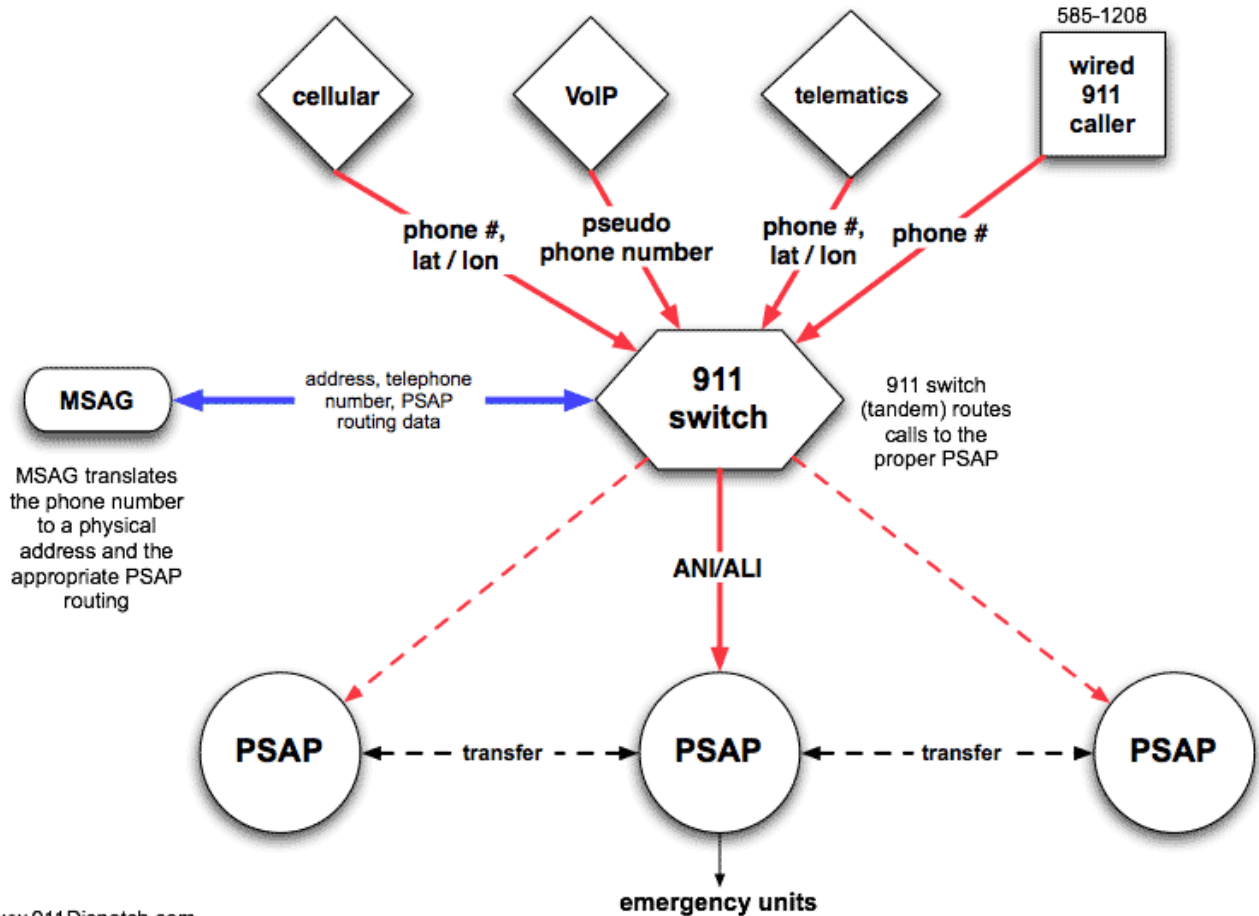
**Second**, telephone companies maintains a **subscriber database** for every assigned telephone number, the subscriber's name, **physical** address for a wired phone account, and billing information. The **address** is therefore identified through what is known as Automatic Location Identification (**ALI**).

**Third**, the telecom provider and the public safety agencies collaborate to create an E911 Master Street Address Guide (**MSAG**), a database that cross-references every assigned telephone number, subscriber's address and the block number ranges for every street, in every jurisdiction served by the telephone company. This allows the phone company's computer to match the caller's location with its public safety jurisdiction, and then route the call to the appropriate communications center.



# MONROE COUNTY CENTRAL DISPATCH

## Typical 9-1-1 System



www.911Dispatch.com

### OPERATIONAL

All calls for emergency first responders are received and dispatched from the Monroe County Central Dispatch center, also known as the 9-1-1 Center. The center has the capacity for eight call taker positions and capacity to expand call taker positions in the future. The center averages over 77,000 calls for service annually with an average of 99,000 runs dispatched annually.

Central Dispatch is the County's sole Public Safety Answering Point for receiving and processing all Enhanced 9-1-1 Emergency Calls, Wireless (Cellular) Phase I and Phase II 9-1-1 Calls, Voice-over Internet Protocol 9-1-1 calls, Non-Emergency Calls for service and general information.



## MONROE COUNTY CENTRAL DISPATCH

The dispatch center is an Enhanced 9-1-1 center, which means it is capable of receiving 9-1-1 calls with the name and address of the location of where the call originates. Additional information includes whether the call is from a residence, business, or coin operated telephone.

Central Dispatch is Phase II compliant with four wireless companies that provide a tower location or location coordinates for wireless calls received depending on the telephone company.

Monroe County Central Dispatch is part of the Michigan Public Safety Communication System (MPSCS). Within Monroe County, the County operates and supports a five-tower site, microwave simulcast system. The system supports multiple talk groups with statewide talks groups available for multi-jurisdictional events. Additionally an ACU1000 system provides for inter-state connectivity and other UHF/VHF radio systems.

Every emergency phone, non-emergency phone, and primary radio talk group is recorded 24 hours-a-day. Administrative lines are not recorded. Recordings are kept in the dispatch center for one year. The recordings allow access to telephone calls and radio traffic for investigations and court appearances. The recording device is in digital format and archival storage of the information is on hard drive and backups. NICE and/or WAV files are sent to the prosecutor's office for efficient storage of information. This assures accuracy in the investigating an incident.

Central Dispatch capabilities for service include seven radio/call-taking consoles, a total of eight call-taking stations, a telephone and radio audio recording system, a weather warning system, a nuclear plant/County warning system, and back up radio equipment.

There are six telephones dedicated to receiving incoming calls. The positions are also radio-dispatching desks. The telephones are equipped with 12 9-1-1 lines and 13 seven digit emergency lines and four non-emergency lines and a 70-line speed dial for contacts of other public safety agencies and tow services. The 9-1-1 telephone lines are backed up with alternative line routing to either Lenawee or Washtenaw counties as sorted by the telephone companies. Monroe County Central Dispatch also serves as the 9-1-1 backup for Lenawee County and Washtenaw County should an emergency arise.

Central Dispatch has mobile computer communications with the law enforcement public safety agencies, including Automatic Vehicle Location (AVL), which provides for officer safety as well as assists with the closest car concept by jurisdiction.



## MONROE COUNTY CENTRAL DISPATCH

Central Dispatch has a direct telephone line with the Fermi II Nuclear Power Plant control room. In addition, there is a direct telephone line with the Wayne County Communication Center. Central Dispatch has the ability to activate the warning sirens in the ten-mile radius for a Fermi II Emergency/Evacuation and the County Severe Weather Warning Siren System. Satellite telephones back up direct connect telephones in the event of failure.

After normal business hours and weekends, Central Dispatch is responsible for contacting the following agencies for emergencies:

- Monroe County Emergency Management Division
- Monroe Community Mental Health
- Monroe County Road Commission
- Water and Sewer Departments in Monroe County
- Monroe County Animal Control
- Monroe County Parks
- Monroe County Sheriff Office Administrative Records
- Monroe County Administration
- Monroe County Department of Human Services

Central Dispatch uses Emergency Medical Dispatch protocols authorized by the Monroe County Medical Control Board. The system provides questions to specific chief complaints that allow the call taker to provide pre-arrival instructions and determine the priority of the call for service.

Medical calls are dispatched with priority codes –

**Priority 1** - means First Responders Fire/Rescue and Ambulance service responds with lights and siren.

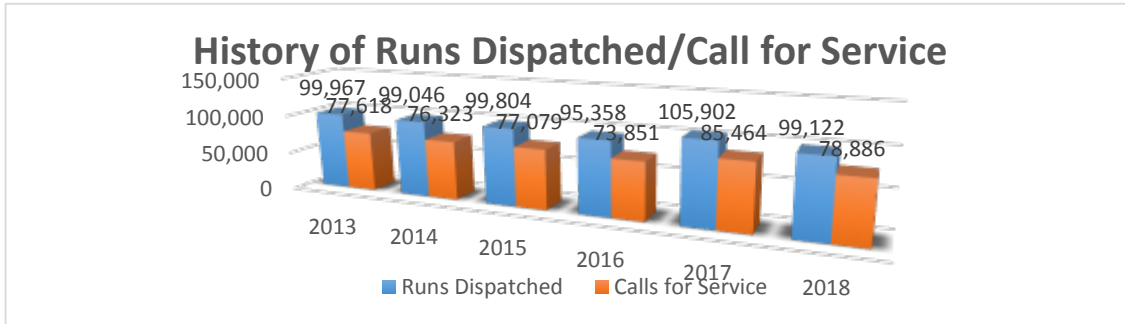
**Priority 2** - means the ambulance runs posted speed but the responding fire department responds lights and siren activated and should upgrade or downgrade the situation upon arrival.

**Priority 3** - means the ambulance and the responding fire/rescue is to respond “no code” which is posted speeds and no lights or siren.



# MONROE COUNTY CENTRAL DISPATCH

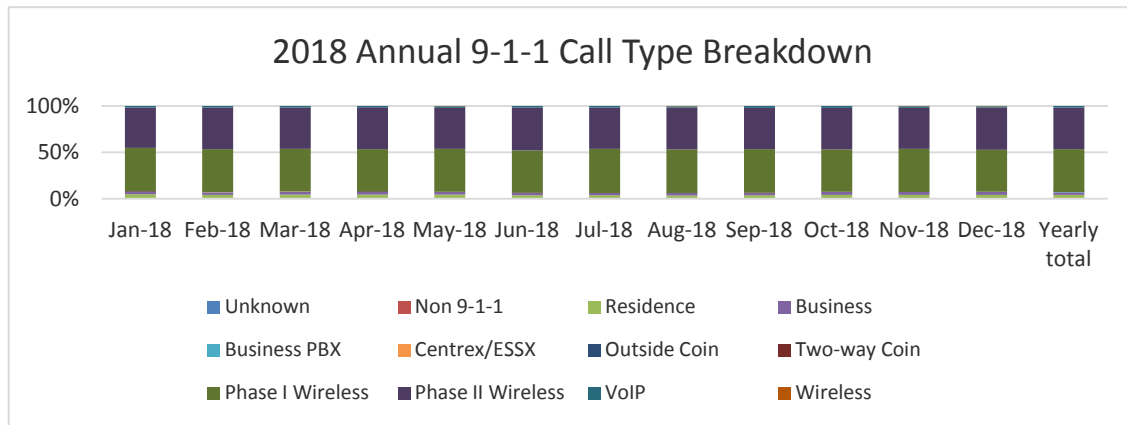
## STATISTICS



### HISTORY OF CENTRAL DISPATCH CALLS BY TYPE 2013-2018

9-1-1 Calls by Type						
YEAR	2013	2014	2015	2016	2017	2018
Wireline	11,027	10,445	9,798	8,887	8,170	8092
Wireless	63,675	70,741	98,259	101,400	103,795	104,774
VoIP	2,056	2,093	2,054	2,085	2,106	1939
Unknown	139	134	281	279	359	323
<b>TOTAL</b>	<b>76,897</b>	<b>83,413</b>	<b>110,392</b>	<b>112,651</b>	<b>114,430</b>	<b>115,128</b>

Note: Non-emergency and administrative telephone calls are not tracked but are estimated to equal or exceed 911 call totals



### Freedom of Information Act Requests

Year	Requests
2018	132
2017	134
2016	115
2015	90
2014	91

Basic requests average 1.5 hours to compile.



## MONROE COUNTY CENTRAL DISPATCH



### ***MONROE COUNTY CENTRAL DISPATCH-911 CENTER***

#### **TECHNOLOGY**

The Central Dispatch center operates with the latest technology including: computer aided dispatching, voice over internet protocol 9-1-1 call server and a digitally trunked, microwave simulcast 800mhz public safety radio communications system. All of these resources are at the fingertips of dispatchers who send the closest public safety resource to aid in providing the quickest response time for the community.

#### **2018 ACCOMPLISHMENTS**

- Successful 9-1-1 Telephone Surcharge Campaign

With direction and approval from the Board of Commissioners, ballot language for the August 7 primary vote drafted and approved. A small subcommittee of the 9-1-1 District Board was created to assist in education of the need for the surcharge increase. With support from public safety and local municipalities, the surcharge increase from \$0.42 up to \$2.00 was approved. The implementation of the increase can begin on July 1, 2019 after approval from the Board of Commissioners with a vote on a rate in April of each year.



## MONROE COUNTY CENTRAL DISPATCH

- Public Safety Radio Purchase

With the successful surcharge campaign, Monroe County was able to secure 800 MHz radios for local public safety municipalities to replace aging and end of life equipment. A large scale project and cost savings recognized by all local units of government. The contract for the radio equipment was predicated on the \$2.00 surcharge effective July 1, 2019 in order to repay an advance from the County for the capital purchase.

- Priority Dispatch ProQA Software – **completed December 2018**

As part of a capital improvement project funded by the County, Central Dispatch was able to secure grant funding through Michigan Municipal Risk Management Authority (MMRMA) Risk Avoidance Program (RAP) in the amount of \$10,000.00 to offset the projects costs with the goal of reducing liability for medical related calls through deployment of this software.

Pro QA - Computerized pre-arrival emergency medical protocols is now available to Central Dispatch providing the most efficient service, consistency of service delivery and quality assurance evaluation tools not previously available.

- Computerized EMD pre-arrival protocols
  - Lifesaving protocols need to be computerized
  - Computerized EMD integrates and computerizes pre-arrival lifesavings protocols into CAD
  - Provides quality assurance with standardized industry accepted pre-arrival instruction practices
  - Increasingly used throughout the industry
  - Recognized by our risk carrier as an important risk reduction tool

### PREVIOUS YEARS ACCOMPLISHMENTS

- 9-1-1 VIPER Telephone upgrade – **completed November 2014**
  - Replaced aging system, vendor termed "end-of-life" with the latest version & technology. Proposed cost \$177,047 net cost \$137,047
- Uninterruptable Power Supply – **completed July 2015**
  - Added a by-pass unit to the existing uninterruptable power supply (UPS) to allow for proper servicing under current MI-OSHA standards.
- WEB CAD Viewer – **completed December 2014**
  - New World enhancement – Implemented a CAD enhancement to provide administrative view-only access to CAD from any web-accessing device. Worked with IT to insure network security. \$19,000.00 enhancement (UASI grant funded project).





## MONROE COUNTY CENTRAL DISPATCH

- Project enhances area Fire Departments to access calls for service data not previously available.
- Radios
  - MCC7500 Project Console Upgrade Project – **completed October 2013**
    - Continued to enhance the technology options provided within the MCC7500 radio consoles.
    - Grant funded project in part, for \$332,386 replacing of six (6) radio control workstations. Project net investment \$532,574.
    - Technology is current to the 800 MHz radio system
      - Allows for continuous upgrading with MPSCS
      - Enhances user inter-operability, flexibility, and backup.
      - Radio alias manager for improved officer safety.
      - New consoles enhance the NICE audio recording equipment with current technology and additional recording resources.
    - In 2014, a seventh MCC7500 Console was added into the EOC operations center. The added console provides a dedicated radio workstation during EOC activation. A net cost of \$63,295 (UASI grant funded)
- Talk Groups
  - updated and improved inter-operability
    - Washtenaw County
    - Wayne County
    - Lenawee County
- Radios licenses
  - Oversee and maintained County's 24 radio licenses. Administrative control to the FCC improving span and control / renewal notifications.
- CAD New World upgrade project – **completed December 2015**
  - New World CAD upgrade - together with IT, upgraded CAD to version 10.2 (Server Migration Project) net investments \$15,000.00 (UASI grant funded project).
- Staffing
  - Increased staffing by two Communication Specialists with approval from the Board of Commissioners on May 1, 2016
    - Labor relations
      - Began 2017 with fresh collective bargaining agreements for both Communication Supervisors and Specialists.
      - Stable labor relations with current contracts set to expire at the end of 2020.



## MONROE COUNTY CENTRAL DISPATCH

- Quality Assurance
  - Monthly Checklists
    - Supervisor accountability
    - Continuous education tool
    - Competency assurance
    - NAED Priority Dispatch protocols version 13.1
  
- Training
  - State 9-1-1 training funds
    - Utilization of State training funds
  
  - Attended Training by Course Title
    - PSAP Management
    - Crimes in Progress
    - Performance & Accountability
    - Achieving Supervisory Excellence
    - Domestic Violence Intervention
    - Emerging Technology Forum
    - Emergency Medical Dispatch Recertification
    - Center Manager Certification Program
    - State of MI 9-1-1 Conference
    - Advanced Emergency Medical Dispatch
    - Active Shooter
    - Positive Interaction with Difficult People
    - Emergency Medical Dispatch Quality Assurance

### FUTURE OBJECTIVES

Maintain Current Staffing (as a minimum standard):

- 9-1-1 Calls received have started to level out comparatively, but there are increased levels of wireless callers compared to landline telephones. Five (5) person work teams normally handle telephone calls received, but when one team member is dedicated to a critical call emergency, call taking can become compromised. Adequate staffing is paramount.
  
- Objective:
  1. Be vigilant to State mandated training standards.
  2. Use industry standard CTO training guidelines.
  3. Use efficient organization scheduling.

Maintain and Upgrade - Operational Equipment:

- Next Generation 9-1-1
  - Text to 9-1-1



## MONROE COUNTY CENTRAL DISPATCH

1. In 2014, Legislation mandated the major wireless carriers to provide the ability to text to 9-1-1.
  2. It is incumbent upon the Dispatch Centers to provide a method of receiving such text.
  3. The initial response is to the deaf community but will soon be expected by all wireless users.
  4. The cost is dependent upon capability to existing technology, software and selected method of receipt.
    - Video to 9-1-1
    - Data to 9-1-1
- Peninsula Fiber Network (PFN)
    - June 20, 2017, the Monroe County Board of Commissioners approved PFN to be the fiber provider for 9-1-1 trunking into Central Dispatch and provide redundancy and failsafe measures related to 9-1-1 services.
    - The fiber conversion work will began in early 2018 and is scheduled to be completed within the year.
  - Sustaining Existing Technology
    1. Life expectancy of computerized voice-over-IP (VOIP) technology is less than 7 years.
    2. Over the past five years, all day-to-day technology has been upgraded.
    3. The Board of Commissioners has approved funding for these technologies through a combination of grants and county funding.
    4. Upgraded were the radio consoles, Viper 9-1-1 telephone system, NICE audio recording systems, and the UPS power supply.
    5. To plan toward NG9-1-1, at minimum, the sustaining needs must be kept current.
    6. These sustaining costs do not further NG9-1-1's anticipated Enhancements, such as text and video, but prepare for future change and avoid compounding costs
  - Enhanced Customer Service - Vigilance to accessing tools to improve effective customer service.
  - Sustaining Maintenance
    - Sustaining/keeping current operational software and upgrades
    - Avoid compounding costs



# MONROE COUNTY CENTRAL DISPATCH

## CORE VALUES

### **Service**

Providing excellent quality service to the community is our primary duty. We are committed to faithfully and selflessly performing our duties while striving to be responsive, effective, and dependable. We are dedicated to enhancing public safety.

### **Integrity**

Integrity is our standard. We are proud of our profession and will conduct ourselves in a manner that merits the respect of all people. We commit ourselves to elevated standards of trust, responsibility, and discipline. We believe in conducting ourselves ethically and professionally, with the highest degree of honesty and accountability and pledge to hold ourselves to the highest ethical standards. We value our integrity and commit ourselves to strive for personal and professional excellence. We will endeavor to make the right decisions for the right reasons and to ensure that our actions match our words. In the face of difficulty, we must always choose the harder right over the easier wrong. We recognize that each of us represents not only Central Dispatch but also the public safety profession and government in general. We acknowledge and accept that our individual conduct must be of the highest standard.

### **Professionalism**

Professional service is embodied in our commitment to proficiency, competency, reliability, and excellence in all aspects of our conduct and performance. We believe in the social value of our work, considering it a noble vocation, deriving personal satisfaction from the effective performance of our work. We reject complacency and are dedicated to continually pursuing the highest levels of knowledge, skills, and expertise. Our Code of Conduct guides our actions. We value the diversity of people in our community and will serve all with equal dedication, respect, fairness, and compassion. We proudly pledge to fulfill our mission by being accountable to our community, our organization, and to each other.

### **Value Statement**

Central Dispatch will provide an ethical and welcome, people-oriented work environment with professional public safety services. Our emphasis is on service, integrity, and professionalism where our members may enjoy their jobs, utilize their talents, respect one another, and grow as individuals.

Published: January 2016 M.S.G.