

# RESOLUTION 2002-1

## 911 OPERATIONS CENTER

**WHEREAS**, Clinton County Central Dispatch has a new state-of-the-art 911 Operations Center; and

**WHEREAS**, the Telecommunicators of Clinton County have had to endure the demand of learning how to use the technological enhancements implemented over the last 5 years; and

**WHEREAS**, the Telecommunicators mastered the operational requirements and still handled daily emergency calls of the citizens we serve and the public safety agencies we dispatch for; and

**WHEREAS**, some of the key enhancements implemented are as follows:

- June 1999 – A new 800 MHz M/A Com trunked radio system that included all new touch-screen dispatcher consoles, which included all new radios for law enforcement.
- October 1999 – A complete switch out of CAD (Computer Aided Dispatch) software, requiring extensive training for all dispatch team members.
- April 2000 – Accomplished moving the entire 911 Dispatch operation from the old jail building to the new courthouse without missing a call.
- March 2002 – The LEIN system switched from a dedicated single line to the TCP/IP connectivity, requiring the dispatcher to learn how to use LEIN from their respective dispatch CAD screen.

Fire/EMS “RIP & RUN” CAD feature went on line, requiring automated sending of CAD information when dispatching fire and EMS calls.

The first MDC (Mobile Data Computer) in patrol cars went into service. Dispatchers had to learn how the in-car computers work as well as how they interact with their CAD screen.

- December 2002 – The MDC/AVL with digital mapping system allows Dispatchers to see where patrol cars are located in the county. This enhancement permits telecommunicators to dispatch the closest unit to an emergency call.

**NOW, THEREFORE, BE IT RESOLVED** that the Clinton County Board of Commissioners give special recognition to the Clinton County Telecommunicators for enduring the stress of their daily professional requirements, along with learning the new technologies of the state-of-the-art Public Safety Technology Center.

Signed this 17<sup>th</sup> day of March, 2003

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John W. Arehart, Chairperson

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Diane Zuker, County Clerk

## RESOLUTION