

Public Safety and Transportation Committee

Presentation - 4/21/10

Good morning and thank you for this opportunity to speak to you today. For the record my name is Brent Pringle, I am the 911 Coordinator for Stark and Dunn Counties. I am also the current President of the ND 911 Association. My presentation today will give you a general back ground on how the Stark/Dickinson PSAP is structured, how it's funded, who it serves, how it operates, and some of the current technologies we use.

- Stark County was the 1st county in ND to install a city-rural 911 emergency phone system (June 16, 1988)
- Our PSAP is governed by the Dickinson PD
 - Stark & Dunn Counties have contracts for E-911 and dispatch services.
 - The Stark County 911 Coordinator manages the 911 dollar (budget), maintains most of the software & hardware that is used within the PSAP along with 911 related infrastructure outside of the PSAP walls (I.E. radio towers, emergency generators).
 - 80% EM – 20% 911
- Our PSAP employs: (all city employees)
 - 10 full-time dispatchers
 - 1 part-time dispatcher
 - 1 full-time supervisor
 - There are 2 dispatchers on at all times 24/7/365
- Our PSAP has 4 dispatch stations that are fully capable of answering and dispatching for 911; 1 station does not have any of the computer programs that allow for radio and/or telephone dispatch via a computer
- The total cost to operate our PSAP in 2009 was:
 - \$848,289.91
 - \$398,316 – City of Dickinson (property tax)
 - \$367,858.99 – 911 dollar
 - \$82,114.92 – Stark County (property tax)
- The total revenue produced by the 911 dollar in 2009 was:
 - \$255,339.38
 - Stark
 - \$229,134.78 (90%)
 - \$105,780.42 - Landline
 - \$123,354.36 - Wireless

- Dunn (90% of all landline revenue & 40% of all wireless revenue is forwarded on to Stark County)
 - \$26,204.60 (10%)
 - \$13,362.75 – Landline
 - \$12,841.85 – Wireless
 - Current 911 fund balance is \$207,274.12
 - \$125-150K going towards replacement of new radio tower in 2010
 - \$25K going towards radio upgrades in 2010
- Stark/Dickinson PSAP provides dispatch services for:
 - 4 law enforcement agencies; 2 more indirectly (Killdeer & Belfield PD)
 - 9 fire departments; 5 more indirectly (Fryburg, Hebron, Watford City, New England, and Regent)
 - 5 EMS squads; 4 more indirectly (Hebron, Watford City, New England, and Regent)
 - Covers a total land area of 4,253 square miles
 - ND Highway Patrol – when in area and when needed
- In 2009 the Stark/Dickinson PSAP received:
 - 5,135 9-1-1 calls (14/day)
 - Of which 2,960 (58%) were wireless
 - 63,489 Administrative calls (174/day)
 - 93% Admin/Day vs. 7% 9-1-1/Day
 - Answer phones for Dickinson PD, Stark SO, and Dickinson Ambulance (St. Joe's Hospital transfers)
 - Non-emergency calls for service
 - Parking complaints, animal calls, welfare checks, everyday neighborhood disputes/complaints, funeral escorts, Call transfers, civil process, warrant checks, I need to talk to officer so-so, "is the mall open", etc.
- A few of the technologies that we take advantage of are:
 - Geographic Information Systems (GIS) Mapping
 - PSAP
 - Stark SO, Dickinson Ambulance, Richardton Ambulance, Killdeer Ambulance, Belfield Ambulance
 - Computer Aided Dispatch (CAD)
 - Record Management System
 - Mobile Data System
 - CityWatch Gen 2 (Web Based Emergency Notification System)
 - Capable of making 350 calls a minute

- Zetron
 - Telephone Dispatch
 - Radio Dispatch
- Outdoor Warning Sirens
 - Sounded by hardware and/or software

The biggest challenge I face as the 911 Coordinator is making sure all of our equipment is maintained and running at peak performance 24/7/365. Another challenging part of my job is implementing new technologies that are associated with emergency 911 dispatching and discerning the most cost effective way of doing so. In the near future I imagine that next generation 911 will begin to present more challenges to us as a PSAP but until more studies are conducted and more guidance is given on those challenges we will continue to run our PSAP the way we currently do.

In the past the Public Safety and Transportation Committee had raised talks about possibly regionalizing some PSAP's within the State of North Dakota. I truly hope that any decisions which are made that would eliminate even one of our twenty-two remaining PSAP's is done after completing a comprehensive needs analysis of the public safety answering system as a whole. Also, it is very important to be fiscally responsible when making these decisions; to ask oneself would it really be cost effective to eliminate a PSAP when more than likely it would mean hiring additional staff and putting additional infrastructure in place to handle the extra responsibility at another PSAP. Furthermore, it is my hope that with all the information that I've presented to you today you have a clear understanding that our PSAP is involved in more than just answering 911 calls and if that is clear, you now know that our PSAP plays an integral role in providing quality and timely response, emergency and non-emergency, to the communities and area we proudly serve.

In closing I want to say that I feel very fortunate to be a part of a PSAP that runs as smoothly as ours does. I find my job very rewarding knowing that I'm doing all I can to keep us operational and in line with the newest technologies and am proud to work with the vast personnel that help support our entire communication and response system.

Thank you and I will now try and answer any questions you may have of me.