



THE 9-1-1 DISPATCH

2017 / Winter Edition

REIGNING DISPATCHER OF THE YEAR RESIGNS

We regret to announce that reigning 2017 Dispatcher of the Year, Brock Williams, has resigned his part time position here at 9-1-1.

Due to demands from his full-time job, and other part time employment, Brock felt that he was no longer able to commit sufficient time to this job.

We wish him well in all his future endeavors and thank him for his service to the residents and first responders of Belmont County.



RADIO EQUIPMENT REPAIRS

Just a reminder to everyone, ALL repairs, removal, or installation of radio equipment owned by Belmont County 9-1-1 must go through the 9-1-1 office first. Staley Communications will NOT perform any work on radio equipment without our direct approval. If you have issues, please call our office at (740) 695-9104 and we will contact Staley's for any needed repairs. This includes mobile and portable radios, voice pagers, vehicle radio harness wiring, etc. Also, if you need a radio installed or removed from a vehicle, that work must be done by Staley's and it must be arranged through this office. We will start the work order, give approval, and arrange them to contact you with a date/time of the install or removal.

DISPATCHER OF THE YEAR VOTING

Each year, the Belmont County Fire and Squad Officers Association presents a Dispatcher of the Year award, based on voting by the 25 Fire and EMS departments in Belmont County. I will be sending out the ballots to each Fire and EMS department, on their behalf, very soon. Please watch your mail and be sure to get your vote in by the deadline. The award will be presented at the annual banquet later this year.

2017 CALL NUMBERS ARE UP COUNTYWIDE

Included with this newsletter are the final call numbers for 2017. I have also included a 3-year comparison, as well as CAD and 9-1-1 call numbers. 2017 was a very busy year for Belmont County and I'm sure that we will see much of the same in 2018. On behalf of the staff here at 9-1-1, we want to thank all first responders for your continued dedication to the health and safety of all Belmont County residents. Additionally, we want to recognize our own 9-1-1 Dispatchers for taking the calls, coordinating the efforts and being that calm, reassuring voice behind the scenes helping to make it all happen.

ST. CLAIRSVILLE POLICE DISPATCHING

Belmont County Central Dispatch has taken on the dispatching duties for the City of St. Clairsville Police Department. The switch took place on December 19, 2017 at 09:00. The transition has been very smooth on our end. While the residents may notice some changes to the service they have received in the past, we aim to provide them with the same quality, professional dispatching that they are used to when an emergency arises.

9-1-1 WORK ANNIVERSARIES

Last Quarter:

Tony Gregor	10/1/2012	5 Years of Service
Daniel Grady	11/15/2010	7 Years of Service
John Cika	12/18/2011	6 Years of Service

Upcoming:

Miranda Schramm	3/6/2006	12 Years of Service
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2018 UPGRADE PROJECTS

Due to the renewal of the 5-year 9-1-1 Radio System Upgrade levy, we are looking forward to begin many new projects to ensure that you, the first responders, have the most up to date, reliable radio system at your disposal. A few of the initial projects that we hope to begin in 2018 are:

- Upgrade of the microwave communication system on the 9-1-1 towers
- Upgrade of the voice paging system and replacement of the current fire pagers
- Assisting the EMA in equipping their new Command Trailer with interoperable communications
- Expanding our current frequency bank from five, to seven or eight frequencies
- Upgrading existing radios to include push-to-talk GPS location
- Upgrading our current CAD and 9-1-1 phone systems, so that we can begin to utilize NextGen 9-1-1 features and to give our dispatchers a better platform to efficiently do their jobs.

Many of these things take time to plan, coordinate and implement. We have no timelines set, as of today. This levy is a five-year cycle and within that time we hope to complete these, and many other projects, so that this system will continue to evolve for many years to come.

LIKE THE NEWSLETTER? WANT TO KNOW SOMETHING?

With this quarterly newsletter, we are attempting to continue to disseminate the same type of information that was previously given to the 9-1-1 Board at their bimonthly meetings. If there is something you'd like to see or know, please tell us. We will be happy to add additional content to this newsletter. If you know of common problems or issues and want answers, tell us. If you'd like training on portable or mobile radio features, tell us. We will be happy to get the word out on anything that is deemed important to all first responders.

911 WIRELESS FUNDS

OCT 2017: \$8,317.39

NOV 2017: \$12,276.39

DEC 2017: \$6,501.79

2017 Total: \$131,074.51

	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Fire and EMS	YEAR 2017												
Barnesville EMS	57	56	71	52	58	65	75	71	66	85	80	68	804
Barnesville Fire	17	18	26	8	27	15	12	28	17	23	19	19	229
Barton	22	23	23	13	20	15	17	22	17	20	24	32	248
Beallsville Fire	2	4	4	0	3	5	4	8	4	2	1	6	43
Beallsville EMS	36	14	18	13	29	21	27	30	32	25	24	26	295
Bellaire Fire	18	7	10	8	7	14	15	12	16	12	10	18	147
Belmont	17	18	17	9	12	20	17	15	11	20	7	14	177
Bethesda	36	40	51	37	35	51	39	57	47	37	40	47	517
Bridgeport	33	44	44	39	32	30	50	40	34	50	30	42	468
Brookside	23	18	34	33	17	24	17	29	30	32	24	24	305
Colerain	33	19	33	17	27	27	20	24	39	29	33	42	343
Cumberland Trail	190	187	223	187	206	219	258	184	195	219	216	224	2508
Flushing	27	14	25	16	12	19	27	16	19	21	9	14	219
Holloway	2	3	2	3	7	2	7	3	3	6	4	3	45
Lafferty	18	18	14	15	22	12	24	30	21	21	22	15	232
Martins Ferry	135	144	100	133	140	134	157	160	118	148	106	141	1616
Maynard	0	2	0	0	0	0	0	0	0	0	0	1	3
Morristown	5	3	5	1	1	5	14	5	5	3	3	3	53
Neffs	43	33	39	48	42	36	46	52	42	43	47	46	517
Powhatan	11	14	10	7	12	12	22	17	14	19	13	21	172
OR & W	62	64	79	81	96	75	76	82	66	73	70	77	901
Smith Twp	8	11	11	11	17	11	10	13	10	14	12	9	137
Somerton	10	9	8	10	15	10	9	15	15	15	10	15	141
Spirit of 76	9	15	10	13	13	17	9	18	9	12	11	17	153
Sunset Heights	13	8	15	5	5	9	4	12	17	12	12	13	125
Wolfhurst	45	46	49	49	45	45	45	55	33	49	37	51	549
Total Fire & EMS	872	832	921	808	900	893	1001	998	880	990	864	988	10947
Police Departments													
Barnesville	180	129	144	162	151	175	197	192	147	191	205	150	2023
Bellaire	267	353	342	305	385	427	343	460	435	458	370	363	4508
Bethesda	97	88	104	127	124	227	155	107	111	96	118	140	1494
Bridgeport	225	280	256	281	259	227	255	289	277	291	225	307	3172
Flushing	22	13	13	22	30	12	17	19	20	17	21	29	235
Martins Ferry	596	530	569	851	729	705	756	734	658	703	582	531	7944
Powhatan	101	79	135	103	148	247	212	204	149	181	126	64	1749
Richland Twp	28	26	31	26	46	40	23	41	40	20	19	19	359
Shadyside	122	152	152	195	184	183	205	188	205	174	164	150	2074
Sheriff	801	721	802	770	786	770	958	968	919	1020	829	828	10172
St. Clairsville	173	177	251	200	231	223	228	230	210	249	217	277	2666
Total Police	2612	2548	2799	3042	3073	3236	3349	3432	3171	3400	2876	2858	36396
E M A	1	2	0	3	2	0	1	5	3	3	5	2	27
Totals All Incidents	3485	3382	3720	3853	3975	4129	4351	4435	4054	4393	3745	3848	47370

3 Year Total

2015			2016			2017	
Barnesville EMS	826		Barnesville EMS	785		Barnesville EMS	804
Barnesville Fire	224		Barnesville Fire	196		Barnesville Fire	229
Barton	263		Barton	256		Barton	248
Beallsville Fire	52		Beallsville Fire	50		Beallsville Fire	43
Beallsville EMS	346		Beallsville EMS	215		Beallsville EMS	295
Bellaire	149		Bellaire	135		Bellaire	147
Belmont	185		Belmont	181		Belmont	177
Bethesda	464		Bethesda	468		Bethesda	517
Bridgeport	402		Bridgeport	479		Bridgeport	468
Brookside	465		Brookside	429		Brookside	305
Colerain	300		Colerain	315		Colerain	343
Cumberland Trl	2259		Cumberland Trl	2359		Cumberland Trl	2508
Flushing	192		Flushing	223		Flushing	219
Holloway	67		Holloway	63		Holloway	45
Lafferty	213		Lafferty	199		Lafferty	232
Martins Ferry	1726		Martins Ferry	1646		Martins Ferry	1616
Maynard	17		Maynard	3		Maynard	3
Morristown	47		Morristown	55		Morristown	53
Neffs	468		Neffs	511		Neffs	517
Powhatan	172		Powhatan	169		Powhatan	172
OR&W	902		OR&W	919		OR&W	901
Smith Twp	128		Smith Twp	128		Smith Twp	137
Somerton	179		Somerton	141		Somerton	141
Spirit of 76	179		Spirit of 76	114		Spirit of 76	153
Sunset Heights	130		Sunset Heights	129		Sunset Heights	125
Wolfhurst	633		Wolfhurst	648		Wolfhurst	549
Total Fire & EMS	10643		Total Fire & EMS	10816		Total Fire & EMS	10947
Barnesville	2713		Barnesville	1845		Barnesville	2023
Bellaire	3781		Bellaire	4151		Bellaire	4508
Bethesda	387		Bethesda	915		Bethesda	1494
Bridgeport	3120		Bridgeport	3573		Bridgeport	3172
Flushing	132		Flushing	211		Flushing	235
Martins Ferry	7657		Martins Ferry	7668		Martins Ferry	7944
Powhatan	1649		Powhatan	1631		Powhatan	1749
Richland Twp	394		Richland Twp	412		Richland Twp	359
Shadyside	1600		Shadyside	1934		Shadyside	2074
Sheriff	9601		Sheriff	9850		Sheriff	10172
St. Clairsville	1935		St. Clairsville	2265		St. Clairsville	2666
Total Police	29020		Total Police	34456		Total Police	36396
E M A	58		E M A	21		E M A	27
Totals All Incidents	39721		Totals All Incidents	45293		Totals All Incidents	47370
From 2014	+2835		From 2015	+5572		From 2016	+2077
Without MF & St C	29071		Without MF & St C	33714		Without MF & St C	35278
From 2014	+1698		From 2015	+4643		From 2016	+1564

2017 REPORT

9-1-1 BY THE NUMBERS

		2016	2017	
TOTAL CAD TRANSACTIONS LOGGED:	CENTRAL	38102	41435	3333
	MARTINS FERRY PSAP	9644	9844	200
	ST CLAIRSVILLE PSAP	2757	2995	238
	COUNTYWIDE TOTAL	50503	54274	3771

9-1-1 CALLS (CENTRAL DISPATCH):	WIRELESS	27843	28087	244
	VoIP	4378	4069	(309)
	RESIDENTIAL	3009	2743	(266)
	BUSINESS	2157	1978	(179)
	COIN/OTHER	100	114	14
	TOTAL 9-1-1 CALLS	40363	36991	(3372)

9-1-1 DETAILED CALL INFORMATION:	BUSIEST DAY OF WEEK	FRIDAY	FRIDAY
	BUSIEST TIME OF DAY	19:00-20:00	15:00-16:00
	AVG RING TIME (9-1-1 CALLS)	4.6 SECONDS	5 SECONDS
	AVG TALK TIME (9-1-1 CALLS)	00:54	01:10:00