

Montgomery County E911



A GLIMPSE INTO THE DAY OF A 911 OPERATOR



Mission Statement



- Ensuring that citizens receive the highest quality of professionalism, compassion and the life-saving capability of 911.



What does E911 do?

Answer all emergency and non-emergency calls for service from citizens in the Clarksville / Montgomery County area.

Relay the caller's needs to the appropriate emergency services departments, law enforcement, medical, fire, through the computer-aided dispatch (CAD) system.

Dispatch for the MCSO, EMS, Rescue Squad and Volunteer Fire Service



911 Operator / Dispatcher Training



12 Week Training Program

2 Weeks of Classroom Training

4 Weeks of 911 Phones

4 Weeks of Radio Dispatching

2 Weeks of Station Rotation

Required Certifications for 911 Operator / Dispatcher

CPR - American Heart Association 8 hrs

APCO - Public Safety Telecommunicator Course 40hrs

APCO - Emergency Medical Dispatcher (EMD) Course 32hrs

NIMS - National Incident Management System courses

NCIC - National Crime Information Center

NCMEC- Amber Alert Training

Call Taking Station



PSAP Console



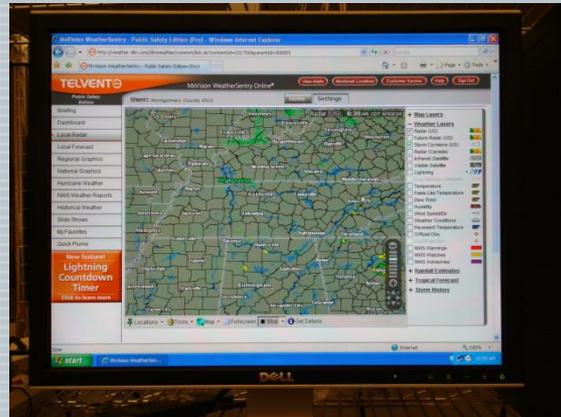
Tools of the Trade



TDD



NAWAS



Weather Radar



Direct Dial for Air Medical



Maps/Mapping System

Emergency Medical Dispatching



Our EMD GuideCards, protocols and EMD polices were approved by our medical director, Dr. Stephen Kent



Dr. Stephen Kent



E911 dispatchers receive EMD training and Continuing Education thru a partnership with Montgomery County EMS.

Assistant Director of Administration Bill Webb

Steps of EMD Calls



- Get vital information from 911 caller
- Dispatch the Medic Unit and First Responders
- Continue questioning of the caller to better assist the patient
- Keep all Responders updated
- Notify LF if needed



Vanderbilt Life Flight & Air Evac



Life Flight has a helicopter stationed right here in Clarksville



Air Evac responds from Hopkinsville, KY

Both air services provide training for our dispatchers

Notifying Aircraft for Medical Emergencies



Flight Comm

Weather Check

Give an E.T.A.

Set up ground contact

911

Scene Location

Patient's condition

PELA site/ Coordinates for landing

Patient's weight



Processing a 911 Call for Accident with Injuries



Location: I-24 15mm WB Semi with diesel spill

911

- 911 Call Is Received
- Notify Medic

911

- Dispatch Sheriff Deputy
- Page out Fire/Rescue Squad

911

- Call THP
- Call EMA

TEAM WORK

911 Dispatchers



Scene Responders



Responder Safety



Calls for Service 01/01/2014 thru 12/31/2014



Agency	Dispatched	Self Initiated	Total	
CPD	77,450	74,699	152,149	
MCSO	12,247	37,329	49,576	
EMS	20,064	190	20,254	
City Fire	9,366	68	9,434	
County Fire	2,346	8	2,354	
	121,473	112,294	233,767	467,534

TN Public Safety Network



Debriefing Team

Peer Support following
Critical Incidents

Homeland Security District 7



Montgomery County is the host county for District 7

Public Education

Cell Phone Sally Program School/Daycare Presentations

When to call 911

What to say

What the call taker will ask

Know your location

911 Misuse



Average Annual Expenses



Expenditure	Cost
Waste Management	\$888.00
Utilities - Electricity (\$61,297) Water / Sewer (\$2,121)	\$63,418.00
AT&T, General Telephone Service	\$20,492.00
Custodial / Building Maintenance / Repair Supplies	\$24,320.00
Insurance Contents and Building	\$33,000.00
Salaries and Benefits, Maintenance and Cleaning Personnel	\$64,533.00
Other Operating Expenditures:	
Maintenance – Eaton Back Up System & Caterpillar Generator	\$6,479.00
Maintenance - CAD System	\$35,991.00
Otis Elevator, Maintenance, Inspection, Licensing	\$2,380.00
Water Cooler	\$480.00
Total:	\$251,981.00