

DEPARTMENT DEVELOPMENTS SINCE 2019

Increased staffing from a low of 62% in October 2021 to 92% as of the end of December, 2023.

Obtained funding to **provide secured parking for the safety and security of employees.**

Hired on a 911 Technology Coordinator to liaise with Sedgwick County IT, outside vendors and public safety organizations to ensure technology needs are being met.

Began an Employee Advisory Board in 2022, providing employees and opportunity to have input on policy, operations, training, and more.

A new Computer Aided Dispatch (CAD) system went live in April of 2023. This process started in 2017 with getting stakeholder input and developing an RFP.

Brought the percentage of calls answered in under 15 seconds from a low of 75.52% in April of 2023 to **91.21% in December 2023, which is above the national standard of 90%.**

Began 2023 with 9 call takers, and **ended the year with 28 call takers.**

Completed renovations at the Emergency Communications Center in August of 2023. Renovations addressed several key goals including expanding the workspaces from 26 to 48 consoles, creating two workstations for COMCARE mental health providers, providing more workspace customization for dispatchers, and allowing room for future growth.

The renovation process also allowed Emergency Communications to fully test the backup site, confirming that the investment in that space was prudent.

Brought the Integrated Care Specialist program online in October 2023. This program embeds two COMCARE staff members in dispatch to address calls better handled by mental health professionals than law enforcement officers.

Over the course of many pay raises since 2019, the **overall pay increased 32.27% for call takers, 38.88% for Dispatcher I, 45.89% for Dispatcher II, and 45.87% for Supervisors.**

PAY CHANGES SINCE 2019

	ES Call Taker	ES Dispatcher I	ES Dispatcher II	Emergency Communications Supervisor
2019	\$14.474	\$15.205	\$15.957	\$17.595
2020	\$14.655	\$15.395	\$16.156	\$17.815
	1.25%	1.25%	1.25%	1.25%
2021	\$14.66	\$15.40	\$16.16	\$17.82
	0%	0%	0%	0%
2022*	\$15.40	\$17.82	\$19.64	\$21.66
	5.05%	15.71%	21.53%	21.55%
2023	\$18.48	\$20.49	\$22.59	\$24.91
	20.00%	14.98%	15.02%	15.00%
2024	\$19.14	\$21.11	\$23.27	\$25.66
	3.57%	3.02%	3.01%	3.01%
Overall % Increase	32.27%	38.88%	45.89%	45.87%

FUTURE INITIATIVES

Continue to increase staffing with the ultimate goal of separating dispatching and call taking tasks.

Restructuring the department to create specialized, highly trained dispatchers for specific boards (Fire, Law, EMS).

Developing a third level of dispatcher who provides training and embedded support for staff, ensuring assistance is readily available for team members throughout their shift.

Increase wages to be comparable to other public safety organizations within the county.

Coordinate with partner agencies to incorporate their expertise into training programs with a goal of enhanced support of field operations.

Bringing the Citizen's Advisory Board online in the first quarter of 2024.

Transition the Quality Improvement team to an Employee Development team, with a focus on identifying training opportunities and performance trends as well as implementing individual and group training to address these opportunities.

Bring on an Accreditation Coordinator to oversee the process of obtaining national accreditation.

Rework the training curriculum to focus on a structured system of support and continuing education for staff during their first year of employment.

Identify technology systems that can be utilized to improve efficiency in dispatching.

OUR MISSION

To serve the Sedgwick County community by providing the critical link to emergency services. Sedgwick County Emergency Communication is committed to serving with **integrity**, providing **efficient** and **equitable access** to emergency services, and **serving in a professional and courteous manner** to promote safety, protect property, and to ensure quality of life.



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