

Emergency Communications

Mission: *To serve the Sedgwick County community by providing the critical link to emergency services. Sedgwick County Emergency Communications 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.*

Elora Forshee
Director

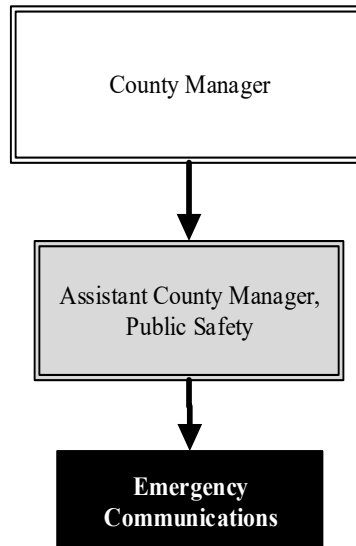
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Overview

Sedgwick County Emergency Communications serves as the primary answering point for 911 calls and provides dispatching services for 31 public safety agencies, including the Sheriff's Office, Sedgwick County Emergency Medical Services (EMS), Fire District 1, and the Wichita Police and Fire Departments.

The Department consists of an Operations Team, a Support Services Team, and the Radio Shop. The Operations Team is responsible for the day-to-day operations of the communications center. The Support Services team is responsible for training all employees, responding to all records requests, and reviewing emergency calls to ensure quality service is provided. The Radio Shop is responsible for maintaining and installing the radio systems for all Public Works and Public Safety vehicles within Sedgwick County.



Strategic Goals:

- To answer 90.0 percent of all 911 calls within 15 seconds
- Provide the community consistent, efficient, and effective access to emergency services
- Develop staff through encouragement, recognition, empowerment, and training in order to foster an environment of creativity and innovation in delivering quality public services
- Stay current with emerging technologies and remain responsive to changing needs of the community

Highlights

- Answered 756,969 calls in 2024, with 507,422 being emergency calls, responded to 6,950 texts to 911, and processed almost 7.8 million radio transmissions
- Completed 93 emergency equipment vehicle installs, programmed 2,153 public safety radios, repaired 178 public safety radios, completed 175 other repairs on first responder equipment, and relocated the Emergency Communication Center
- Performed performance standard reviews of 3,583 emergency events to ensure standards were met
- Processed 3,533 open records requests



Accomplishments and Strategic Results

Accomplishments

In 2024, Emergency Communications established a Community Advisory Board to foster a stronger connection between 911 services and the community. This board serves as a vital conduit, facilitating communications and ensuring that the needs and concerns of the community are heard and understood, allowing Emergency Communications to better serve those they protect.

In 2024, Emergency Communications introduced a 911 Workforce Specialist position dedicated to enhancing community education, driving recruitment efforts, and ensuring the retention of talented staff. This initiative aims to strengthen the workforce by fostering a supportive environment for employees while ensuring the community benefits from highly skilled and committed professionals in emergency services.

In July 2024, Emergency Communications established an Employee Development Team tasked with identifying training deficiencies for both new and tenured staff. This team has been instrumental in creating and implementing comprehensive training plans, including department-wide sessions and personalized one-on-one support. In 2024, the team successfully completed 282 one-on-one training sessions, alongside various department-wide training initiatives, ensuring staff have support and training.

Strategic Results

Emergency Communications seeks to adhere to industry standards, as developed by the National Emergency Number Association, so that 90.0 percent of all 911 calls shall be answered within 15 seconds during the busy hour, the hour of each day with the greatest call volume. In 2024, Emergency Communications averaged an answer rate of 89.3 percent of 911 calls answered within 15 seconds, a 7.4 percent increase from 2023, which is attributed to higher staffing levels.

Emergency Communications has focused efforts on staff retention and recruitment, with a goal of maintaining a staffing level of at least 90.0 percent of all positions filled at all times. In 2024, Emergency Communications averaged a staffing level of 98.0 percent of positions filled and ended the year at a 102.0 percent staffing level.

Emergency Communications has a current retention rate of 4.27 years, with a goal to increase the retention rate to 5.0 years or more by end-of-year 2027.

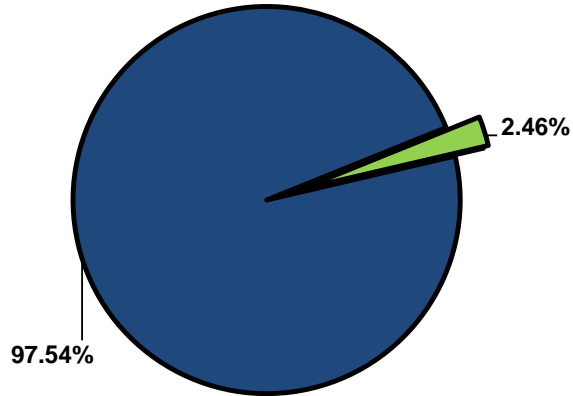


Significant Budget Adjustments

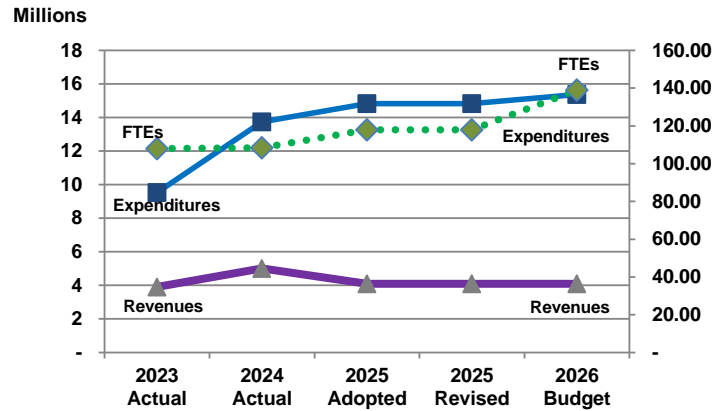
Significant adjustments to Emergency Communication's 2026 Recommended Budget include an increase in personnel (\$1,672,450) due to the addition of 20.0 full-time equivalent (FTE) Dispatcher II positions, a decrease in equipment (\$1,000,000) for fire station alerting and emergency fire dispatch protocols (\$398,631) in 2025, a decrease in intergovernmental revenue (\$269,499) due to one-time grant funding, an increase in contractals (\$210,000) to add additional phone consoles, an increase in revenue (\$131,733) due to an increase in investment income, an increase in personnel (\$87,979) due to the addition of 1.0 FTE Accreditation Manager position, a decrease in interfund transfers (\$53,782) due to a grant match in 2025, an increase in contractals (\$20,000) to implement a 911 call tracking system, and an increase in commodities (\$20,000) to support public education & recruitment.

Departmental Graphical Summary

Emergency Communications
Percent of Total County Operating Budget



Expenditures, Program Revenue & FTEs
All Operating Funds



Budget Summary by Category

	2023 Actual	2024 Actual	2025 Adopted	2025 Revised	2026 Budget	Amount Chg '25 Rev.-'26	% Chg '25 Rev.-'26
Expenditures							
Personnel	6,375,269	8,202,934	10,014,003	10,014,003	11,745,733	1,731,730	17.29%
Contractual Services	2,318,643	4,255,840	2,962,116	2,963,805	2,794,744	(169,061)	-5.70%
Debt Service	-	-	-	-	-	-	-
Commodities	184,116	86,347	146,915	140,571	168,550	27,979	19.90%
Capital Improvements	-	-	-	-	-	-	-
Capital Equipment	-	-	1,000,000	1,000,000	-	(1,000,000)	-100.00%
Interfund Transfers	651,308	1,192,165	712,251	716,906	663,124	(53,782)	-7.50%
Total Expenditures	9,529,335	13,737,286	14,835,285	14,835,285	15,372,151	536,866	3.62%
Revenues							
Tax Revenues	3,574,388	3,692,787	3,718,793	3,718,793	3,841,976	123,183	3.31%
Licenses and Permits	-	-	-	-	-	-	-
Intergovernmental	134,183	1,093,133	269,499	269,499	-	(269,499)	-100.00%
Charges for Services	14,880	15,035	22,106	22,106	21,377	(728)	-3.29%
All Other Revenue	184,115	210,453	85,256	85,256	232,982	147,726	173.27%
Total Revenues	3,907,565	5,011,408	4,095,654	4,095,654	4,096,335	681	0.02%
Full-Time Equivalents (FTEs)							
Property Tax Funded	108.00	108.50	118.00	118.00	139.00	21.00	17.80%
Non-Property Tax Funded	-	-	-	-	-	-	-
Total FTEs	108.00	108.50	118.00	118.00	139.00	21.00	17.80%

Budget Summary by Fund

	2023 Actual	2024 Actual	2025 Adopted	2025 Revised	2026 Budget	Amount Chg '25 Rev.-'26	% Chg '25 Rev.-'26
Fund							
General Fund	6,464,502	8,284,957	11,150,003	11,150,003	11,924,627	774,624	6.95%
911 Tax Fund	3,064,833	3,892,514	3,685,282	3,685,282	3,447,524	(237,758)	-6.45%
Miscellaneous Grants	-	1,559,815	-	-	-	-	-
Total Expenditures	9,529,335	13,737,286	14,835,285	14,835,285	15,372,151	536,866	3.62%

Significant Budget Adjustments from Prior Year Revised Budget

	Expenditures	Revenues	FTEs
Increase in personnel due to the addition of 20.0 full-time equivalent (FTE) Dispatcher II positions	1,672,450		20.00
Decrease in equipment for fire station alerting software/hardware in 2025	(1,000,000)		
Decrease in contractals for emergency fire dispatch protocols in 2025	(398,631)		
Decrease in intergovernmental revenue due to one-time grant funding		(269,499)	
Increase in contractals to add additional phones consoles in the Emergency Operations Center	210,000		
Increase in revenue due to an increase in investment income		131,733	
Increase in personnel due the addition of 1.0 FTE Accreditation Manager position	87,979		1.00
Decrease in interfund transfers due to a grant match in 2025	(53,782)		
Increase in contractals to implement a 911 call tracking system	20,000		
Increase in commodities to support public education and recruitment	20,000		
Total	558,016	(137,766)	21.00

Budget Summary by Program

Program	Fund	2023 Actual	2024 Actual	2025 Adopted	2025 Revised	2026 Budget	% Chg '25 Rev.-'26	25'-26' FTEs
Administration	110	492,737	596,564	1,127,618	1,127,618	1,236,414	9.65%	12.00
Communications Center	110	5,674,321	7,398,963	9,635,198	9,644,798	10,296,113	6.75%	124.00
Radio Maintenance	110	297,444	289,430	387,187	377,587	392,100	3.84%	3.00
Em. Telephone Serv.	210	3,064,833	3,892,514	3,685,282	3,685,282	3,447,524	-6.45%	-
LSSE Grant	279	-	1,559,815	-	-	-	0.00%	-
Total		9,529,335	13,737,286	14,835,285	14,835,285	15,372,151	3.62%	139.00

Personnel Summary by Fund

Position Titles	Fund	Grade	Budgeted Compensation Comparison			FTE Comparison		
			2025 Adopted	2025 Revised	2026 Budget	2025 Adopted	2025 Revised	2026 Budget
Dir. of Emergency Communications	110	GRADE 74	127,364	133,732	133,732	1.00	1.00	1.00
Deputy Dir. of Emergency Comms.	110	GRADE 69	86,623	96,412	96,412	1.00	1.00	1.00
911 Training Facilitator	110	GRADE 66	64,122	74,214	74,214	1.00	1.00	1.00
911 Technology Coordinator	110	GRADE 66	70,140	73,647	73,647	1.00	1.00	1.00
Emergency Communications Sup.	110	GRADE 61	703,590	784,451	784,451	11.00	11.00	11.00
Emer. Comms Workforce Specialist	110	RANGE EC5	61,774	65,021	65,021	1.00	1.00	1.00
Communication Equip. Supervisor	110	GRADE 51	58,508	61,443	61,443	1.00	1.00	1.00
Employee Development Specialist	110	RANGE EC4	108,644	348,573	348,573	2.00	6.00	6.00
Emergency Service Dispatcher II	110	GRADE 59	1,543,760	1,489,528	2,595,180	26.00	26.00	46.00
Electronic Technician III	110	GRADE 59	52,468	55,078	55,078	1.00	1.00	1.00
Accreditation Manager	110	GRADE 61	-	-	54,475	-	-	1.00
Electronic Technician II	110	GRADE 58	49,190	51,646	51,646	1.00	1.00	1.00
Emergency Service Dispatcher I	110	GRADE 57	1,148,434	1,159,619	1,236,336	24.00	24.00	24.00
Emergency Service Call Taker	110	GRADE 57	1,676,511	1,764,879	1,895,175	35.00	41.00	41.00
Administrative Support IV	110	GRADE 55	41,477	43,555	43,555	1.00	1.00	1.00
PT Emergency Serv. Dispatcher II	110	EXCEPT	58,748	34,307	36,366	1.00	1.00	1.00
911 Quality Improvement Spec.	110	RANGE EC4	213,420	-	-	4.00	-	-
Emergency Service Dispatcher III	110	RANGE EC4	320,130	-	-	6.00	-	-
Subtotal					7,605,305			
Add:								
Budgeted Personnel Savings					-			
Compensation Adjustments					411,604			
Overtime/On Call/Holiday Pay					240,756			
Benefits					3,488,068			
Total Personnel Budget					11,745,733	118.00	118.00	139.00

• Administration

911 Administration provides support for all operations of Emergency Communications and is responsible for ensuring the delivery of quality services in each program.

Fund(s): 110 - County general

Expenditures	2023 Actual	2024 Actual	2025 Adopted	2025 Revised	2026 Budget	Amnt. Chg. '25 - '26	% Chg. '25 - '26
Personnel	492,170	596,564	1,127,618	1,127,618	1,236,414	108,796	9.6%
Contractual Services	-	-	-	-	-	-	0.0%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	567	-	-	-	-	-	0.0%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	-	-	0.0%
Interfund Transfers	-	-	-	-	-	-	0.0%
Total Expenditures	492,737	596,564	1,127,618	1,127,618	1,236,414	108,796	9.6%
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	-	-	-	-	-	-	0.0%
Charges For Service	14,880	15,035	16,371	16,371	15,642	(729)	-4.5%
All Other Revenue	16	1,317	-	-	5,270	5,270	0.0%
Total Revenues	14,896	16,352	16,371	16,371	20,912	4,541	27.7%
Full-Time Equivalents (FTEs)	6.50	7.00	11.00	11.00	12.00	1.00	9.1%

• Emergency Communications Center

The Communications Center, located on the second floor of the Public Safety Center, is the centralized location where all 911 calls are answered. Staff members are trained to handle emergency and non-emergency calls and help determine which agencies should respond, how much equipment should be sent, and how quickly a response is needed. As the first responders, staff members also support the medical needs of callers by providing them instructions on patient care.

Fund(s): 110 - County general

Expenditures	2023 Actual	2024 Actual	2025 Adopted	2025 Revised	2026 Budget	Amnt. Chg. '25 - '26	% Chg. '25 - '26
Personnel	5,641,030	7,347,048	8,610,176	8,610,176	10,214,163	1,603,986	18.6%
Contractual Services	26,654	27,558	15,329	24,929	48,400	23,471	94.2%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	6,637	24,356	9,693	9,693	33,550	23,857	246.1%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	1,000,000	1,000,000	-	(1,000,000)	-100.0%
Interfund Transfers	-	-	-	-	-	-	0.0%
Total Expenditures	5,674,321	7,398,963	9,635,198	9,644,798	10,296,113	651,314	6.8%
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	-	-	127,145	127,145	-	(127,145)	-100.0%
Charges For Service	-	-	5,734	5,734	5,735	1	0.0%
All Other Revenue	-	-	-	-	-	-	0.0%
Total Revenues	-	-	132,879	132,879	5,735	(127,144)	-95.7%
Full-Time Equivalents (FTEs)	98.50	98.50	104.00	104.00	124.00	20.00	19.2%

• Radio Maintenance

Radio Maintenance provides maintenance for communications equipment used by the Communications Center and other public safety agencies throughout Sedgwick County, including the City of Wichita, using the 800 Megahertz (MHz) system.

Fund(s): 110 - County general

Expenditures	2023 Actual	2024 Actual	2025 Adopted	2025 Revised	2026 Budget	Amnt. Chg. '25 - '26	% Chg. '25 - '26
Personnel	242,069	259,321	276,209	276,209	295,156	18,947	6.9%
Contractual Services	4,103	5,307	29,724	25,124	21,944	(3,180)	-12.7%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	51,272	24,802	81,254	74,910	75,000	90	0.1%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	-	-	0.0%
Interfund Transfers	-	-	-	1,344	-	(1,344)	-100.0%
Total Expenditures	297,444	289,430	387,187	377,587	392,100	14,513	3.8%
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	-	-	-	-	-	-	0.0%
Charges For Service	-	-	-	-	-	-	0.0%
All Other Revenue	-	4,628	28	28	10,750	10,722	38934.1%
Total Revenues	-	4,628	28	28	10,750	10,722	38934.1%
Full-Time Equivalents (FTEs)	3.00	3.00	3.00	3.00	3.00	-	0.0%

• Emergency Telephone Service

Emergency Telephone Service is funded through the local 911 fee; a per month charge is assessed to residential and business phone lines. In addition, during the 2004 legislative session, the Legislature approved a \$0.50 fee to wireless cell phone users to be used to support enhanced wireless 911 services. The Kansas Legislature restructured the funding mechanism for 911 taxes, and new rates took effect on January 1, 2012. The new rates equalized wired and wireless charges supporting 911 systems at \$0.53 per line. On July 1, 2016, the Legislature increased the fee to \$0.60 per line. In 2019, the Legislature passed the Kansas 911 Act, which increased the local fee by \$0.06.

Fund(s): 210 - Emergency Telephone Services

Expenditures	2023 Actual	2024 Actual	2025 Adopted	2025 Revised	2026 Budget	Amnt. Chg. '25 - '26	% Chg. '25 - '26
Personnel	-	-	-	-	-	-	0.0%
Contractual Services	2,287,886	2,663,161	2,917,063	2,913,752	2,724,400	(189,352)	-6.5%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	125,640	37,188	55,968	55,968	60,000	4,032	7.2%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	-	-	0.0%
Interfund Transfers	651,308	1,192,165	712,251	715,562	663,124	(52,438)	-7.3%
Total Expenditures	3,064,833	3,892,514	3,685,282	3,685,282	3,447,524	(237,758)	-6.5%
Revenues							
Taxes	3,574,388	3,692,787	3,718,793	3,718,793	3,841,976	123,183	3.3%
Intergovernmental	-	-	-	-	-	-	0.0%
Charges For Service	-	-	-	-	-	-	0.0%
All Other Revenue	184,099	204,508	85,229	85,229	216,962	131,733	154.6%
Total Revenues	3,758,486	3,897,295	3,804,022	3,804,022	4,058,938	254,916	6.7%
Full-Time Equivalents (FTEs)	-	-	-	-	-	-	0.0%

• Local Safety and Security Equipment Grant Program

The Local Safety and Security Equipment (LSSE) Grant Program was awarded to Sedgwick County to support efforts to come into compliance with the FBI encryption standards as they relate to the transmission of criminal justice information.

Fund(s): 279 - Miscellaneous Grants

Expenditures	2023 Actual	2024 Actual	2025 Adopted	2025 Revised	2026 Budget	Amnt. Chg. '25 - '26	% Chg. '25 - '26
Personnel	-	-	-	-	-	-	0.0%
Contractual Services	-	1,559,815	-	-	-	-	0.0%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	-	-	-	-	-	-	0.0%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	-	-	0.0%
Interfund Transfers	-	-	-	-	-	-	0.0%
Total Expenditures	-	1,559,815	-	-	-	-	0.0%
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	134,183	1,093,133	142,354	142,354	-	(142,354)	-100.0%
Charges For Service	-	-	-	-	-	-	0.0%
All Other Revenue	-	-	-	-	-	-	0.0%
Total Revenues	134,183	1,093,133	142,354	142,354	-	(142,354)	-100.0%
Full-Time Equivalents (FTEs)	-	-	-	-	-	-	0.0%