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.*

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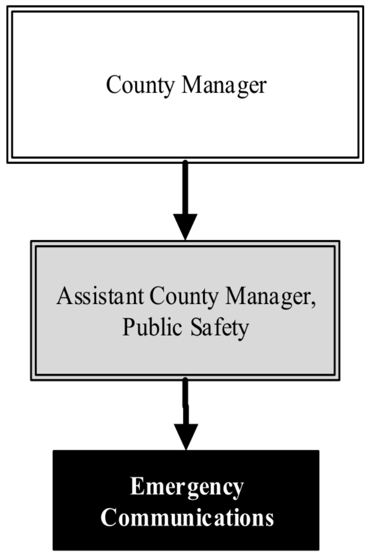
Overview

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 all 521,559 emergency calls in 2025, responded to 6,220 texts to 911, and processed over 7.1 million radio transmissions
- Performed performance standard reviews of 4,488 emergency events to ensure standards were met
- Completed 55 emergency equipment vehicle installs, programmed 1,437 public safety radios, repaired 317 public safety radios, and completed 192 other repairs on first responder equipment
- Processed 4,029 open records requests

Accomplishments and Strategic Results

Accomplishments

In 2025, Emergency Communications funded six full-time employees (FTE) for the Employee Development Team, to strengthen workforce development and retention efforts. This expansion enables dedicated one-on-one training plan development for employees, while enhancing department-wide training programs, to ensure consistent performance and continuous improvement.

In 2025, Emergency Communications completed installation of a radio console system at the 911 backup site, enabling fully redundant dispatch capabilities. This enhancement ensures continuity of operations and uninterrupted emergency communications during primary site disruptions.

In 2025, Emergency Communications continued implementation of discipline-specific dispatching through collaborative training with law enforcement, fire, and EMS partners, allowing staff to develop specialized expertise and improving alignment with field operations.

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 2025, Emergency Communications averaged an answer rate of 93.0 percent of 911 calls answered within 15 seconds, a 4.0 percent increase from 2024.

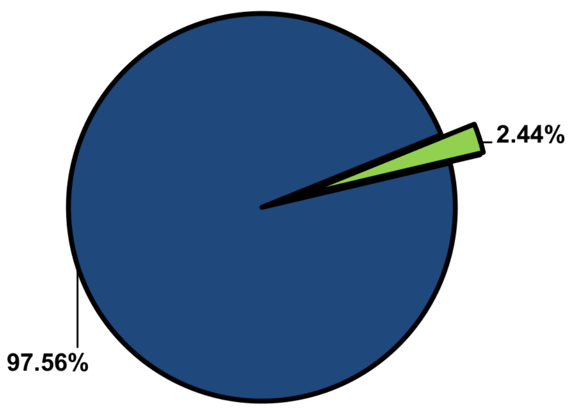
Emergency Communications has focused efforts on staff retention and recruitment, with a goal of maintaining a staffing level of at least 90.0 percent of all positions filled at all times. In 2025, Emergency Communications averaged a staffing level of 96.0 percent of positions filled and ended the year at 89.0 percent staffing level.

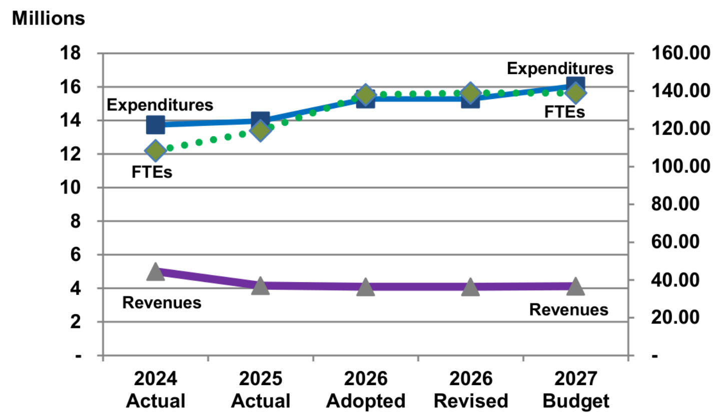
Emergency Communications has a current retention rate of 4.3 years, with a goal to increase the retention rate to 5.0 years or more by the end of 2027.

Significant Budget Adjustments

Significant adjustments to Emergency Communications' 2027 Recommended Budget include an increase in contractuals ($800,000) for a radio consultant to modernized the 911 radio system and a decrease in revenue ($36,464) due to a decrease in investment income.

Departmental Graphical Summary





Budget Summary by Category

Expenditures	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	Amount Chg '26 Rev.-'27	% Chg '26 Rev.-'27
Personnel	8,202,934	9,331,798	11,653,800	11,653,800	11,784,194	130,394	1.12%
Contractual Services	4,255,840	2,799,403	2,798,698	2,798,698	3,349,000	550,302	19.66%
Debt Service	-	-	-	-	-	-	
Commodities	86,347	125,496	168,550	168,550	208,550	40,000	23.73%
Capital Improvements	-	-	-	-	-	-	
Capital Equipment	-	-	-	-	-	-	
Interfund Transfers	1,192,165	1,716,906	663,124	663,124	717,599	54,475	8.21%
Total Expenditures	**13,737,286**	**13,973,602**	**15,284,172**	**15,284,172**	**16,059,343**	**775,171**	**5.07%**
Revenues							
Tax Revenues	3,692,787	3,777,004	3,841,976	3,841,976	3,929,595	87,620	2.28%
Licenses and Permits	-	-	-	-	-	-	
Intergovernmental	1,093,133	151,226	-	-	-	-	
Charges for Services	15,035	21,885	21,377	21,377	28,504	7,127	33.34%
All Other Revenue	210,453	215,921	232,982	232,982	180,535	(52,447)	-22.51%
Total Revenues	**5,011,408**	**4,166,037**	**4,096,335**	**4,096,335**	**4,138,634**	**42,300**	**1.03%**
Full-Time Equivalents (FTEs)							
Property Tax Funded	108.50	119.00	138.00	139.00	139.00	-	0.00%
Non-Property Tax Funded	-	-	-	-	-	-	
Total FTEs	**108.50**	**119.00**	**138.00**	**139.00**	**139.00**	**-**	**0.00%**

Budget Summary by Fund

Fund	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	Amount Chg '26 Rev.-'27	% Chg '26 Rev.-'27
General Fund	8,284,957	10,431,585	11,836,648	11,836,648	11,967,344	130,696	1.10%
911 Tax Fund	3,892,514	3,678,047	3,447,524	3,447,524	4,091,999	644,475	18.69%
Miscellaneous Grants	1,559,815	(136,029)	-	-	-	-	
Total Expenditures	**13,737,286**	**13,973,602**	**15,284,172**	**15,284,172**	**16,059,343**	**775,171**	**5.07%**

Significant Budget Adjustments from Prior Year Revised Budget

	Expenditures	Revenues	FTEs
Increase in contractuals for a radio consultant to modernize the 911 radio system	800,000		
Decrease in revenue due to a decrease in investment income		(36,464)	
Total	800,000	(36,464)	-

Budget Summary by Program

Program	Fund	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	% Chg '26 Rev.-'27	26'-27' FTEs
Administration	110	596,564	941,823	1,144,481	1,144,481	1,173,403	2.53%	11.00
Communications Center	110	7,398,963	9,156,832	10,300,067	10,300,067	10,392,854	0.90%	125.00
Radio Maintenance	110	289,430	332,930	392,100	392,100	401,087	2.29%	3.00
Em. Telephone Serv.	210	3,892,514	3,678,047	3,447,524	3,447,524	4,091,999	18.69%	-
LSSE Grant	279	1,559,815	(136,029)	-	-	-	0.00%	-
Total		**13,737,286**	**13,973,602**	**15,284,172**	**15,284,172**	**16,059,343**	**5.07%**	**139.00**

Personnel Summary by Fund

Position Titles	Fund	Grade	2026 Adopted (Budgeted Compensation Comparison)	2026 Revised	2027 Budget	2026 Adopted (FTE Comparison)	2026 Revised	2027 Budget
Dir. of Emergency Communications	110	GRADE 74	133,732	139,082	139,082	1.00	1.00	1.00
Deputy Dir. of Emergency Comms.	110	GRADE 69	96,412	100,268	100,268	1.00	1.00	1.00
911 Technology Coordinator	110	GRADE 66	73,647	78,101	78,101	1.00	1.00	1.00
911 Training Facilitator	110	GRADE 66	74,214	77,189	77,189	1.00	1.00	1.00
Emergency Communications Sup.	110	GRADE 61	784,451	783,600	783,600	11.00	11.00	11.00
Emer. Comms Workforce Specialist	110	RANGE EC5	65,021	67,621	67,621	1.00	1.00	1.00
Emergency Service Dispatcher III	110	RANGE EC4	194,287	202,051	202,051	3.00	3.00	3.00
Communication Equip. Supervisor	110	GRADE 51	61,443	63,898	63,898	1.00	1.00	1.00
Emergency Service Dispatcher II	110	GRADE 59	2,370,101	1,346,487	1,372,836	43.00	23.00	23.00
Employee Development Specialist	110	RANGE EC4	348,573	359,278	359,278	6.00	6.00	6.00
Electronic Technician III	110	GRADE 59	55,078	57,283	57,283	1.00	1.00	1.00
Electronic Technician II	110	GRADE 58	51,646	53,706	53,706	1.00	1.00	1.00
Emergency Service Dispatcher I	110	GRADE 57	1,352,312	1,324,086	1,390,424	27.00	27.00	27.00
PT Emergency Serv. Dispatcher II	110	EXCEPT	36,366	98,082	98,082	1.00	2.00	2.00
Emergency Service Call Taker	110	GRADE 57	1,809,992	2,495,355	2,703,054	38.00	58.00	58.00
Administrative Support IV	110	GRADE 55	43,555	45,302	45,302	1.00	1.00	1.00
Subtotal					**7,591,776**			
Add:								
Budgeted Personnel Savings					-			
Compensation Adjustments					330,987			
Overtime/On Call/Holiday Pay					240,756			
Benefits					3,620,675			
Total Personnel Budget					**11,784,194**	**138.00**	**139.00**	**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	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	Amnt. Chg. '26 - '27	% Chg. '26 - '27
Personnel	596,564	941,823	1,144,481	1,144,481	1,173,403	28,922	2.5%
Contractual Services	-	-	-	-	-	-	0.0%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	-	-	-	-	-	-	0.0%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	-	-	0.0%
Interfund Transfers	-	-	-	-	-	-	0.0%
Total Expenditures	**596,564**	**941,823**	**1,144,481**	**1,144,481**	**1,173,403**	**28,922**	**2.5%**
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	-	-	-	-	-	-	0.0%
Charges For Service	15,035	21,885	15,642	15,642	22,769	7,127	45.6%
All Other Revenue	1,317	35	5,270	5,270	36	(5,233)	-99.3%
Total Revenues	**16,352**	**21,920**	**20,912**	**20,912**	**22,806**	**1,893**	**9.1%**
Full-Time Equivalents (FTEs)	**7.00**	**11.00**	**11.00**	**11.00**	**11.00**	**-**	**0.0%**

● 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	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	Amnt. Chg. '26 - '27	% Chg. '26 - '27
Personnel	7,347,048	8,123,652	10,214,163	10,214,163	10,306,950	92,788	0.9%
Contractual Services	27,558	24,428	52,354	52,354	52,354	-	0.0%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	24,356	8,752	33,550	33,550	33,550	-	0.0%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	-	-	0.0%
Interfund Transfers	-	1,000,000	-	-	-	-	0.0%
Total Expenditures	**7,398,963**	**9,156,832**	**10,300,067**	**10,300,067**	**10,392,854**	**92,788**	**0.9%**
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	-	-	-	-	-	-	0.0%
Charges For Service	-	-	5,735	5,735	5,735	-	0.0%
All Other Revenue	-	-	-	-	-	-	0.0%
Total Revenues	**-**	**-**	**5,735**	**5,735**	**5,735**	**-**	**0.0%**
Full-Time Equivalents (FTEs)	**98.50**	**105.00**	**124.00**	**125.00**	**125.00**	**-**	**0.0%**

● 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	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	Amnt. Chg. '26 - '27	% Chg. '26 - '27
Personnel	259,321	266,323	295,156	295,156	303,841	8,685	2.9%
Contractual Services	5,307	50,794	21,944	21,944	22,246	302	1.4%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	24,802	14,469	75,000	75,000	75,000	-	0.0%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	-	-	0.0%
Interfund Transfers	-	1,344	-	-	-	-	0.0%
Total Expenditures	**289,430**	**332,930**	**392,100**	**392,100**	**401,087**	**8,987**	**2.3%**
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	-	-	-	-	-	-	0.0%
Charges For Service	-	-	-	-	-	-	0.0%
All Other Revenue	4,628	-	10,750	10,750	-	(10,750)	-100.0%
Total Revenues	**4,628**	**-**	**10,750**	**10,750**	**-**	**(10,750)**	**-100.0%**
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	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	Amnt. Chg. '26 - '27	% Chg. '26 - '27
Personnel	-	-	-	-	-	-	0.0%
Contractual Services	2,663,161	2,860,209	2,724,400	2,724,400	3,274,400	550,000	20.2%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	37,188	102,276	60,000	60,000	100,000	40,000	66.7%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	-	-	0.0%
Interfund Transfers	1,192,165	715,562	663,124	663,124	717,599	54,475	8.2%
Total Expenditures	**3,892,514**	**3,678,047**	**3,447,524**	**3,447,524**	**4,091,999**	**644,475**	**18.7%**
Revenues							
Taxes	3,692,787	3,777,004	3,841,976	3,841,976	3,929,595	87,620	2.3%
Intergovernmental	-	-	-	-	-	-	0.0%
Charges For Service	-	-	-	-	-	-	0.0%
All Other Revenue	204,508	170,642	216,962	216,962	180,498	(36,464)	-16.8%
Total Revenues	**3,897,295**	**3,947,647**	**4,058,938**	**4,058,938**	**4,110,094**	**51,156**	**1.3%**
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. Funding for the LSSE grant ended in 2025.

Fund(s): 279 - Miscellaneous Grants

Expenditures	2024 Actual	2025 Actual	2026 Adopted	2026 Revised	2027 Budget	Amnt. Chg. '26 - '27	% Chg. '26 - '27
Personnel	-	-	-	-	-	-	0.0%
Contractual Services	1,559,815	(136,029)	-	-	-	-	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**	**(136,029)**	**-**	**-**	**-**	**-**	**0.0%**
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	1,093,133	151,226	-	-	-	-	0.0%
Charges For Service	-	-	-	-	-	-	0.0%
All Other Revenue	-	45,243	-	-	-	-	0.0%
Total Revenues	**1,093,133**	**196,470**	**-**	**-**	**-**	**-**	**0.0%**
Full-Time Equivalents (FTEs)	**-**	**-**	**-**	**-**	**-**	**-**	**0.0%**