

About the Communications Center

The City of Paducah Emergency Communications Services Department, formerly Paducah-McCracken County E911, is the primary Public Safety Answering Point (PSAP), providing 911 emergency and non-emergency services for the residents of the City of Paducah and McCracken County.



About the Communications Center

This Telecommunications Center receives calls via 911 and non-emergency telephone numbers for Law Enforcement, Fire, Medical and Rescue services located in the City of Paducah and McCracken County.

At this time, calls of a medical nature are forwarded to Mercy Regional EMS Dispatch and monitored by a 911 call-taker simultaneously to determine if additional services are needed for the medical call.



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About the Communications Center

The Center is operational 24/7 with an annual incoming call average of 140,000 combined telephone calls.

The staffing structure:

- Director (Reports to the City Manager)
- Assistant Director (1)
- Supervisors (4)
- Telecommunicators (14)
- Clerical Support (2)



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About the Communications Center

Our staff is trained in all areas of emergency and non-emergency situations to be handled. Each Telecommunicator undergoes a 3 month in-house training program in addition to the attendance of the Commonwealth's mandated 5-week Telecommunicator Academy at the Department of Criminal Justice Training in Richmond, Kentucky.



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2017 TELEPHONE STATISTICS

Line or Group	Call Count	170,584
Central Dispatch	82,650	
911 – Wireless	47,731	
911 – Landline	8,228	
Outbound Calls	31,975	



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2017 DISPATCH STATISTICS

Agency or Service	Incidents Made	92,836
Paducah Police	52,962 (57%)	
McCracken Sheriff	33,168 (36%)	
Paducah Fire	3,249 (3.5%)	
County Fire	1,519 (1.70%)	
Animal Control	1,760 (2%)	
Emergency Mgmt.	178 (<1%)	



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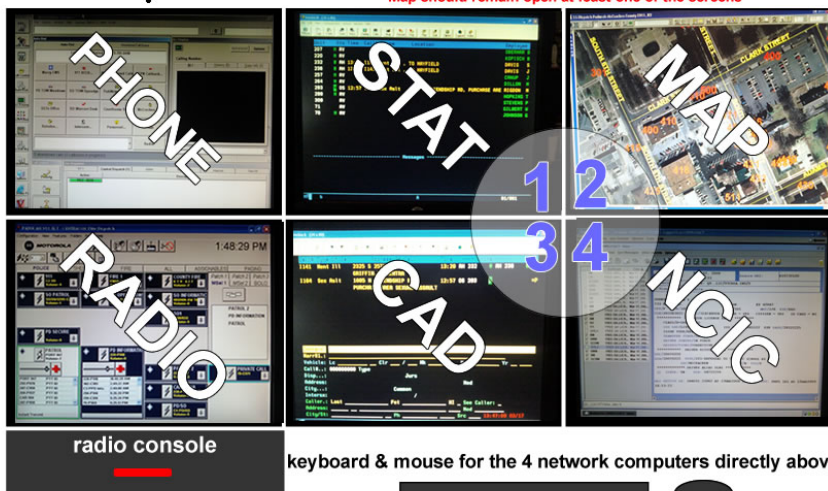
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SAMPLE 6 MONITOR LAYOUT

Phone & Radio must remain on their own computers/screens

SCREENS 1-2-3-4 operate on one keyboard and one mouse.
SCREEN 1-2-3-4 are laid out to user preference

Map should remain open at least one of the screens



keyboard & mouse for the 4 network computers directly above

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Operational Metrics (2017)

- Personnel
 - 22 Authorized Positions (5th Largest Dept.)
 - Personnel Expenses are 2/3 of the Operating Budget
- Budget
 - \$1.9 Million Operating

Emerging Issues & Challenges

- Funding
 - 25 Years Ago Local Land Line Fees Paid 100% of Operating Costs
 - Today it's <25% and Declining
 - Cell Calls Represent 85% of 911 Calls, fund only 15% of Operating
 - 60% of Revenue is Intergovernmental Transfers (subsidy)
- Change of Governance in July 2016
 - From User's Board of Directors to a City Department
 - Non-City Agencies become contracted "Customers". Retention and expansion of the contracted agencies will become a critical agency objective

Emerging Issues & Challenges

- Capital Improvements
 - Upwards of a \$12 Million Program Addresses Obsolescence
 - Computer Aided Dispatch
 - Telephony (911 Phones)
 - Radio



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