



**Submitted by**  
***Jeff L. Presley, E911 Director***

## **GOALS**

1. Add two dedicated call taker's positions for Jonesboro E911; this will reduce the stress and workload for dispatchers.
  2. New training standards for disaster response, utilizing the E911 mobile command and backup power systems.
  3. Update the E911 Continuity of operation program, based on State and Federal guidelines.
  4. Community Emergency Training, utilizing social media for alerting potential risk and dangers.
  5. Establish a Telecommunications Special response team; this team will be available to assist other agencies in time of disasters.
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## **OBJECTIVES**

1. Upgrades now in place at E911 to accommodate dedicated call takers, training protocols and job descriptions now established.
  2. Planned emergency preparedness drills and training exercises covering a variety of scenarios from manmade to natural disasters.
  3. Jonesboro E911 is working closely with the State of Arkansas Department of Information Services to secure a better offsite Continuity of Operations plan for security and citizen's safety in the event of a major disaster.
  4. E911 is reaching out to the Citizen's of Jonesboro and Craighead County with both Facebook and Twitter alerts, covering information from weather, road conditions and community events.
  5. Public Safety teams from Jonesboro E911, working on plans for mutual aid for surrounding counties, E911 Jonesboro is currently working on protocols for assisting other agencies in Arkansas when the need arises, with trained dispatchers and mobile command services if needed.
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## **ACCOMPLISHMENTS-2011**

1. First E911 Center in Arkansas to partner with the National Center for Missing & Exploited Children Program, advanced training and resources for the safety of our Children.
2. Upgrades to our Emergency operations plan with complete interoperability communications for public safety and public works departments, E911 now has instant radio contact with all departments.
3. E911 partnered with EAST ARK BROADCASTERS for the first kids safety day with hundreds of children fingerprinted, along with the first TEXT911 education program. E911 hopes to make this an annual event for Jonesboro.
4. Jonesboro E911 is now part of the national 911 information sharing program to help advance training and technology in the emergency communications field. Jonesboro E911 has been contacted and shared information with 911 Centers in North Carolina, Kentucky and Tennessee. Jonesboro E911 was featured in 911.com and Motorola USA for technology upgrades that was new for Arkansas, articles covering TEXT911 and the New FSA4000 digital fire paging system.



## City of Jonesboro Revenue Budget FY 2012

### Fund: E-911 Fund

| Account Name             | 2010 Actual         | 2011 Budget         | 2012 Budget       | Difference         |
|--------------------------|---------------------|---------------------|-------------------|--------------------|
| Interest Earned          | \$ 7,964            | \$ 6,800            | \$ 7,290          | \$ 490             |
| Miscellaneous- E-911     | 0                   | 0                   | 0                 | 0                  |
| Sales Tax                | 0                   | 0                   | 0                 | 0                  |
| E911 Surcharge           | 451,707             | 481,000             | 363,500           | (117,500)          |
| 911 County Reimbursement | 225,484             | 243,479             | 279,141           | 35,662             |
| Sale of City Property    | 0                   | 0                   | 0                 | 0                  |
| 911 Cellular Location    | 518,284             | 321,113             | 321,100           | (13)               |
| <b>TOTAL</b>             | <b>\$ 1,203,439</b> | <b>\$ 1,052,392</b> | <b>\$ 971,031</b> | <b>\$ (81,361)</b> |



## City of Jonesboro Operating Budget FY 2012

### Fund: E-911

| Account Name                      | 2010 Actual         | 2011 Budget       | 2012 Budget         | Difference       |
|-----------------------------------|---------------------|-------------------|---------------------|------------------|
| Salaries- E-911                   | \$ 577,020          | \$ 577,461        | \$ 636,198          | \$ 58,737        |
| Holiday Pay                       | 24,283              | 24,431            | 26,916              | 2,485            |
| Group Insurance                   | 67,018              | 69,000            | 78,000              | 9,000            |
| Pension Contribution-City         | 50,681              | 53,115            | 33,256              | (19,860)         |
| Payroll Taxes                     | 35,399              | 36,169            | 41,237              | 5,068            |
| Expenses (Travel & Training)      | 822                 | 2,000             | 2,500               | 500              |
| Part-Time Salaries                | 1,080               | 0                 | 0                   | 0                |
| Overtime Salaries                 | 0                   | 2,000             | 2,000               | 0                |
| Telephone Expense                 | 56,283              | 75,000            | 75,000              | 0                |
| Insurance and Licenses            | 6,346               | 7,200             | 15,700              | 8,500            |
| Professional Services             | 413                 | 500               | 600                 | 100              |
| Postage                           | 0                   | 0                 | 550                 | 550              |
| Advertising and Printing          | 51                  | 500               | 800                 | 300              |
| Maintenance Bldg & Grns.          | 854                 | 1,200             | 1,500               | 300              |
| Equipment Maintenance             | 27,854              | 1,500             | 0                   | (1,500)          |
| Auto Expense                      | 244                 | 200               | 200                 | 0                |
| Supplies                          | 1,287               | 1,400             | 1,400               | 0                |
| Office Supplies                   | 740                 | 1,000             | 1,200               | 200              |
| Fuel                              | 1,326               | 2,500             | 2,500               | 0                |
| Dues & Subscriptions              | 84                  | 150               | 200                 | 50               |
| Minor Equipment & Furniture       | 129                 | 3,600             | 7,000               | 3,400            |
| Rentals/ Contracts                | 26,093              | 20,400            | 20,400              | 0                |
| Unemployment/Wkms.Comp.           | 12,995              | 9,134             | 7,057               | (2,076)          |
| Medicare Contributions            | 8,279               | 8,459             | 9,644               | 1,185            |
| Maintenance Contracts             | 60,160              | 55,000            | 55,000              | 0                |
| Dedicated Circuits & Cable        | 235,187             | 22,000            | 15,000              | (7,000)          |
| Tornado Sirens Annual Maintenance | 0                   | 0                 | 22,000              | 22,000           |
| <b>TOTAL</b>                      | <b>\$ 1,194,627</b> | <b>\$ 973,920</b> | <b>\$ 1,055,858</b> | <b>\$ 81,938</b> |

## City of Jonesboro Authorized Position FY 2012

Fund: E-911 Fund

E-911 Department Total Staff of 21 Employees

1 E911 Director  
3 Shift Leader  
15 911 Dispatcher  
2 Call Taker

| Job Title       | Salary               |
|-----------------|----------------------|
| E911 Director   | \$ 55,028.85         |
| Shift Leader    | 100,830.21           |
| 911 Dispatcher  | 429,912.96           |
| Call Taker      | 50,425.76            |
| <b>TOTAL</b>    | <b>\$ 636,197.78</b> |
| <b>OVERTIME</b> | 2,000.00             |
| <b>TOTAL</b>    | <b>\$ 638,197.78</b> |