JONESBORO E-911

Through the Years
IN THE BEGINNING

The old Police Station and Dispatch Center on Church Street
“The marble floors were beautiful, also the stairs. The ceilings were real high and the front of the building almost echoed. The reel to reel tapes we had to change ourselves for the recordings and a red fire phone to contact Fire Department.”

-Lezle Wilson, Dispatcher with Jonesboro E-911
Aldermen approve bid to build new E-911 facility

By PAUL HOLMES
Sun Staff

The Jonesboro City Council voted 11-0 Thursday afternoon to enter into a pared-down contract with B.B. Vance and Sons Inc. to build the city’s planned E-911 emergency dispatch center.

The council voted to spend $148,087 for the construction job to commence within the next three weeks and be finished in four to five months.

Vance had initially proposed to build the structure for $200,719. The council took no action in January when bids came in over what was budgeted for the project.

Gene Vance of the Vance firm said...
CONSTRUCTION PROGRESSING 5-09-91

Danny Verdick, an employee of B.B. Vance and Sons Construction Co., places wall forms at the construction site for the consolidated dispatch center for the Enhanced 911 emergency telephone system being installed in Jonesboro. Emergency service dispatching will be consolidated when the new building — designed to resist earthquakes — is completed. An enhanced, or “E-911” system uses computers to pinpoint the location of the caller who needs emergency assistance so that the proper help can be dispatched whether or not the caller can speak.
“The one thing I always remember about that place was the walk up window for the public on the 1st floor. I remember taking the hand written dispatch cards to the shift commander down stairs after shift.”

- Jeff Presley, Current Jonesboro 911 Director and former dispatcher.
911 address mailing planned

Craighead road changes in order to get ready for 911 phone system

By LARRY FUGATE
Sun Staff

Craighead County roads will be renumbered and, in some cases, re-named, County Judge Roy C. "Red" Bearden told justices of the peace Monday evening.

The changes are vital to implementation of an Enhanced 911 emergency telephone system, Bearden added. County voters outside Jonesboro will decide an E-911 referendum in the Nov. 6 general election.
CHANGES DUE
Steve Hartje (standing), director of economic development for the East Arkansas Planning and Development District, explains how Craighead County roads will be renumbered and, in some cases, renamed. JPs Robert “Bud” Langford (left) and Jimmy Bryant listen.
“We had four 911 lines coming into dispatch and were also required to take some misdemeanor reports. I remember working with only two officers on the street on the mid-night shift. I will never forget the time this guy walks into the building, the front window to dispatch was right there as you walked in the door and pulls out a hand gun and lays it in front of my window.”

- Sgt. Steven Hacker, Searcy Police Department and former Jonesboro Dispatcher
City officials announced the completion of an addressing system that will eliminate confusion caused by duplicate or similar street names in preparation for the implementation of the Enhanced 911 emergency telephone system at a press conference Monday. Pictured are (from left) Chuck Hollingshead, Jonesboro postmaster; Mayor Hubert Brodeif; Jim Reed, manager of City Water & Light; and Tom Trusty, superintendent of postal operations at the Jonesboro Post Office.
Notifications on 911 mailed

Mayor Brodell says addressing system being formulated

By AUDREY WATKINS
Sun Staff

The city of Jonesboro will be a step closer to implementing its Enhanced 911 emergency telephone system as official street address notifications are mailed to local residents this week.

At a press conference Monday morning at City Hall, Mayor Hubert Brodell said the official street addressing system is the result of “two years of hard work” by cooperating agencies. The project was a joint effort among the city of Jonesboro, Metropolitan Area Planning Commission, Jonesboro City Water & Light and the Jonesboro Post Office.
“We had a total of one dispatcher at a time on duty back then! I dispatched from June of 88 to June of 89. We answered two 911 lines, four and then six regular incoming lines and an in-house alarm panel. All while using a handwritten log, typewritten log summary, 3712 radios and a paper map taped to the back side of the window shade.”

- Captain Lynn Waterworth, Jonesboro Police Department and former Dispatcher
Council units back radio purchases
For Enhanced 911 center

The existing radio system is obsolete, Fire Chief Wayne Masterson said, “and there are a number of areas in the city we simply can’t reach from our base to a pumper by radio.”

Two standing committees of the Jonesboro City Council recommended Wednesday that the city allocate more than $450,000 to lease-purchase communications equipment for the Enhanced 911 center, a new radio system for the fire department and mobile computers for police cars. The recommendation, approved by the fire and police committees, is expected to be considered by the full council on April 15.
FIRE DEPARTMENT HAD THEIR OWN DISPATCHER. THOSE DISPATCHERS ANSWERED A PHONE LIKE THIS ONE.
THE OLD WAY OF TALKING TO RESPONDERS
THE NEW WAY

Headsets used today by Dispatchers
The radio today is digital and we have several channels.
In the early days, Dispatchers would hand write information down and then type the “logs” on a typewriter.
Dispatchers used to keep a written log on tablets like this one.
Dispatch works off a CAD (Computer Aided Dispatch) instead of pen and paper.
Dispatchers can talk to officers by RMD (Mobile Data Terminal) as well as officers can run their own traffic.
In years past, when officers wanted to run people or license plates, they would have to call Little Rock. It sometimes took hours or days for a return. Now we have an ACIC terminal, results are seconds away.
This is a console at Dispatch present time. Things sure have changed from a typewriter, pen and paper. Jonesboro E-911 is paperless, everything is done by computers.