

PUBLIC SAFETY ANSWERING POINT



120,895
CALLS WERE
PROCESSED
THROUGH PSAP
IN 2015



IN 2015
74,380
CALLS-FOR-SERVICE
WERE DISPATCHED
BY PSAP



2015 ANNUAL REPORT



33
SEPARATE AGENCIES RELY
ON PSAP TO
COORDINATE THEIR
EMERGENCY
SERVICES

MISSION:
TO PROVIDE EXCELLENT CUSTOMER SERVICE THROUGH
9-1-1 AND EMERGENCY COMMUNICATIONS TO THE
CITIZENS AND VISITORS OF GRAND FORKS COUNTY
AND THE CITIES THEREIN FOR IMMEDIATE AND DIRECT
ACCESS TO FIRE, POLICE, AND MEDICAL SERVICES.

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2015 Directors Report

Background:

The Grand Forks Public Safety Answering Point (PSAP) has become a regional asset for 911 and public safety services, working within the region and statewide to achieve reliable emergency communications for our citizens and our emergency responders.

The Grand Forks Public Safety Answering Point joined a Statewide Joint Powers Agreement working with all jurisdictions to plan for and implement Phase II Wireless 911 service in 2005, making ND the 6th state in the nation that achieved the ability for dispatch centers to pinpoint a latitude longitude coordinate (location) for cell phone users that dial 911.

In 2009, a Joint Powers Agreement between the Grand Forks PSAP Board of Authority and the City of Grand Forks was finalized for a new Public Safety Answering Point with a fiscal note of \$2,125,000 with all monies to be utilized from 911 fee revenues. \$625,000 was borrowed from the Water Utility Fund which will be paid back over a 5 to 7 year timeframe at 3% interest. The new Public Safety Answering Point (PSAP) was commissioned in June of 2011.

In 2010, Director Becky Ault came on board, and in 2011 the new Public Safety Answering Point was completed, with the ability to expand current operators from 4 to 8 positions, is protected to withstand an F4 tornado, and has standalone emergency backup power capability and utilities to ensure continuity of service. The center is an addition onto the existing Police Department Building, blending the ability to utilize existing infrastructure such as network IT services, building grounds and maintenance service, and the benefit of close proximity to the Emergency Operations Center and city and county personnel.

In February 2013, Grand Forks PSAP partnered with Red River Regional Dispatch Center in Fargo to share backroom 911 equipment for redundancy. The Grand Forks PSAP collaborated with Red River Regional Dispatch Center in Fargo and the North Dakota ITD Department sharing a network connection between the two centers. The two centers can log into each other's systems and answer calls remotely, or can utilize the controller or backroom equipment at either site in the event of a systems failure.

In 2014, the Statewide Joint Powers Agreement was updated for Next Generation 911. Legislation passed that allowed for 2% Point of Sale dollars to be collected for wireless devices to help with the cost of infrastructure to support this project. These dollars started to be collected by the ND Tax Commissioners Office as of January 1, 2015. Next Generation 911 in ND is a shared infrastructure system that provides cellular 911 call routing to a Next Generation IP compliant call routing system, allowing for future transmission needs involving text, video, and images.

In 2015, a statewide EsiNet, or shared infrastructure for future delivery of text to 9-1-1 and picture and video imagery was implemented. Work continues into 2016 migrating PSAP's across the state from older

trunking systems to the new IP system. Grand Forks migrated in November of 2015. This migration equates to a cost savings to Grand Forks of approximately \$3300 a month, or over \$39,000 in the coming years. Also in 2015, we updated our internal Joint Powers Agreement between Grand Forks City, Grand Forks County, and the University of North Dakota.

The Grand Forks PSAP works aggressively with our responders to meet their communication needs to reach our citizens in the most efficient manner in crisis situations. We have upgraded our CAD system to enable a text message regarding call location and nature be transmitted to responder cell phones based upon the call type designation. This addition has helped meet the requested need for responders to have texted data in the field without having to install mobile computers into responder vehicles. Additionally, through the help of a private grant, we installed a system called E-Dispatches, which can take paged responder information and send to pre-loaded responder cell phones. This helps responders that may be out of the paging area know that they have had a call as well as gives them another option besides a pager for call notifications. Additionally, we have worked with the IT department to make response zone area maps available to responders through a free app that allows them to search by address and obtain directions to a caller's location.

Call volume to the center continues to increase: Our calls for service in our center that we dispatched responders to totaled 74,380 incidents, up slightly from last year's total of 73,337. We processed 120,895 calls, 24,023 of which were received on 9-1-1. 83% of 9-1-1 calls come from a wireless device. We process over 10,000 phone calls a month.

Fiscal Challenges remain: While day to day operations and expectations continue to grow, revenues are challenging. With technology and improvements, there are costs. Equipment must be maintained. The 911 revenue collected by the \$1 per wireline and wireless device fee continues to decline, from slightly over \$828,000 in 2010 to approximately \$744,000 in 2015. Our \$1 fee collection has remained the same since 2002. Our 911 Authority Board requested the Grand Forks County Board of Commissioners to place on the June 2016 ballot a resolution to increase the fee from \$1.00, to \$1.50, which will generate an approximate \$370,000 additional income per year for equipment and maintenance of these vital systems..

Technology Complexity will continue to evolve: It is very important to note that Emergency Services Communications is much broader than simply E-911. While dialing 911 most often initiates the emergency response, the day-by-day, hour-by-hour communications between dispatchers and responders, the ongoing contact during an emergency, the location information, mapping software, faxes, and numerous other components make it possible for local emergency services to arrive and deliver services in the shortest time possible. This will become increasingly complex as we work with surrounding PSAP's and our statewide system migrates to "Next Generation 911" or (NG911).

We have a need to update today's infrastructure to meet tomorrow's needs. Upcoming capital improvement projects include a Computer Aided Dispatch System (CAD) upgrade. This is the system that tracks all of our responders and resources, calls, and event dates and times. The current system was purchased in 2000 and is no longer upgradable. A second large capital improvement project that will need to take place in the next few

years is upgrade to radio console and network in dispatch. Our consoles will be no longer supported after December 31, 2018. We made a large radio network system upgrade in 2008 – the interfaces between that radio network and our consoles will need to be upgraded. Finally, we are going to need to add staff to keep up with demand. We will be adding 1 new dispatcher in 2016 and may be adding 1 more in 2017. Training is very robust, taking approximately 6 months, resulting in an employee that is an integral member of our public safety team.

As demonstrated in this report, as time marches on, technology continues to evolve to become more efficient to both our citizens and our responders. However, with change, there are challenges to prudently keep up – from a fiscal standpoint as well as our human element – training of current staff, and recruitment and retention of future staff. The progressive mission, vision, goals, and objectives of the Grand Forks Public Safety Answering Point (PSAP) will allow for expansion of services and promote our Grand Forks 911 Authority Board’s vision to provide quality emergency communication service to our Citizens and those that travel through.

Becky Ault, Director

The Grand Forks PSAP is dedicated to provide the highest quality service in your time of need, and we have set our Mission, Vision, and Goals to demonstrate our commitment:

Mission:

“To provide excellent customer service through 9-1-1 and emergency communications to the citizens and visitors of Grand Forks County and the cities therein for immediate and direct access to Fire, Police, and Medical Services. ”

Vision:

“When situations are at their worst, we strive to do our best for the safety of the community and agencies we serve. ”

Values:

Safety and service are our top priorities, and we are committed to preserve our Mission and Vision by maintaining these core values that guide our work and decisions:

Integrity

- ≈ Remain diligent in performance of occupational duties
- ≈ Seek to maintain highest standard of personal practices and maintain the integrity of dispatch
- ≈ Avoid any conduct that would put responders or public in harm’s way

Leadership

- ≈ Continually seek to maintain and improve professional knowledge, skill, and competence

Teamwork

- ≈ Maintain honorable working relations with peers and all agencies we serve

Stewardship

- ≈ Endeavor to put the needs and safety of the public above our own professional ambitions
- ≈ Continue to look for ways to improve performance and services

Goals

Our goal is to provide exceptional service in a manner that fosters working relationships, builds trust, and meets our expectations and as a strong pillar of the Emergency Response Team. We will try to exceed the expectations of our community and agencies we serve by cultivating and accomplishing the following:

Personnel

- Recruit, hire, and retain qualified personnel while maintaining efficient personnel management practices

Excellence

- Provide reliable, timely, accurate information and services

Community

- Enhance and maintain communications with all response agencies and the public

Advanced Technology and Future Development

- Enhance and maintain system operations, including evolving technology
 - Text to 911
 - CAD Upgrade
 - Radio Console Upgrade
- Continue prudent fiscal policies for efficient use of resources balanced with growing needs
- Comply with federal, state, and local requirements

911 Authority Board
Members 2015

Chief Peter O'Neill – President – GF Fire Department
 Chief Eric Plumber – Vice-President – UND Police Department
 Chief Mark Nelson – Grand Forks Police Department
 Sheriff Bob Rost- GF Sheriff's Department
 Terry Bjerke – GF City Council
 Cynthia Pic – GF County Commission
 Harold Rohde – Member at Large
 Art Culver - Non-Voting member – Altru Rep.
 Becky Ault – Non-Voting member - PSAP/911 Director

Becky Ault
Director

Debbie Hoverson
Sr. Admin. Specialist

Shannon LaHaise
Supervisor

Amanda Scheving
Training Specialist

Christy Senechal
Team Leader

Carly Olson
Team Leader

Amy Bohlman

Jessica Groseth

Wendy Carey

Carrie Burgess
Cindi Kavadas
Nicole Shjerve
Pat French
Maxine Uhlir

Summer Morgenstern

Nicole Weigel
Heidi Hillebrand
Molly Thurston

Governance Overview

The Grand Forks Public Safety Answering Point (PSAP), also known as the 911 center, began operations in 1986.

The Service area includes 3 city police departments, 1 sheriff department, UND Police Department, 1 city fire department, 15 volunteer fire departments, 3 rural EMS providers and Altru Ambulance. The population served is 70,138 with square mile area of 1,436.

The Grand Forks PSAP is currently governed by a 911 Authority Board under a Joint Powers Agreement, with the City of Grand Forks providing administration and structure. The Grand Forks County PSAP Board shall consist of the following nine members:

- A. A representative of the Grand Forks County Commission.
- B. A representative of the Grand Forks City Council.
- C. Chief of the Grand Forks Police Department, or designee.
- D. Chief of the Grand Forks Fire Department, or designee.
- E. Chief of the University of North Dakota Police Department, or designee.
- F. Grand Forks County Sheriff, or designee.

- G. A citizen of Grand Forks County to be appointed by the Grand Forks County Commission.
- H. Director of Altru Hospital Ambulance Services, or designee (non-voting ex officio member).
- I. PSAP Director (non-voting ex officio member).

The City of Grand Forks Councilperson, the Grand Forks County Commissioner, and the UND representative acts as a liaison between their respective governmental units and the Authority.

The Grand Forks Authority Board is responsible for the overall policy and direction of the Center and delegates responsibility for the day to day operations to the Center Director. The 2015 Chair and Vice Chair were Chief Peter O'Neill of the Grand Forks Fire Department and Chief Eric Plummer of the University of North Dakota Police Department respectively. The Joint Powers Agreement was reviewed and updated in 2015.

Authority Board

Representative Area	Name	Address	Work #	Cell #	Fax #	E-mail Address
County Commission *	Cynthia Pic	2878 48 TH St. NE Niagara, ND 58266	218-281-5832	218 779-6386 (Private)	218 281-0724	cpic@TVOC.org
County Sheriff Dept *	Bob Rost	Sheriff's Office 122 S 5 th St Grand Forks, ND 58201	780-8280		701 780-8307	bob.rost@gfcounty.org
UNDPD Vice Chair *	UNDPD Chief Eric Plummer	UND PO Box 9035 Grand Forks, ND 58202	777-3391	701 317-2207	701 777-4132	eric.plummer@und.edu
County Representative at Large *	Harold Rohde	2066 45 th Av S Grand Forks, ND 58201	772-6641	218 779-3689	701 775-7447	hrohde@greenbergrealty.com
GF City Council *	Terry Bjerke	Terry Bjerke 5356 5 th Av N Grand Forks, ND 58203				tbtimes2@msn.com
Grand Forks PD *	Chief Mark Nelson	122 South 5 th St Grand Forks, ND 58201	787-8003	218-779-3329	701 780-8253	mnelson@grandforksgov.com
PSAP Director	Becky Ault	9144 Hwy 18 Cavalier, ND 58220	787-8042	701 265-2633	701 746-2599	bault@grandforksgov.com

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PSAP Admin Specialist Sr.	Debbie Hoverson	122 South 5 th St Grand Forks, ND 58201	787-8039	218-779- 2900	701 746-2599	dhoverson@grandforksgov.com
Grand Forks Fire Dept * Chairman	Chief Pete O'Neill	1124 Demers Av Grand Forks, ND	746-2565		701 746-2530	po'neill@grandforksgov.com
Grand Forks EMS	Art Culver		780-1551	701 740-1683		aculver@altru.org

* Denotes voting member.

2015

Pictured top row: Commissioner Cynthia Pic, Chief Peter O'Neill, Chief Mark Nelson, Councilman Terry Bjerke, Harold Rohde. Bottom row: Director Becky Ault, Chief Eric Plummer, Sheriff Bob Rost, Art Culver.



Budget Review for Public Safety Answering Point (Grand Forks 911 Center)

Roll up year 2015:

Brief update of the 2 PSAP budgets

- 2104 – which is PSAP Operational costs
- 2105 – which is PSAP Infrastructure costs

Budget 2104 (Operational cost budget):

Revenue projection: \$ 1,343,095

Actual Revenue: 1,344,172 (+1077.00)

Revenues consist of Rural contracts, Alarm User license fees, Communication Center Fees obtained from our service clients – GF County, UND, GF City, and the E911 Fund, Interest from investments, and Cash Carry-over.

Note: Future client costs will be going up as costs increase and cash carryover as well as 911 fee revenue is reduced. Client costs are computed by utilizing percentage of response call volume averaged over a 5 year period for city, county, UND, and 911 fees. Local client costs will increase over time.

Expenditure projection: \$1,391,779.

Actual Expenditures: \$1,397,617 (+5838)

Expenditures consist of such operational costs as salaries, fringe benefits, materials and supplies (ie office supplies, janitorial supplies), some contract services for advertising and print, Maintenance of buildings and grounds, general office equipment, and other basic operational costs such as postage, dues, and travel. This fund was effected by some employee turn-over and an additional pay period during this fiscal year (27 instead of 26). Cash carry-over was utilized. No capital improvement projects come out of this budget.

Net : -53,445.

Cash Carry Over to go into 2016: \$258,420

Budget 2105 (Infrastructure cost budget):

Revenue projection: \$783,306 .

Actual Revenue: \$755,150 (-28,156)

Revenues in this budget consist of city and county land line fees and wireless phone fees at \$1 per month per phone, as well as interest earned and Cash Carry-over.

Note: We continue to see a significant reduction in wireless and wireline revenues.

Expenditure projection: \$868,600.

Actual Expenditures: \$741,024 (127,576)

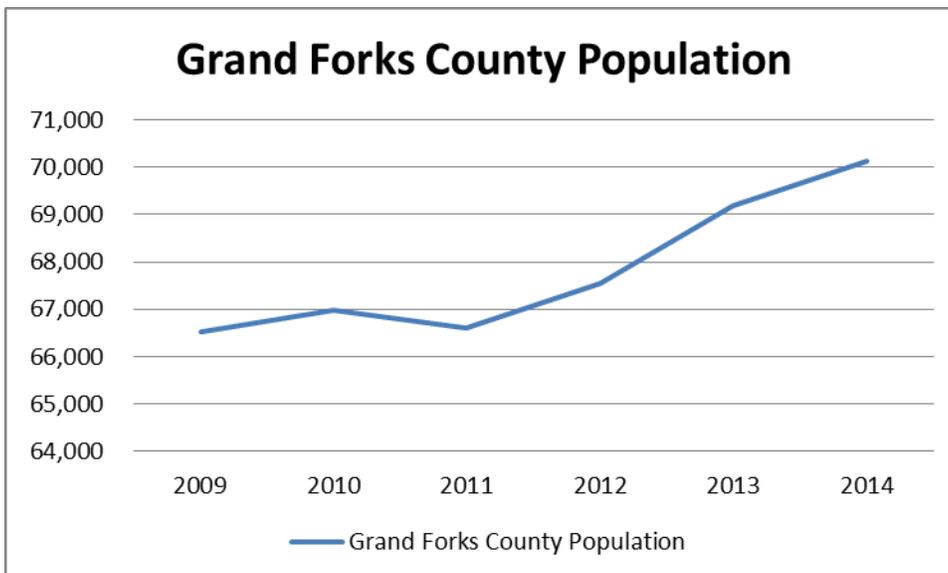
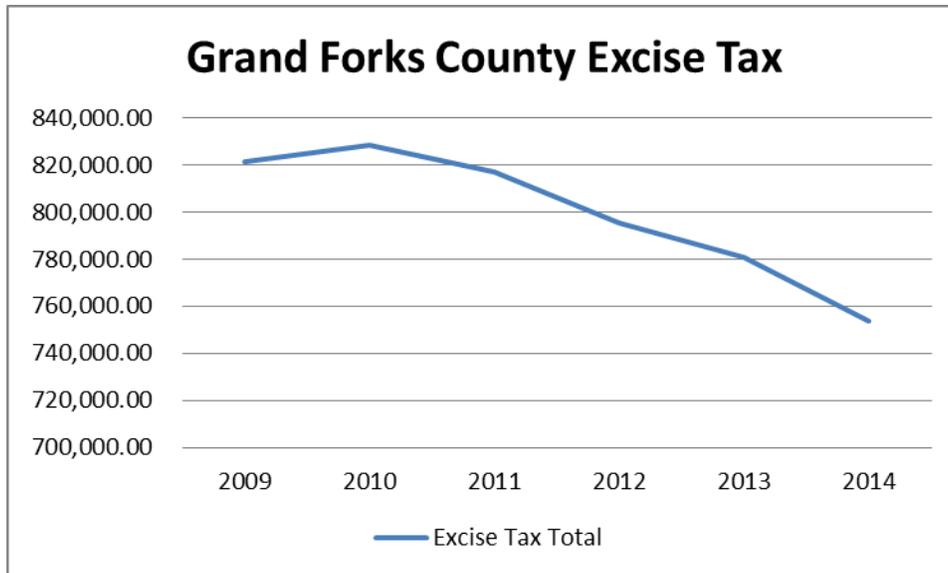
Expenditures consist of hardware and software relating to operational PSAP duties, utilities for PSAP, communication tower costs, consultant fees, equipment maintenance agreements. Reoccurring charges for the 911 lines (both landline and the wireless infrastructure), Computer Aided Dispatch costs, and other direct 911 operational equipment costs. Also included is education and training and associated travel, as well as insurance costs. Expenditures also include transfers out to other accounts – the Communication Center fee into 2104, IS Services, and the water fund payback loan for the building project. We utilized partnerships with the ND Association of Counties consortium statewide for cost savings on reoccurring trunk charges, which equates to a savings of approximately \$39,600 per year and did not have significant operational repair or replacement equipment costs, which greatly saved our budget this fiscal year. Finally, expenditures from this budget include capital outlay.

Net: 14,126

Cash Carryover to go into 2016: \$449,957

- **Please note that within the expenditure guidelines, Jurisdictions are directed to perform long range planning and retention of appropriate funds for future investment and emergency repairs or replacement should be planned for.**

911 Excise Tax Summary – significant reduction in collection despite sustained population growth in Grand Forks County of over 3500 people:



The 2011 Grand Forks Public Safety Answering Point Expansion Project:

The Grand Forks PSAP built a new dispatch center in 2011. The center was built utilizing revenues from the 911 fee collection fund of \$1,617,807 with an additional amount borrowed from the City Water Fund of \$625,000. This amount is being paid off over a 7 year time frame.

Below are the original projections and the revised amounts based upon actual cost. The building was operational by June 15, 2011, and took one year to complete.

Building Budget:

Original Budget:

- \$1,360,300 Construction Cost
- \$ 117,500 Architectural Fees
- \$ 642,890 Furnishings, Fixtures, & Equipment

\$ 2,120,690 Subtotal
 \$2,125,000 Total Proposed Project Budget

Revised budget based upon bids and work completed:

- | | |
|--------------------------------------|------------------------------------|
| • \$1,791,875 \$1,698,051 | Construction Cost |
| • \$ 117,500 | Architectural Fees |
| • \$ 334,676 \$ 427,256 | Furnishings, Fixtures, & Equipment |
| <hr/> | |
| • \$2,244,051 \$2,242,807 | Subtotal |

~~\$119,051~~ \$117,807 Additional dollars was transferred from 911 fee revenue. Additional Revenue from 2010 offset updated projections.

Payback to the Water Fund began July 2011 at 3% interest. The project will be paid in full in 2022.

Grand Forks PSAP Employee Overview

911 Dispatch Team

As of December 31, 2015

Planning, Logistics, Finance/Admin:

Name:

Becky Ault – Director

Deborah Hoverson, Admin Specialist, Senior

Operations:

Name:

Promoted:

Hire Date:

Shannon LaHaise –Supervisor	805	27-Jul-15	07-Jan-97
Christy Senechal -Team Leader	824	10-Oct-12	03-Feb-00
Carly Olson -Team Leader	830	2-Nov-14	21-Jan-10
Amanda Scheving -Training Spc	833	17-Aug-15	01-Nov-07
Carrie Burgess -911 Dispatcher	817		16-Aug-94
Cynthia Kavadas -911 Dispatcher	823		17-Nov-97
Nicole Shjerve -911 Dispatcher	822		21-Jun-99
Summer Morgenstern -911 Dispatcher	832		01-Oct-07
Maxine Uhler -911 Dispatcher	827		19-Mar-12
Nicole Weigel -911 Dispatcher	826		13-Nov-13
Heidi Hillibrand -911 Dispatcher	835		25-Jun-14
Molly Thurston -911 Dispatcher	836		04-Aug-14
Pat French - 911 Dispatcher/PT	819		09-Sept-88
			28-Jun-14
Amy Bohlman – Trainee	838		02-Mar-15
Jessica Groseth – Trainee	831		06-Jul-15
Wendy Carey – Trainee	825		19-Oct-15

We are lucky to have a team of highly trained skilled people who are dedicated to their mission and goals. Our Team Leaders and Training Specialist process calls in addition to supervisory duties.

Positions, Evaluation, and Hiring Process

The PSAP consists of the following positions when fully staffed:

1 Director

1 Administrative Specialist, Senior

1 Communications Supervisor

2 Team Leaders

1 Training Specialist

11 Dispatchers

1 PT Contract Seasonal Dispatcher

Dispatch Trainee is designated while personnel are in training before they move off probationary status into a Dispatcher category. Our Team Leaders and Training Specialist take shifts and process calls in addition to their supervisory duties.

We have not increased staff for call processing despite increased call volumes. We continue to leverage technology to improve efficiencies.

In 2015 we had the following staff changes: Supervisor Margaret Emanuel retired; Shannon Lahaise was promoted to supervisor (our former training specialist), Amanda Scheving was promoted to Training Specialist, and Amy Bohlman was hired as Dispatch trainee.

Evaluation Process:

The Grand Forks Public Safety Answering Point participates in the City of Grand Forks Performance (PFP) Evaluation Process. Below is a brief review of the process:

The performance evaluation is meant to be a tool for constructive feedback to the employee regarding their job performance – reviewing competencies and behaviors that meet employer expectations. The employer benefit from this process is that it enables both the supervisor

and employee to weigh priorities and focus on the areas making the most significant contribution to the department and organization.

The performance evaluation is divided into job elements that link directly to the employee job description. The elements each have a percentage weight. The total evaluation equals 100%. For example, the following elements are evaluated for a dispatcher position:

2014 Dispatcher Elements and Weights

PERFORMANCE AREA	POSSIBLE SCORE	Weights
1. Safety	5	5%
2. Dispatcher Knowledge of Systems	5	25%
3. Performance of Dispatcher Duties	5	25%
4. Attendance, Work Habits, Dependability	5	20%
5. Dedication to the Mission Statement	5	25%
Total Employee Score		100%

A short synopsis of the performance levels and what they indicate is listed below.

Performance Levels				
Distinguished	Commendable	Competent	Adequate (Needs Improvement)	Provisional/Marginal (Below Standards)
5	4	3	2	1
Exceeds expectations on a consistent basis. Performs at highest level consistently in all goals within the job element descriptive summary.	Performance above satisfactory and expected level of performance. A rating of "4" means employee exhibits over and above what is expected identified in the goals of the job element descriptive summary.	Performance meets job requirements, demonstrates productivity, effectiveness and competency. A rate of "3" means all of the behaviors listed in the descriptive summary are characteristic of the individual.	Performance does not consistently meet all job requirements; improvement is necessary to attain expected level of performance. A rating of "2" means that some, but not all , of the performance listed in descriptive summary are below standards.	Performance is consistently below job requirements; does not demonstrate necessary skills and abilities. This rating indicates that all of the performance listed in the descriptive summary are below standards.

The Performance Levels score the employee's **level of competency** in each of the five Performance Areas.

Hiring Process:

The Grand Forks PSAP utilizes the services of the Grand Forks Human Resource Department to advertise, collect applications, and assist in the interview process.

In addition, we implemented a prescreening video test component in 2011. The Ergometrics Emergency Communication Personnel Video Testing system is used to screen applicants. The test is a three hour video based exam designed to simulate key aspects of call-taking and dispatching including listening and communications skills, dealing with difficult and stressful situations, multi-tasking, prioritization, problem solving, recording accuracy, and attention to detail. We feel that the pre-test is a nice indicator to identify individuals who are a “good fit” for dispatching.

Applicants who complete the city job application, pass a 40 wpm typing test, pass a basic background check, and pass the Ergometrics test are invited to interview with Grand Forks PSAP.

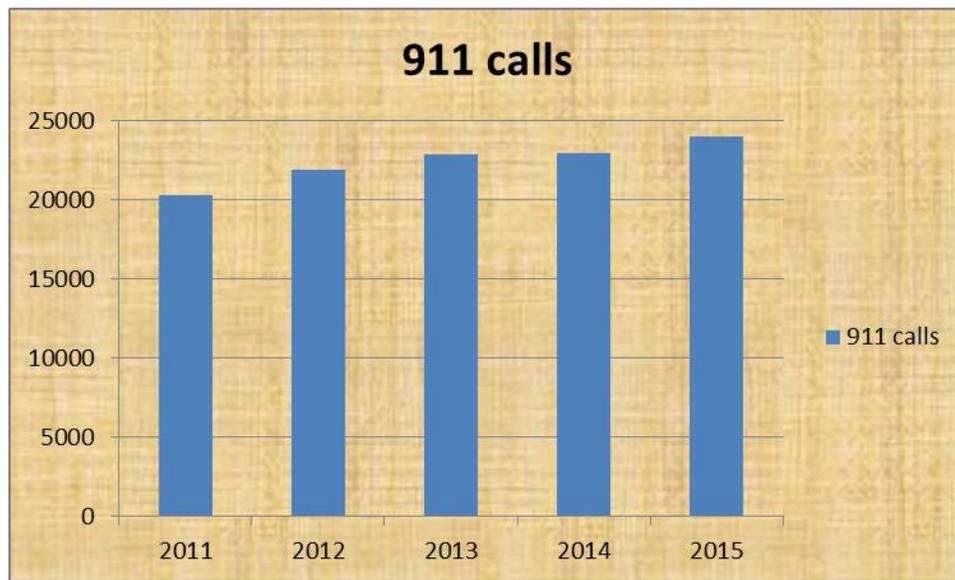
The Grand Forks PSAP maintains an eligibility list of candidates based on the testing, interviews, and Civil Service Appointment.

Conditional job offers are contingent upon successful completion of a full background investigation, physical exam, and drug screening.

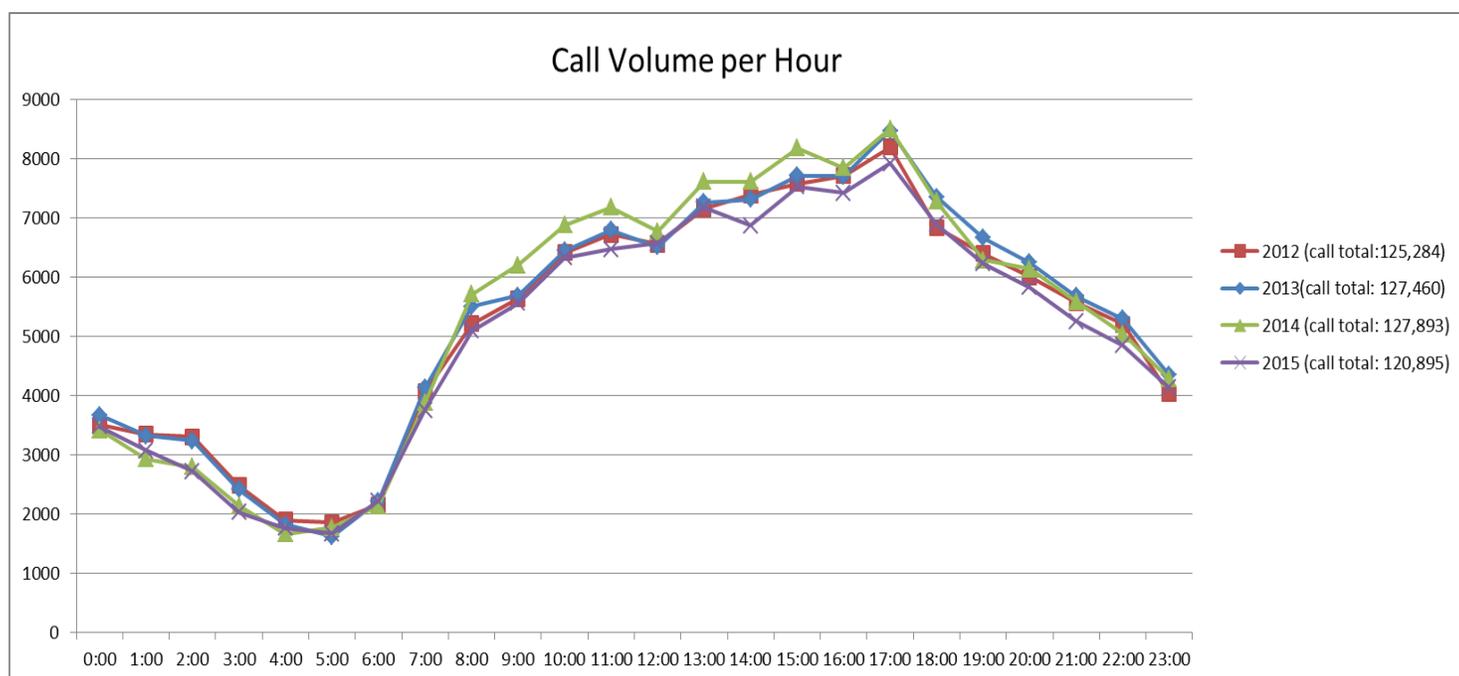
Operations Review

Grand Forks Public Safety Answering Point receives both emergency and non-emergency telephone calls requesting assistance for police, fire, and ambulance requests. In addition, we process calls from citizens requesting information or referrals, as well as request from other emergency service agencies.

In 2015, Grand Forks PSAP received 24,023 calls on 9-1-1. This is up from 22,947 calls in 2014. We processed 120,895 phone calls in 2015.

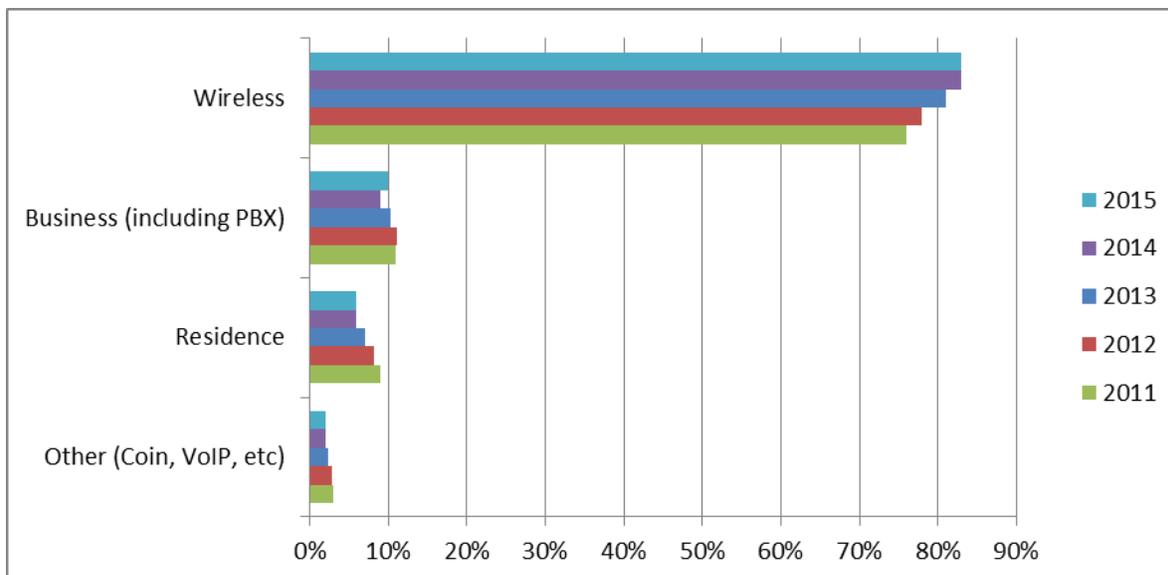


As a Public Safety Answering Point, we process calls for service 24 hours a day, which requires a basic level of staffing; however, a greater number of 911 calls can be anticipated during certain times day or scheduled events. Analysis of this information is utilized to maintain sufficient staffing levels throughout the 24 hour period and determine where additional staffing is necessary. Unplanned events such as severe weather or large fires can sometimes create an overwhelming amount of 911 calls for staff; during these events Supervisors make an effort to call additional personnel in to assist with the workload.



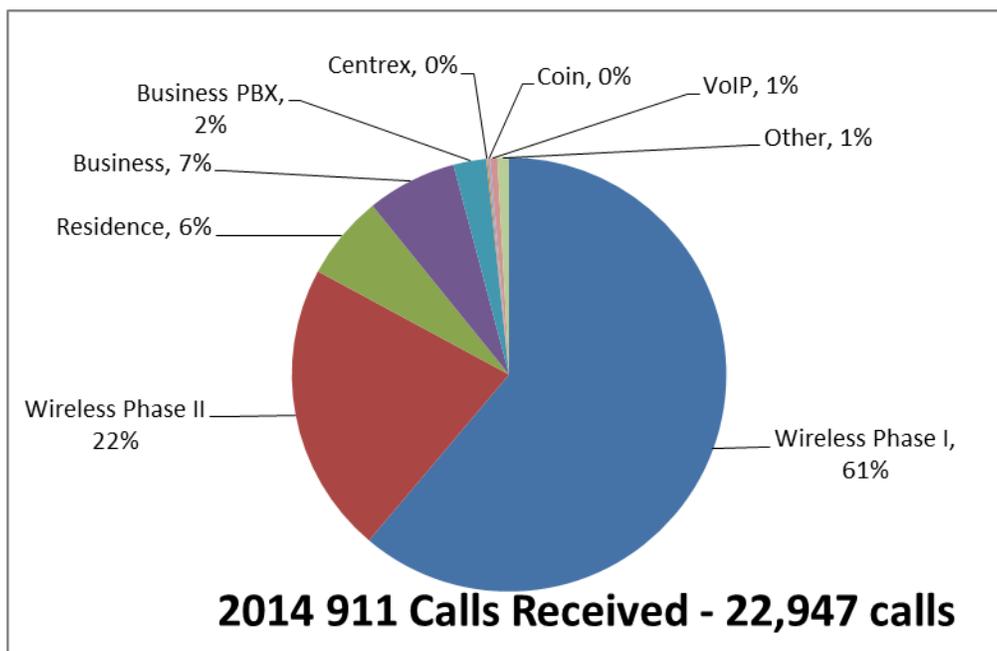
In 2015, we had received 24,023 911 calls.

83% of our calls now come in on wireless devices.



Wireless Phase I calls come into the PSAP with the wireless phone call back number. This is important in the event the cell phone call is dropped, and may even allow dispatchers to work with the wireless company to identify the wireless subscriber. Phase I does not help call takers locate emergency victims or callers as it provides only the information about the tower used in sending the call to 9-1-1.

Wireless Phase II is necessary to locate wireless 9-1-1 callers. Phase II allows call takers to receive both the caller’s wireless phone number and their estimated location information.



Calls for Service

In 2015, 74,380 calls for service were created from user agencies and citizens requests. This is up from last year's 73,337 total.

Agency	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Total	PERCENT
Grand Forks Police Dept.	3,253	2,745	3,182	3,871	3,671	3,541	3,916	3,739	3,498	3,383	3,138	2,964	40,901	54.989%
Grand Forks Sheriff's Office	898	711	981	1,042	921	1,026	1,151	999	960	994	944	748	11,375	15.293%
UND Police Dept.	730	625	636	909	803	496	393	610	810	883	677	516	8,088	10.874%
Emerado Police Dept.	32	18	38	64	35	27	34	19	20	37	16	27	367	0.493%
Larimore Police Dept.	-	-	-	-	-	-	-	-	-	-	-	-	-	0.000%
Northwood Police Dept.	6	7	6	7	10	5	6	9	14	10	7	7	94	0.126%
Thompson Police Dept.	7	7	7	6	11	22	30	22	28	23	23	16	202	0.272%
Altru Ambulance	639	668	571	604	677	617	715	710	714	699	591	593	7,798	10.484%
Larimore Ambulance	10	14	14	22	18	18	17	19	19	18	9	14	192	0.258%
Northwood Ambulance	22	13	12	17	20	13	13	17	12	18	11	15	183	0.246%
Grand Forks AFB	-	-	1	2	2	-	1	2	1	-	-	-	9	0.012%
Emerado Fire Dept.	10	6	11	11	3	8	10	7	10	13	15	12	116	0.156%
Fordville Fire Dept.	-	-	-	-	-	-	-	-	-	-	-	-	-	0.000%
Grand Forks Fire Dept.	382	398	323	373	385	352	421	406	415	405	353	384	4,597	6.180%
Hatton Fire Dept.	-	-	-	1	-	-	-	-	-	1	-	-	2	0.003%
Inkster Fire Dept.	2	1	1	-	1	-	1	1	2	1	-	-	10	0.013%
Gilby Fire Dept.	1	3	2	7	2	1	4	5	4	2	4	5	40	0.054%
Michigan Ambulance	-	-	-	-	-	-	-	-	-	-	-	-	-	0.000%
Larimore Fire Dept.	6	4	4	8	10	7	9	8	10	6	3	6	81	0.109%
Manvel Fire Dept.	4	7	2	15	5	6	2	6	6	5	6	5	69	0.093%
Northwood Fire Dept.	7	2	6	2	9	2	6	6	6	4	3	5	58	0.078%
Oslo Fire Dept.	-	-	-	1	1	-	-	1	-	-	-	-	3	0.004%
GF Airport Fire Dept.	1	4	3	1	2	2	4	3	4	3	2	3	32	0.043%
Reynolds Fire Dept.	-	3	-	4	-	2	1	-	1	1	-	1	13	0.017%
Thompson Fire Dept.	12	8	6	16	12	13	9	13	14	15	7	13	138	0.186%
Niagara Fire Dept.	1	-	-	1	2	1	1	1	-	2	1	-	7	0.009%
Dahlen Fire Dept.	-	-	-	-	-	-	-	-	-	-	-	-	-	0.000%
Aneta Fire Dept.	-	-	-	-	-	-	-	-	-	-	-	-	-	0.000%
Aneta Ambulance	-	-	-	-	-	-	-	-	-	-	-	-	-	0.000%
Fordville Ambulance	-	-	-	-	2	-	1	1	1	-	-	-	5	0.007%
Michigan Fire Dept.	-	-	-	-	-	-	-	-	-	-	-	-	-	0.000%
TOTAL	6,023	5,244	5,806	6,984	6,602	6,159	6,745	6,604	6,549	6,523	5,810	5,334	74,380	100.000%

The highest volume of dispatch per agency type remains law enforcement, overall about 80%, although calls for service for Altru Ambulance and Grand Forks Fire Department steadily increased since 2011.

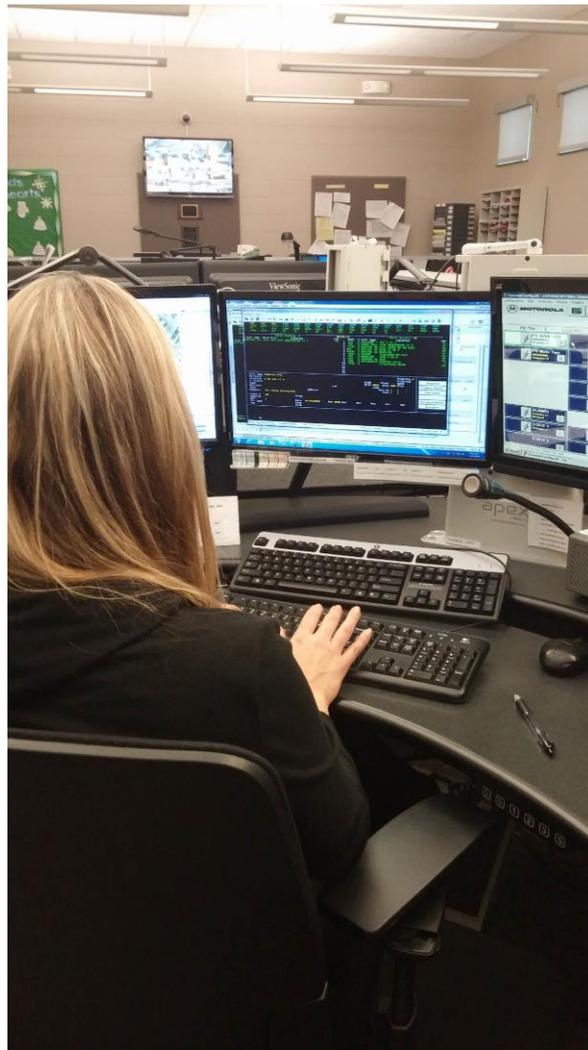
Grand Forks Public Safety Answering Point Annual Report | 2015

In 2015, just over 57% of Calls for Service were for the Grand Forks Police Department, followed by over 15% for the Grand Forks Sheriff's Office, and over 10% for UND Police.

Agency	911	Total Percent	Other calls	Total Percent	Total Calls	Total Percent
Grand Forks Police Dept.	266	40.923%	2,698	57.600%	2,964	55.568%
Grand Forks Sheriff's Office	21	3.231%	727	15.521%	748	14.023%
UND Police Dept.	9	1.385%	507	10.824%	516	9.674%
Emerado Police Dept.	1	0.154%	26	0.555%	27	0.506%
Larimore Police Dept.	-	0.000%	-	0.000%	-	0.000%
Northwood Police Dept.	2	0.308%	5	0.107%	7	0.131%
Thompson Police Dept.	1	0.154%	15	0.320%	16	0.300%
Altru Ambulance	170	26.154%	423	9.031%	593	11.117%
Larimore Ambulance	7	1.077%	7	0.149%	14	0.262%
Northwood Ambulance	5	0.769%	10	0.213%	15	0.281%
Grand Forks AFB	-	0.000%	-	0.000%	-	0.000%
Emerado Fire Dept..	4	0.615%	8	0.171%	12	0.225%
Fordville Fire Dept.	-	0.000%	-	0.000%	-	0.000%
Grand Forks Fire Dept.	150	23.077%	234	4.996%	384	7.199%
Hatton Fire Dept.	-	0.000%	-	0.000%	-	0.000%
Inkster Fire Dept.	-	0.000%	-	0.000%	-	0.000%
Gilby Fire Dept.	1	0.154%	4	0.085%	5	0.094%
Michigan Ambulance	-	0.000%	-	0.000%	-	0.000%
Larimore Fire Dept.	2	0.308%	4	0.085%	6	0.112%
Manvel Fire Dept.	3	0.462%	2	0.043%	5	0.094%
Northwood Fire Dept.	2	0.308%	3	0.064%	5	0.094%
Oslo Fire Dept.	-	0.000%	-	0.000%	-	0.000%
GF Airport Fire Dept.	1	0.154%	2	0.043%	3	0.056%
Reynolds Fire Dept.	-	0.000%	1	0.021%	1	0.019%
Thompson Fire Dept.	5	0.769%	8	0.171%	13	0.244%
Niagara Fire Dept.	-	0.000%	-	0.000%	-	0.000%
Dahlen Fire Dept.	-	0.000%	-	0.000%	-	0.000%
Aneta Fire Dept.	-	0.000%	-	0.000%	-	0.000%
Aneta Ambulance	-	0.000%	-	0.000%	-	0.000%
Fordville Ambulance	-	0.000%	-	0.000%	-	0.000%
Michigan Fire Dept.	-	0.000%	-	0.000%	-	0.000%
TOTAL	650	100.000%	4,684	100.000%	5,334	100.000%

In closing, the Grand Forks Public Safety Answering Point continues to get busier with increased call volumes and expectations of citizens and responders due to technology advances.

We are committed to meeting Today's Public Safety Information Needs and Planning for Tomorrow's Challenges!



Grand Forks Public Safety Answering Point Contact Information:

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24-hour Non-Emergency Number: 701-746-2542

- Becky Ault, Director

bault@grandforksgov.com

701-787-8042

- Shannon LaHaise, Center Supervisor

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701-787-8040

- Debbie Hoverson, Administrative Specialist, Senior

dhoverson@grandforksgov.com

701-787-8039

Grand Forks Public Safety Answering Point Weblink:

<http://www.grandforksgov.com/gfgov/911.nsf/Pages/Home>

Additional Weblinks:

National Emergency Number Association (NENA) Standards – Web Link

<http://www.nena.org/operations/standards-descriptions>

NDCC 57-40.6-10 <http://www.legis.nd.gov/cencode/t57c40-6.pdf>

Fee Expenditure guidelines: http://www.ndaco.org/image/cache/Expenditure_Guidelines-Approved_Amendments_2009.pdf