Red River Regional Dispatch Center

2013 Annual Report
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Director’s Report

Technological advances, training requirements for communications operators, and customer driven expectations increased at a rapid pace this past year. In meeting this demand the Red River Regional Dispatch Center continued to strive for excellence in every phase of its operation. Our continuing efforts in moving into what is called a Next Generation 911 environment is helping us obtain the necessary components to work in what has become an ever increasingly digital driven society.

In the area of technological advances in 2013, the RRRDC became one of the first dispatch centers to migrate onto what is called the Minnesota Emergency Services Internet, or more commonly known as an ESInet. This technology allows us to accept and transfer 911 calls anywhere within the state of Minnesota when needed, as well as forwarding the digital information from the caller’s number and location. Misdirected calls from outside our jurisdiction, or calls originating within our area needing assistance in another jurisdiction, can now be routed quickly and efficiently within the state. As this system advances, over one hundred 911 dispatch centers in Minnesota will be interconnected in the coming months.

Another area of advancement was seen in our Computer Aided Dispatch and Records Management System (CAD/RMS). In moving onto the base product with New World Systems software we saw a number of enhancements and fixes that will allow all public safety officials to work more effectively. The entire CAD/RMS project continues to move forward and make improvements in a highly complex environment.

Training has always been a priority for the RRRDC and in 2013 the RRRDC was recognized by the International Association of Public Safety Communication Operators with what is called APCO Project 33 Certification. This certification shows that the RRRDC has met or exceeded nationally recognized standards for its training and demonstrates a dedication to the community we serve and the public safety officers in the field. RRRDC received this award at the 79th Annual APCO Conference on August 21st in Anaheim, California.

In responding to our customer’s needs, the RRRDC web site received a makeover this past year. The new design allows us to relay more information about our organization and provide vital information to the public. Another important feature of the web site allows prospective candidates for the position of Communications Operator to apply directly on-line. As more and more people rely on the internet for their main source of information, it becomes important for the RRRDC to communicate as much information as possible to what can be a very diverse audience, through the use of this website.
None of the above mentioned technological and operational advances would have occurred this past year without the outstanding work and dedication of the Communications Operators, Shift Supervisors, the Radio Systems Coordinator, the Assistant Director, and IT staff. Their tireless work in a highly stressful 24/7 environment is to be commended. This group of dedicated professionals makes the RRRDC one of the most recognized and emulated dispatch centers in the country.

Lastly, none of this would be possible without the support of the RRRDC Board of Authority and the political entities that they represent. The cooperation in forming this region-wide consolidated dispatch center is rarely seen in other jurisdictions and is something we never lose sight of.

We look forward to many more advances in the coming year in order to serve the public and all of the first responders in the field with the most effective technology and highly trained Communication Operators.

Byron Sieber
Director RRRDC
The mission of the Red River Regional Dispatch Center is to enhance the quality of life of every person in Cass County, ND and Clay County, MN by receiving and processing 9-1-1 emergency and non-emergency calls and by dispatching police, fire, and emergency medical response units in a prompt, efficient, courteous, and professional manner; to help save lives, protect property, and assist the public making safer communities in which to live, work, and visit.
Governance Overview

Red River Regional Dispatch Center (RRRDC) opened for business on December 2, 2002, as an independent North Dakota entity and is the first consolidated dispatch center in the nation to cross state lines. RRRDC serves a population of over 208,000 people in an area of 2,810 square miles.

The service area of RRRDC includes 7 police departments, 2 sheriff departments, 3 city fire departments, 27 volunteer fire departments, 15 rural EMS providers and FM Ambulance.

RRRDC is governed by a Board of Authority under a Joint Powers Agreement. The Board of Authority consists of the following: Cass County Sheriff, Clay County Sheriff, Fargo Chief of Police, Moorhead Chief of Police, West Fargo Chief of Police, Glyndon Chief of Police, Moorhead Fire Chief, Fargo Fire Chief, and non-voting member FM Ambulance.

The RRRDC Board of Authority 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 Chair and Vice Chair positions are rotated between the ND and MN members. The 2013 Chair and Vice Chair were West Fargo Police Department Chief Arland Rasmussen and Moorhead Fire Chief Rich Duysen respectively.

Standing committees operate under the Board of Authority. Each are chaired by a Board of Authority Member

- **Finance Committee:**
  - Help track expenses to date and assure they are divided appropriately between jurisdictions
  - Work with Director to develop an operating budget for Board approval
  - Evaluate and approve expenditures on a regular basis
  - Make recommendations to the Board regarding financial issues, long-term fund, and major capital expenses to elected officials
  - Plan for future financial needs of the Center

- **Personnel Committee:**
  - Review and recommend Board action regarding personnel policies, including the hiring and termination process, employee “grievances” and disciplinary guidelines
  - Work with the Director to establish personnel levels for Board approval
  - Present job position descriptions to the Board for approval
  - Develop and recommend compensation levels for all personnel to the Board
  - Evaluate Director and Assistant Director, recommend Board approval or denial for merit pay increases
  - Serve as preliminary “appeal board” for employees contesting discipline
Law Enforcement and Fire/EMS Operations Committees:

- Develop and revise Joint Board by-laws as needed for Board action
- Review and recommend Board action on non-personnel related procedures
- Liaison with participating agencies to resolve problems and deal with operational issues
- Represent the Board in dealings with the public at large (review citizen and agency complaints) and the media
- Provide logistical and technical support to the Director as needed
- Review Dispatch protocol and procedures

Emergency Communications Committee

- Deal with issues of governance
- Deal with interoperability issues that arise
- Act as a forum to brief regional users on communication from the state level
- Recommend policies and procedures that integrate with state and federal requirements
- Monitor operational changes of member agencies and ensure all member agencies are aware of them
- Make recommendations to RRRDC Board of Authority on issues of cost sharing that are not resolved by member agencies
- Consider status of grants and funding requests

Next Generation 911 Committee

- Responsible for planning and research into Next Generation technologies
- Review and recommend transition methods to Next Generation technologies
- Keep abreast of emerging technological changes and upgrades
Board of Authority

Chief Arland Rasmussen, BOA Chair
West Fargo Police Department

Sheriff Bill Bergquist
Clay County Sheriff's Department

Chief Rich Duysen, Vice Chair
Moorhead Fire Department

Chief Steve Dirksen
Fargo Fire Department

Chief Keith Ternes
Fargo Police Department

Chief Mike Cline
Glyndon Police Department

Director Sherm Syverson
FM Ambulance

Chief David Ebinger
Moorhead Police Department

Sheriff Paul Laney
Cass County Sheriff's Department
Red River Regional Dispatch Center 2013

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Director
Assistant Director
Radio Systems Coordinator
Fargo IT
Public Safety System Administrator III
Public Safety System Administrator II
Fargo PD
CAD/RMS Project Cord.
Fargo PD
Cass County Sheriff
Fargo Police Chief
West Fargo Police Chief
Clay County Sheriff
Moorhead Police Chief
Glyndon Police Chief
Red River Regional Dispatch Center 2013
Staff

Administration

Director
Byron Sieber

Assistant Director
Mary Phillippi

Radio Systems Coordinator
Brian Zastoupil

Shift Supervisors

Summer Sandness
Mary Edinger
Kristi Kanski
Amanda Glasoe
Patricia Taylor
Cheryl Stubbe
# Communications Operators

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<th>Names</th>
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<tr>
<td>Fern Cigelske</td>
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<td>Gigi Heltemes</td>
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<td>Wendy Pulkrabek</td>
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<td>Jo Dahlen</td>
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<td>Laura Pieri</td>
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<td>Bennie Sandhofner</td>
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<td>Katie Karkela</td>
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<td>Charitie Baker</td>
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<td>Eric Heyer</td>
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<tr>
<td>Shannon Grossman</td>
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<td>Corey Olson</td>
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<tr>
<td>Angela Tait</td>
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<td>Kimberly Lantz</td>
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![Image of a person working at a computer station with multiple monitors, each displaying complex software interfaces.]
Employment Activity

Promotions: Cheryl Stubbe 10/21/2013

New Employees
Shannon Grossman 07/08/2013
Corey Olson 09/23/2013
Kimberly Lantz 12/09/2013
Angela Tait 12/09/2013

Resignations: Charitie Baker 01/05/2013
Katie Karkela 09/08/2013

Years of Service Milestones in 2013

Fern Cigelske 35 years
Gigi Heltemes 25 years
Mary Phillippi 25 years
Mary Edinger 20 years
Stacy Pritchard 10 years
Janet Fischer 5 years
Chantel Shorey 5 years
Patricia Taylor 5 years
Amy Wardinski 5 years
Amanda Fowler 5 years
Angela Oelfke 5 years
Recognition and Awards

Red River Regional Dispatch Center employees are routinely recognized at staff meetings for their excellence. Teamwork, customer service, decision making, and professionalism are some of the areas in which RRRDC employees were recognized at 2013 at staff meetings.

Emergency Medical Dispatch Awards

Special recognition is given for calls in which lives are saved.

Laura Pieri was awarded the Life Saver Pin for a medical call she took in January 2013. Laura provided CPR instructions to a caller which resulted in the resuscitation of an individual.

Cheryl Stubbe was awarded the Life Saver Pin for her role in a medical call in August 2013. During this call, Cheryl provided CPR instructions over the phone which helped resuscitate an individual in cardiac arrest.

Employees who give pre-arrival emergency medical dispatch instructions to deliver a baby are awarded a Stork Pin. In October 2013, Nancy Wilde took a call from a caller reporting the imminent birth of a baby. Nancy provided instructions to the caller to help him assist the mother to deliver a baby boy.
Promotion

Cheryl Stubbe was recognized at the November 2013 staff meeting for her promotion to the position of Shift Supervisor on October 21, 2013. Cheryl began her career with Red River Regional Dispatch Center in February, 2007. Cheryl holds a MS in Community Counseling from Minnesota State University Moorhead. Some of Cheryl’s assigned duties as shift supervisor include overseeing shift dispatch operations, supervision of communications operators, the continuing education program and quality assurance.

Emergency Number Professional Designation

Assistant Director Mary Phillippi was recognized for her achievement in attaining Emergency Number Professional (ENP) designation in 2013. This certification, presented by the National Emergency Number Association (NENA), shows that she has demonstrated a mastery of knowledge concerning the operations and management of a 911 communications center. The recognition as an ENP is seen throughout the 911 industry as a mark of excellence in her comprehensive body of knowledge, awareness of current issues and developments, and dedication to the profession.
911-Hero Award

The purpose of the 911-Hero award is to reward children who have demonstrated, through their actions, an understanding of the proper use of the 911 system. Seven year old Riley King was presented with a “911-Hero” award by Red River Regional Dispatch Center. Rylie was spending the day with her grandmother and younger brother when she called 911 to report that she was unable to wake her grandmother. Rylie was unsure of her grandmother’s address. Shift Supervisor Amanda Glasoe reassured Riley and was able to find an address. Riley did an exceptional job of staying calm and on the line, answering all questions to make it possible to get first responders to the scene. Riley accepted the award, including a 911-Hero t-shirt and medal, with her parents and grandmother by her side.

Riley King accepting the 9-1-1 Hero award from RRRDC Director Byron Sieber

9-1-1 Hero Riley King meeting Fargo Fire Chief Steven Dirksen
Recruitment and Hiring

The hiring process at Red River Regional Dispatch Center utilizes Ergometrics Emergency Communication Personnel Video Testing System 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. Applicants who pass the Ergometrics test are invited to interview with RRRDC. RRRDC maintains an eligibility list of candidates based on the testing and interviews.

In 2013:

- 61 applications meeting the minimum typing test were submitted to RRRDC
- 45 took the Ergometrics test
- 21 applicants participated in interviews
- 9 conditional job offers were made
- 4 were hired by Red River Regional Dispatch in 2013
- 3 given start dates for early 2014.

RRRDC takes applications continually for Communicators Operators. Interested persons with an application on file are invited to test for the position when there is an opening. Those who pass the test are invited for interviews. Top candidates are given conditional job offers contingent upon successful completion of a background investigation, physical exam, drug screening, psychological exam, and polygraph prior to beginning their careers with RRRDC.

Shift Supervisor Amanda Glasoe and Communications Operator Bennie Sandhofner recruited for Red River Regional Dispatch Center in September 2013 at the North Dakota Job Service Job Fair.
Training

Red River Regional Dispatch Center's training program is designed to provide new Communications Operators with a systematic approach to training. Consistent, standardized training provides the means to ensure all communications operators are capable of the tasks necessary to assume full responsibilities of the position. New employees work with various trainers throughout the training process.

RRRDC’s new Employee Training Program consists of four program phases: Orientation, Phase I, Phase II, and Phase III.

**Orientation** is two weeks in a classroom setting learning our computer aided dispatch system, learning about each agency we serve, 10 codes and abbreviations, geography and addressing of the area served.

**Phase I** begins five weeks of on-the-job training answering phones. The new employee is scheduled at a console with a certified trainer and fields live non-emergency and 911 emergency phone calls.

**Phase II** is six weeks of on-the-job training split up in 2 three week sections. Employees first learn to dispatch for West Fargo Fire, West Fargo PD, and Fargo Fire and then Cass County Sheriff’s office and Fargo PD’s channel 2.

**Phase III** is seven weeks of on-the-job training divided between dispatching for Fargo PD for four weeks and dispatching for Moorhead PD and Clay County Sheriff’s Office for three weeks.

Four employees were trained in the training program in 2013.

**Certified Trainers**

Communications Training Operators (CTO’s) who are selected to train new employees are certified under the APCO Communications Training Operator Certification. Trainers are responsible for following the training program guidelines by means of a task guide to ensure new employees receive all required training. Evaluations are completed using the agency Standardized Evaluation Guidelines to document training and determine when training objectives have been met. Five communications operators were trained as new CTO’s this year.
Continuing Education

Over the past year, RRRDC dispatchers have been receiving current, relevant, and informative training as 9-1-1 professionals. These trainings include:

**Employee Meeting Training** – Christie Jacobsen – Cultural Liaison for Fargo PD, March 4th

**West Fargo Back-Up Site Set Up** - Dispatchers go to back-up site with a supervisor and set up the four back up consoles. Training is done on a rotating basis throughout the year.

**SkyWarn Class** – Sabin, MN March 26th and April 8th

**CodeRED System Training** at RRRDC April 24th and June 26th

**APCO Webinar – Lessons from New Town Shooting** – June 25th

**In-Service Training**

Trainings created in-house specially designed for our employee’s needs

- Evacuation Review
- Set The Tone
- Active Shooter
- New World Addressing
- Liability
- Review of Practices and Procedures
- Review of Practices and Procedures II
- Reading Instructions Review
- Obvious Answers Quiz
- Protocol 33 Review

**Emergency Medical Dispatch Training**

- 4 EMD Advancement Series CD’s
- 10 EMD Journal Articles and Quizzes

**Supervisor Training**

- “The Heart of a Leader” VBI, January 25th
- **Navigator Conference 2013** - Salt Lake City, Utah April 16th – April 19th
- **APCO – Communications Training Officer/Instructor** - April 29th – May 1st
- “Building a Strategy of Engagement” VBI, May 17th
- **NENA Conference** - Charlotte, NC June 14th-20th
- **Status Board Training/MN Armer** – July 26th
- **International APCO Conference** – Anaheim, CA August 18th – August 21st
- **Amber Alert Meeting** – September 24th
- “Bullying in the Workplace” VBI, October 18th
- **MN Resuscitation Academy** – University Of Minnesota, November 4th
- **Drama in the Workplace Webinar** – November 20th
Conferences
- ND APCO Spring Conference 2013 – February 12-13  Jamestown, ND
- MN APCO/MSA/NENA Conference – March 25-28  Alexandria, MN
- Dakota 911 Conference – September 17-19  Bismarck, ND

Recertification
Dispatchers must also recertify on a continual basis. This recertification includes:
- **EMD (Emergency Medical Dispatch) Recertification** – Dispatchers must recertify every two years with the Academy. This includes taking a two hour recertification test as well as documentation of over 24 hours of Continuing Education.
- **ED-Q** – All supervisors are trained to be an ED-Q and must recertify their skills every two years. As a “Q” the supervisor evaluates and scores six elements of the Priority Dispatch System. Medical calls received by dispatchers are reviewed using a random selection of a percentage of all calls. The areas reviewed include Case Entry Protocol, Chief Complaint Protocol, Emotional Content and Cooperation Scoring, Key Questions, Post-Dispatch Instructions, and Scoring of final code. “Q’s” will then provide case review feedback with the dispatcher. Q’s must also document over 30+ hours of education.
- **NCIC Recertification** – Recertification must be completed every two years. Dispatchers take a two hour test through the BCA covering topics including NCIC files and CJIS Operations.
- **CPR-Heart Saver Recertification** – Dispatchers recertify every two years at FM Ambulance in CPR.

“Education is the most powerful weapon which you can use to change the world.”
*Nelson Mandela*
Red River Regional Dispatch Center received APCO Project 33 Agency Training Program Certification in August 2013. The APCO Project 33 is a formal mechanism for public safety agencies to certify their training programs as meeting APCO American National Standards (ANS). The award was accepted at the APCO Conference in Anaheim, California by Assistant Director Mary Phillippi.

Building and implementing a successful agency training program requires many resources and a good deal of dedication. Submitting for certification demonstrates the agency's commitment to training and to meeting national standards. This certification is a major accomplishment for the agency, its staff and the community it serves.

The APCO P33 Training Program Certification – Telecommunicator 2010 requires agencies to meet or exceed the APCO ANS 3.103.1-2010: Minimum Training Standards for Public Safety Telecommunicators. The standard specifies the minimum training requirements of call takers and dispatchers of law enforcement, fire services and emergency medical services assigned to the public safety telecommunicator function.

The program allows for customization depending on what services the agency provides. It also recognizes the need to supplement these basic competencies with agency-specific information and existing equipment-use parameters. The minimum training standards address for all adopting the standard to meet the requirements within the following sections:

- Training program administration
- Organizational integrity
- General knowledge
- Skills
- Tools
- Equipment and technology
- Professional Competence
RRRDC started the 9-1-1 Education program in 2004. This program has been primarily taught to the 2nd graders in Cass-Clay counties; however, it’s also been presented at special events like Safety Town, Boy Scouts and Daisy Troop meetings. The 2012-2013 school year proved to be another successful year with visits to 17 schools and 25 presentations. In 2013 the 9-1-1 education program provided almost 1200 children the skills and tools to be effective 9-1-1 callers, or as we refer to them in the presentation, 9-1-1 heroes. Shift Supervisor Kristi Kanski, Shift Supervisor Amanda Glasoe and dispatcher Hilery Klein are the presenters for the program.

The 9-1-1 Education program had a special guest at a presentation at Dilworth Elementary. Mike Morken from KVLY observed a presentation and did a segment called “Students Learn All About 911” on the evening news. The children thought this was exciting as some of them got to be interviewed after the presentation about what they learned.

The 9-1-1 presentation takes approximately 45 minutes. It starts with a brief introduction and then the students watch a video called “The Great 9-1-1 Adventure”. The video provides a lot of valuable information to the students about when and how they should call 911. After the video, the students are given an activity sheet and a 911 information sheet. When given the 911 information sheet, it is stressed to them the importance of knowing their address and phone number. If they don’t know it, they are given ideas on how they can find it. After the handouts, we play our own 911 trivia game; a series of questions is asked and the students answer as a group “yes” or “no” if they should call 911. On a couple of the questions volunteers from the class play a “creepy person” or “burglar”. The rest of the class gets to participate by raising their hands and giving a description of the person. One of the presenters leaves the room while the class gives the description. The presenter comes back into the classroom and is given the description the class gave about the suspect. The presenter is then able to pick out the child that fits the description. This has been a useful example of how important a description can be and the students have a lot of fun doing it. Additional helpful information is also given to the students when answering the trivia questions. Once the trivia game is completed the students are able to ask questions they might have. Last but not least, they are given a pencil that changes colors with the heat of their hands as a reward for being good listeners and newly inducted 9-1-1 heroes. The presentation is concluded with asking the students what the number is to call if they have an emergency. The students excitedly yell out “9-1-1!”.
Citizen’s Academy

RRRDC formed a 9-1-1 Citizen’s Academy in 2005, giving our first full class presentation in the spring of 2006. The goal of RRRDC’s 9-1-1 Citizen’s Academy is to educate the public about 9-1-1, the Red River Regional Dispatch Center, and its role within the community by hosting classroom training for citizen’s. Through presentations by academy members, citizens are given the opportunity to hear actual calls and radio traffic received in our center and see how dispatchers process information to dispatch police, fire and EMS. Presentations given at RRRDC also include a tour of the dispatch center. These presentations range from a full day academy to condensed one hour presentations.

Members of the 9-1-1 Citizen’s Academy are Summer Sandness, Patty Taylor, Tina Lee, Angie Oelfke, Laura Pieri and Bennie Sandhofner.

Members of the Citizen’s Academy presented numerous presentations for groups such as college classes, school groups, area Law Enforcement Academies, FM Ambulance and Community groups such as the MHD Rotary group, and the Kiwanis.

Communications Operator Angie Oelfke doing Citizen’s Academy presentation
RRRDC Casual Weekends

For several years dispatchers have had the opportunity to give back to their community by donating $10.00 per quarter to wear jeans on the weekends. At the end of the year, the money collected is given to a local charity. For 2013, the dispatch center chose the Ronald McDonald House.

The Ronald McDonald House of the Red River Valley offers families a way to stay together in proximity to the treatment hospital, and be comfortable and cared for during their stay. Many families travel far from home to get treatment for their seriously ill or injured children. The treatment may last a day, a month, or even longer.

Over 900 families per year receive services from the Ronald McDonald House of the Red River Valley. They have two local locations: 1234 Broadway and 1330 18 Ave S both in Fargo.

This year RRRDC was able to donate $1000.00 to this wonderful organization that provides home-cooked meals, private bedrooms, and playrooms for children.

Pictured below are Communications Operator Jen Anderson and Shift Supervisor Mary Edinger presenting a check to Ronald McDonald House Executive Director, Jill Christopher.
National Telecommunicators Week

Every year during the second week of April, the telecommunications personnel in the public safety community, are honored. This week-long event initially set up in 1981 by a 911 dispatcher by the name of Patricia Anderson, eventually made its way into national legislation in 1992. “National Public Safety Telecommunicators Week” or as it is now more commonly referred to as simply NTW, is a time to celebrate and thank those who dedicate their lives to service the public. It is a week that should be set aside so everyone can be made aware of their hard work and dedication.

In his 1994 Presidential proclamation, President Clinton described the purpose of NTW in the following manner.

“America’s public safety telecommunicators serve our citizen’s daily in countless ways. The work of these “unseen first responders” is invaluable in emergency situations, and each of these dedicated men and women deserves our heartfelt appreciation. This week is a time for a grateful nation to show its appreciation and recognize that our health, safety, and well-being are often dependent on the commitment and steadfast devotion of public safety telecommunicators.”

At RRRDC, we have an employee committee that spearheads this yearly event. Committee Members are Summer Sandness, Stacy Pritchard, Tina Lee, Amy Wardinski and Chantel Shorey.

In 2013, for the 8th year in a row, dispatchers from RRRDC were recognized from the Board of Authority with a proclamation outlining the contributions they make on an everyday basis. The week was also filled with a number of internal activities at the dispatch center.
The Association of Public Safety Communications Officials (APCO) International is the world’s oldest and largest organization of public safety communications professionals. It serves the needs of the public safety communications practitioners worldwide and the welfare of the general public as a whole – by providing complete expertise, professional development, technical assistance, advocacy and outreach.

The Red River Regional Dispatch Center encourages its employees to become members of APCO.

Eighteen employees of RRRDC were APCO members in 2013. RRRDC had 2 employees serve on the Executive Board of APCO in 2013. Summer Sandness served as Past President and Chantel Shorey served as Secretary/Treasurer. Elections were held in Oct. 2013 for the Executive Board and Chantel was re-elected to serve as Secretary Treasurer for the upcoming term.

APCO Conferences

Cheryl Stubbe and Chantel Shorey attended the ND APCO Conference in Jamestown Feb. 12 and 13.


Shift Supervisors Mary Edinger and Kristi Kanski attended the 79th Annual APCO Conference with Assistant Director Mary Phillippi in Anaheim, CA Aug. 18-21. During the conference, Assistant Director, Mary Phillippi received APCO’s P33 award, recognizing that Red River Regional Dispatch Center’s Training Program meets or exceeds the APCO ANS 3.103.1-2010: Minimum Training Standards for Public Safety Telecommunicators.

The 2013 Dakota 9-1-1 Conference was held in Bismarck, ND Sept. 16-19 and was attended by Cathy McCracken, Amy Wardinski, Chantel Shorey and Shift Supervisor Amanda Glasoe.
New World Systems
Computer Aided Dispatch (CAD)

It was an important year for the RRRDC consortium in regards to New World. In July, the CAD build team finished testing New World version 10.0 and on August 7th went live. This was a big release, since it brought our consortium into New World’s base release of Aegis.

This year’s Spring UMUG Conference (Upper Midwest Users Group) was held on Feb 27-28 in Eden Prairie, MN and was attended by Mary Phillippi and Mary Edinger.

The Fall Conference was on Oct 22-23 in Brooklyn Park, MN and attended by Mary Edinger and Amanda Glasoe.

Mary Phillippi attended the Advisory Group meeting in Arizona in March.

Mary Edinger attended the Advisory Group meeting in Troy, MI on Sept 30 where New World product direction was discussed, including an introduction to the new Portals Ideas Site. This is a new way to present software suggestions to New World developers and other users. This replaces the suggestions ballots that were used in years past.
911 Emergency!

As in any major production, a lot more goes on behind the scenes than the public may realize. The flashing lights of a fire truck and ambulance as well as the firemen and paramedics are much like the props and actors in a play, center stage, in front of the audience, rushing to the scene. What people don’t see is the behind the scenes action. Emergency dispatchers are the first to hear how this story will unfold, the cries for help from a mother whose child is not breathing, the first to hear the anxious voice of a man who is minutes away from becoming a father to his newborn baby, the first to try and calm the chaos surrounding someone whom has just collapsed in the middle of a store, all while getting all the necessary information for responders, over the telephone none the less. Emergency Medical Dispatch plays a vital role in the event of a medical emergency.

Much like an actor, the EMD (Emergency Medical Dispatcher) has many scripts. Each of these scripts applies to a specific scene or crisis. The actor’s (dispatchers) job is to enact its content to the utmost of his or her potential. There is never a need to rewrite mid-scene. The ability to follow the script, to empathize with and understand the caller, and to deliver the necessary information in a minimal amount of time in effort to get the patient the help that is necessary, as quickly as possible, is the goal.

RRRDC uses “The National Academy EMD Protocol Medical Priority Dispatch System”. In following these EMD protocols we ensure that all dispatchers effectively evaluate the medical situation by following a questioning protocol. This questioning protocol allows the dispatcher to send the appropriate resource which provides better care for the patient and safety for those who are responding. EMD also provides life-saving instructions, whether it is giving simple airway maintenance instruction, aspirin instructions, controlling bleeding, delivering a baby or CPR instruction.

On all Emergency Medical calls, you will be asked a set of questions known as Case Entry Questions.

- What’s the address of the emergency?
- What’s the phone number you are calling from?
- Okay, tell me exactly what happened?
- How old is s/he?
- Is s/he conscious?
- Is s/he breathing?

By answering these questions the dispatcher is able to determine the chief complaint such as chest pain or breathing problems. At this point the dispatcher will ask you a series of short questions unique to your situation called Key Questions. The Key Questions are equivalent to the filed responder’s secondary survey. They provide the dispatcher and responders with a more orderly and much closer view of the patient so the pre-hospital care provided is appropriate and in keeping with the severity of the illness or injury. Remember, any further questioning or instruction does not delay the response, but further assists the caller in getting the best care possible. In all cases, remember the most important thing you can do when calling 9-1-1 is to LISTEN CAREFULLY and REMAIN CALM. Always do whatever the dispatcher asks you to do. Every question asked is part of their protocol and has an important reason.
ProQA is a computer based product that helps the dispatchers move smoothly through Case Entry and Key Questioning. It assists dispatchers in quickly identifying the appropriate Determinant Code for each case and clearly displays the response configuration specifically assigned to the code by local agency authorities. ProQA is integrated with New World software to work simultaneously. ProQA software passes the information over to the CAD indicating to dispatchers what emergency response is needed. Patient information is also passed over to the EMD Narrative tab in the Call for Service. While another dispatcher sends out the appropriate resources to the patient, the call-taker will continue to provide the caller with relevant post-dispatch and pre-arrival instructions, such as aspirin instructions or controlling bleeding instructions.
Quality Assurance

EMD is not always easy, it takes training and practice. Red River Regional Dispatch Center wants all of its employees to do a good job with EMD. As a result, a quality assurance process was implemented to maintain continuous feedback. Supervisors listen to and evaluate EMD calls and are able to give feedback to employees about areas they are doing well in and ways to improve their service to the community that we serve. ProQA, along with its companion software package AQUA™ (Advanced Quality Assurance), provides a superb quality assurance platform designed specifically for the needs of medical directors, quality improvement coordinators, and dispatch supervisors.

Dispatchers at RRRDC are also involved in a continuing education series that is computer based and specifically designed for the EMD. Dispatchers also review journal articles published by the National Academy of Emergency Dispatch.

All dispatchers are required to recertify every two years, which include a written exam, and twenty four (24) hours of continuing education and CPR Certification.

**EMD Advancement Series:**
Eye Problems/Injuries  
Understanding ECHO Determinant  
Dispatch Stress  
Understanding Traffic/Transportation Incidents  
ED-Q for Emergency Dispatchers

**Journal of Emergency Dispatch:**
She’s Having a Baby  
Active Shooter  
Lifeline – Suicidal Callers  
Trauma is Inside and Out  
Off on the Right Foot  
Not Your Imagination  
Foodborne Illness  
Cool, Calm, Collected  
Sink or Swim  
Troubled Waters
The Red River Regional Dispatch Center (RRRDC) knew back in 2010 that they needed to upgrade their aging workstations. The current ones did not meet the ergonomic needs of the employees and they provided no environmental controls or safeguards. Added to this, the workspace was not optimal and the nature of the floor plan on the dispatch floor made for a constricted traffic pattern. Other issues had to do with unacceptable noise levels.

Over the course of two years administrative staff members saw firsthand the vast array of offerings in the world of PSAP workstations. Many of the companies employed similar designs, but with varying degrees of structural integrity, power and cable management systems, options and upgrades.

After an administrative review process of the responses to a Request for Proposal, the company selected as the best candidate to meet our needs was Xybix Systems Inc.

From the start Xybix Systems Inc. assigned a professional designer to work on the RRRDC project who provided a number of floor plans for review, along with key decision making advice in coming up with the best possible product. Once these initial decisions were made production could begin on a custom design that would fulfill the important needs for RRRDC employees.

April 30th of 2013 the workstations arrived. As one can imagine, “live” installs are not the most desirable for everyone involved in this type of changeover. A high level of coordination between Xybix installers, building management personnel, Motorola techs, CenturyLink techs, Fargo IT techs and RRRDC personnel was imperative for everything to go smoothly. Over the course of about five business days the old workstations were disassembled and removed and all eight of the new workstations were constructed with as little disruption to ongoing services as possible.
The final outcome of the Xybix workstation project not only met expectations but actually exceeded it in some areas. The RRRDC is now functioning with the latest design in meeting the ergonomic needs of a large regional Public Safety dispatch center. Dispatchers are afforded the workspace they need, the ability to make any adjustments necessary, and have the environmental safeguards of anti-bacterial laminates and airborne germ eliminators. The radio, telephone and computer technicians are very pleased with the design for working with their respective CPUs and cabling along with the enhanced power and cable management systems. The overall comfort levels for the dispatchers has been greatly increased thus leading to higher worker satisfaction.

The added safety and health related aspects of our workstations is expected to lead to fewer worker sick days thus leading to better services being provided to the public and all first responders in the field as well as long term cost savings.
Operations Review

Red River Regional Dispatch Center receives both emergency and non-emergency telephone calls for police, fire and ambulance requests as well as calls from citizens requesting information and other agency requests. The Positron phone equipment used at RRRDC allows RRRDC to gather information on the number of calls processed.

In 2013, RRRDC processed 319,288 telephone calls.

158,257 calls came in to administrative lines; non-emergency requests for police, fire and ambulance are taken on these administrative lines.

74,145 outgoing calls were made; these calls range from requesting wreckers, confirming warrants, to gathering additional information.

69,566 calls came in on the 9-1-1 lines

17,320 calls were abandoned by the caller

Red River Regional Dispatch Center routinely provides member agencies with audio recordings of their calls. In 2013, RRRDC provided 869 audio recordings to agencies.
Red River Regional Dispatch Center employees processed 69,566 911 in 2013. The number of 911 calls taken at Red River Regional Dispatch Center increased 7.2% from 2012 to 2013. In the past two years, 911 calls have increased by 15%, which is a significant increase in workload for RRRDC dispatchers.

Red River Regional Dispatch Center uses statistical information to staff the center with an adequate number of employees to answer calls. On an annual basis, over 25% of the 911 calls taken by Red River Regional Dispatch Center come in between the hours of 2PM-6PM.

While some workload is predictable; much is not. During large-scale scheduled events, such as the Fargo marathon, Red River Regional Dispatch Center increases staffing in anticipation of increased calls for service. Unplanned events such as severe weather and the need to activate outdoor warning sirens also increases the workload for RRRDC staff; in these situations, shift supervisors may call back employees on a preemptive basis. Large scale emergency events such as the December 2013 Casselton train derailment are unanticipated and may create an overwhelming amount of calls and traffic until additional staffing is in place.
The National Emergency Number Association (NENA) has developed model standard operating procedures for dispatch centers to help provide consistency in call handling of emergency and non-emergency calls and to improve service. The NENA standard for answering 911 calls is that ninety percent (90%) of all 911 calls shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume.) RRRDC meets this standard. Over 92% of the 911 calls to Red River Regional Dispatch Center were answered within 10 seconds in 2013.

Callers primarily use their cell phones to reach Red River Regional Dispatch Center. Of the 69,566 911 calls received in 2013, 55,142 were made from cell phones.

Cell phone use to 911 continues to increase each year. Statistically, 79% of the 911 calls received in 2013 were from cell phones. This is up from 76% in 2012 and 74% in 2011. In 2005, only 58% of the calls came from cell phones.

911 cell phones calls can provide challenges to Red River Regional Dispatch Center in determining location. Calls from cell phones are either received as wireless “Phase I” or “Phase II.” Wireless Phase I calls come into the Public Safety Answering Point (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. However, 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. Landline business and residential calls also provide location information. Landline calls account for 20% of the 911 calls received at Red River Regional Dispatch Center. With 20% of the 911 calls coming from landlines and 28% of the calls coming from Wireless Phase II calls, the remaining 52% of the 911 calls taken at RRRDC do not provide the dispatcher with specific location information.
Calls for Service

Not every telephone call or radio transmission results in a call for service. Those that do are entered into the New World Computer Aided Dispatch (CAD) system and responders are sent. In 2013, Red River Regional Dispatch Center dispatched 194,951 calls for service.

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### 2003 - 2013 CALLS FOR SERVICE BY JURISDICTION

**PROCESSED BY**

**RED RIVER REGIONAL DISPATCH CENTER**

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**CALLS FOR SERVICE PROCESSED BY JURISDICTION**

194,951 calls processed in 2013

- **Fargo, 84,291, 43%**
- **Moorhead, 31,625, 16%**
- **West Fargo, 20,305, 11%**
- **Clay County, 26,079, 13%**
- **Cass County, 17,287, 9%**
- **FM Ambulance, 15,364, 8%**
### 2003 - 2013 CALLS FOR SERVICE BY AGENCY TYPE
#### PROCESSED BY
RED RIVER REGIONAL DISPATCH CENTER

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**Calls For Service By Agency Type in 2013**

- Law Enforcement: 167,486 (86%)
- Fire Agencies: 10,556 (5%)
- EMS Agencies: 16,909 (9%)
### 2003 - 2013 LAW ENFORCEMENT CALLS FOR SERVICE PROCESSED BY RED RIVER REGIONAL DISPATCH CENTER

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<td>3,962</td>
<td>4,033</td>
<td>4,212</td>
<td>3,856</td>
<td>3,901</td>
<td>4,083</td>
<td>4,453</td>
<td>4,203</td>
<td>18,126</td>
<td>22,009</td>
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<td>Dilworth PD</td>
<td>2,234</td>
<td>2,313</td>
<td>2,170</td>
<td>2,135</td>
<td>2,357</td>
<td>2,407</td>
<td>2,367</td>
<td>2,299</td>
<td>3,180</td>
<td>3,653</td>
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<td>Hawley PD</td>
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<td>939</td>
<td>974</td>
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<td>1,175</td>
<td>964</td>
<td>1,072</td>
<td>1,456</td>
<td>10,101</td>
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<tr>
<td>Barnesville PD</td>
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<td>889</td>
<td>878</td>
<td>894</td>
<td>762</td>
<td>765</td>
<td>816</td>
<td>867</td>
<td>3,715</td>
<td>961</td>
<td>1,000</td>
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<td>Glyndon PD</td>
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<td>715</td>
<td>761</td>
<td>686</td>
<td>698</td>
<td>699</td>
<td>740</td>
<td>627</td>
<td>1,036</td>
<td>2,036</td>
<td>1,772</td>
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<td><strong>RRRDC Total</strong></td>
<td>75,524</td>
<td>77,924</td>
<td>79,760</td>
<td>80,403</td>
<td>81,715</td>
<td>96,722</td>
<td>96,944</td>
<td>151,250</td>
<td>172,382</td>
<td>167,486</td>
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### 2003-2013 FIRE CALLS FOR SERVICE PROCESSED BY RED RIVER REGIONAL DISPATCH CENTER

<table>
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<tr>
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<tbody>
<tr>
<td>Fargo Fire</td>
<td>5,383</td>
<td>4,382</td>
<td>4,198</td>
<td>3,443</td>
<td>3,912</td>
<td>4,311</td>
<td>4,246</td>
<td>4,491</td>
<td>4,854</td>
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<td>Mhd Fire</td>
<td>2,240</td>
<td>2,137</td>
<td>2,306</td>
<td>2,256</td>
<td>2,468</td>
<td>2,711</td>
<td>2,982</td>
<td>2,985</td>
<td>3,347</td>
<td>3,345</td>
<td>2,431</td>
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<tr>
<td>West Fargo Fire</td>
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<td>254</td>
<td>314</td>
<td>381</td>
<td>444</td>
<td>305</td>
<td>353</td>
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<tr>
<td>Clay Fire</td>
<td>550</td>
<td>317</td>
<td>331</td>
<td>412</td>
<td>296</td>
<td>302</td>
<td>330</td>
<td>543</td>
<td>368</td>
<td>371</td>
<td>367</td>
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<tr>
<td>Cass Fire</td>
<td>328</td>
<td>326</td>
<td>343</td>
<td>428</td>
<td>274</td>
<td>328</td>
<td>293</td>
<td>331</td>
<td>462</td>
<td>357</td>
<td>354</td>
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<tr>
<td><strong>RRRDC Total</strong></td>
<td>8,501</td>
<td>7,162</td>
<td>7,178</td>
<td>6,539</td>
<td>6,950</td>
<td>7,906</td>
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<td>8,731</td>
<td>9,475</td>
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# Budget

2013 Red River Regional Dispatch Center Budget
as adopted by the Board of Authority

<table>
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<tr>
<th></th>
<th>Based on population totals within the two county region</th>
<th>2013 TOTAL</th>
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</thead>
<tbody>
<tr>
<td>Fargo</td>
<td>50.6%</td>
<td>1,601,913.23</td>
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<tr>
<td>Moorhead</td>
<td>18.2%</td>
<td>576,182.23</td>
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<tr>
<td>Cass County</td>
<td>8.8%</td>
<td>278,593.61</td>
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<tr>
<td>Clay County</td>
<td>10.0%</td>
<td>316,583.64</td>
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<tr>
<td>West Fargo</td>
<td>12.4%</td>
<td>392,563.72</td>
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<tr>
<td></td>
<td>100%</td>
<td>3,165,836.43</td>
</tr>
</tbody>
</table>

*Special Assessment for New World Software Maintenance of $215,000 billed in May 2013.

| TOTAL BUDGET   | $3,352,649.26 |

Contact Information/Links

RRRDC Contact Information:

Red River Regional Dispatch Center  
300 NP Ave Suite 206  
Fargo ND 58102  
701-451-7660  
www.rrrdc.com

Byron Sieber, Director  
BSieber@rrrdc.com  
701-451-7684

Mary Phillippi, Assistant Director  
MPhillippi@rrrdc.com  
701-451-7686

Brian Zastoupil, Radio Systems Coordinator  
BZastoupil@rrrdc.com  
701-451-7683

Links:

National Emergency Number Association – (NENA)  
Association of Public Safety Communications Officials (APCO)  
National Highway Traffic Safety Administration (NHTSA)  
Federal Communications Commission (FCC)  
National Weather Service (NWS)  
CodeRED  
ND 911 Association  
MN 911 Program  
The National 911 Office  
ND APCO

City of West Fargo  
City of Moorhead  
City of Fargo

Clay County Sheriff  
Cass County Sheriff

www.nena9-1-1.org  
www.apcointl.org  
www.nhtsa.dot.gov  
www.fcc.gov  
www.crh.noaa.gov  
www.coderedweb.com  
www.nd911.homestead.com  
www.911.state.mn.us  
www.911.gov  
www.ndapco.com  
www.westfargond.gov  
www.moorheadpolice.com  
www.cityoffargo.com  
www.co.clay.mn.us  
www.casscountync.gov