

Emergency Communications

Mission: To serve the Sedgwick County community by providing the critical link to emergency services. Sedgwick County Emergency Communications is committed to serving with integrity, providing efficient and equitable access to emergency services, and serving in a professional and courteous manner to promote safety, protect property, and to ensure quality of life.

Elora Forshee
Director

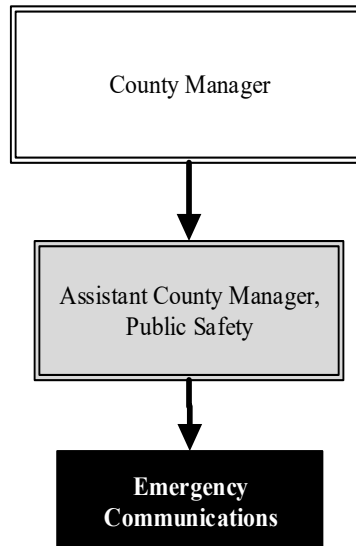
714 N. Main St.
Wichita, KS 67203
316.660.4982

elora.forshee@sedgwick.gov

Overview

Sedgwick County Emergency Communications serves as the primary answering point for 911 calls and provides dispatching services for 31 public safety agencies, including the Sheriff's Office, Sedgwick County Emergency Medical Services (EMS), Fire District 1, and the Wichita Police and Fire Departments.

The Department consists of an Operations Team, a Support Services Team, and the Radio Shop. The Operations Team is responsible for the day-to-day operations of the communications center. The Support Services team is responsible for the training of all employees, reviewing emergency calls to ensure quality service is provided. The Radio Shop is responsible for maintaining and installing the radio systems for all Public Works and Public Safety vehicles within Sedgwick County.



Strategic Goals:

- To answer 90.0 percent of all 911 calls within 15 seconds
- Provide the community consistent, efficient, and effective access to emergency services
- Develop staff through encouragement, recognition, empowerment, and training in order to foster an environment of creativity and innovation in delivering quality public services
- Stay current with emerging technologies and remain responsive to changing needs of the community

Highlights

- Answered 734,883 calls in 2023, with 510,272 being emergency calls, responded to 5,967 texts to 911, and processed almost 7.3 million radio transmissions
- Completed 107 emergency equipment vehicle installs, programmed 527 public safety radios, repaired 177 public safety radios, completed 96 other repairs on first responder equipment, and assisted in the relocation and renovation of the 911 Communications Center
- Performed performance standard reviews of 4,926 emergency events to ensure standards were met



Accomplishments and Strategic Results

Accomplishments

In April 2023, Emergency Communications went live with a new Computer Aided Dispatch (CAD) system. This system is utilized by all first responders, tracking emergency events from their initiation (for example, a 911 call) to their resolution.

Emergency Communications completed renovations at the Communications Center in August 2023, expanding the workspaces from 26 to 48 consoles. This provided more workspace to allow for future growth.

Emergency Communications partnered with COMCARE to bring the Integrated Care Specialist program online in October 2023. This program embeds two COMCARE staff members in dispatch to support callers experiencing mental health crisis, whether accompanied by or in lieu of a law enforcement response.

Strategic Results

Emergency Communications seeks to adhere to industry standards, as developed by the National Emergency Number Association, so that 90.0 percent of all 911 calls shall be answered within 15 seconds during the busy hour, the hour of each day with the greatest call volume. In 2023, Emergency Communications averaged an answer rate of 81.9 percent of 911 calls answered within 15 seconds, a 2.9 percent increase from 2022. Emergency Communications met the industry standard in December 2023, which is attributed to higher staffing levels. Emergency Communications began 2023 with nine dedicated call takers and ended the year with 28 dedicated call takers.

Emergency Communications has focused efforts on staff retention and recruitment, with a goal of maintaining a staffing level of at least 90.0 percent of all positions filled at all times. In 2023, Emergency Communications averaged a staffing level of 82.0 percent of positions filled and ended the year at a 92.0 percent staffing level.

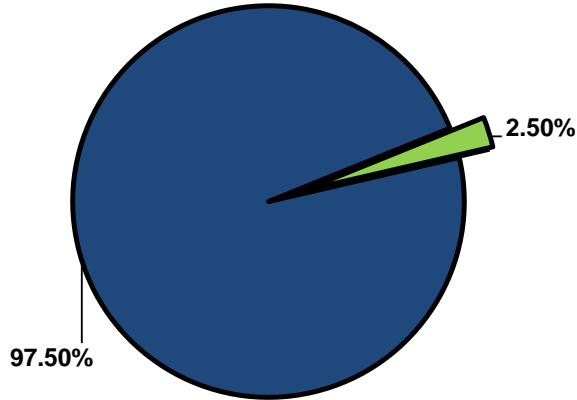


Significant Budget Adjustments

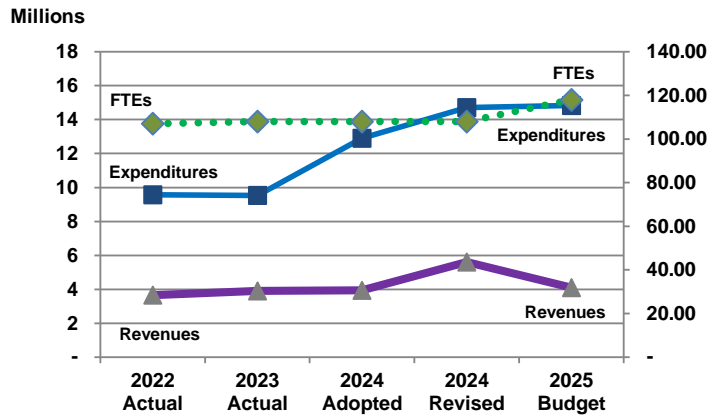
Significant adjustments to Emergency Communication's 2025 budget include a decrease in revenues and expenditures (\$1,805,678) due to one-time grant funding, an increase in equipment (\$1,000,000) for fire station alerting, a decrease in contractals (\$782,277) due to one-time purchase of radio consoles for the 911 back-up site, an increase in personnel (\$567,746) for the addition of 6.0 full-time equivalent (FTE) Emergency Service Dispatcher III positions, an increase in contractals (\$398,631) for emergency fire dispatch protocols, an increase in personnel (\$354,931) for the addition of 4.0 FTE Quality Improvement Specialist positions, a decrease in contractals (\$250,000) for a radio consultant, and an increase in interfund transfers (\$61,224) due to an increase in debt service payments.

Departmental Graphical Summary

Emergency Communications
Percent of Total County Operating Budget



Expenditures, Program Revenue & FTEs
All Operating Funds



Budget Summary by Category

	2022 Actual	2023 Actual	2024 Adopted	2024 Revised	2025 Budget	Amount Chg '24 Rev.-'25	% Chg '24 Rev.-'25
Expenditures							
Personnel	5,995,700	6,375,269	8,502,843	8,502,843	10,014,003	1,511,161	17.77%
Contractual Services	2,330,241	2,318,643	3,595,715	5,408,176	2,962,116	(2,446,060)	-45.23%
Debt Service	-	-	-	-	-	-	-
Commodities	141,181	184,116	146,915	140,132	146,915	6,783	4.84%
Capital Improvements	-	-	-	-	-	-	-
Capital Equipment	187,663	-	-	-	1,000,000	1,000,000	-
Interfund Transfers	924,744	651,308	651,027	651,027	712,251	61,224	9.40%
Total Expenditures	9,579,530	9,529,335	12,896,500	14,702,178	14,835,285	133,107	0.91%
Revenues							
Tax Revenues	3,575,468	3,574,388	3,719,917	3,719,917	3,718,793	(1,124)	-0.03%
Licenses and Permits	-	-	-	-	-	-	-
Intergovernmental	-	134,183	125,886	1,750,996	269,499	(1,481,497)	-84.61%
Charges for Services	15,616	14,880	21,967	21,967	22,106	138	0.63%
All Other Revenue	63,231	184,115	68,378	114,764	85,256	(29,507)	-25.71%
Total Revenues	3,654,315	3,907,565	3,936,148	5,607,644	4,095,654	(1,511,990)	-26.96%
Full-Time Equivalents (FTEs)							
Property Tax Funded	107.00	108.00	108.00	108.00	118.00	10.00	9.26%
Non-Property Tax Funded	-	-	-	-	-	-	-
Total FTEs	107.00	108.00	108.00	108.00	118.00	10.00	9.26%

Budget Summary by Fund

	2022 Actual	2023 Actual	2024 Adopted	2024 Revised	2025 Budget	Amount Chg '24 Rev.-'25	% Chg '24 Rev.-'25
Fund							
General Fund	6,543,427	6,464,502	8,638,796	8,638,796	11,150,003	2,511,208	29.07%
911 Tax Fund	3,036,103	3,064,833	4,257,704	4,257,704	3,685,282	(572,422)	-13.44%
Miscellaneous Grants	-	-	-	1,805,678	-	(1,805,678)	-100.00%
Total Expenditures	9,579,530	9,529,335	12,896,500	14,702,178	14,835,285	133,107	0.91%

Significant Budget Adjustments from Prior Year Revised Budget

	Expenditures	Revenues	FTEs
Decrease in revenues and expenditures due to one-time grant funding	(1,805,678)	(1,805,678)	
Increase in equipment for fire station alerting	1,000,000		
Decrease in contractals due to one-time purchase of radio consoles for 911 back-up site	(782,277)		
Increase in personnel for the addition of 6.0 FTE Emergency Service Dispatcher III positions	567,746		6.00
Increase in contractals for emergency fire dispatch protocols	398,631		
Increase in personnel for the addition of 4.0 FTE Quality Improvement Specialist positions	354,931		4.00
Decrease in contractals for a radio consultant	(250,000)		
Increase in interfund transfers due to an increase in debt service payments	61,224		
Total	(455,423)	(1,805,678)	10.00

Budget Summary by Program

Program	Fund	2022 Actual	2023 Actual	2024 Adopted	2024 Revised	2025 Budget	% Chg '24 Rev.-'25	24-'25' FTEs
Administration	110	1,046,440	492,737	767,761	767,761	1,127,618	46.87%	11.00
Communications Center	110	5,199,038	5,674,321	7,493,547	7,507,217	9,635,198	28.35%	104.00
Radio Maintenance	110	297,948	297,444	377,488	363,818	387,187	6.42%	3.00
Em. Telephone Serv.	210	3,036,103	3,064,833	4,257,704	4,257,704	3,685,282	-13.44%	-
LSSE Grant	279	-	-	-	1,805,678	-	-100.00%	-
Total		9,579,530	9,529,335	12,896,500	14,702,178	14,835,285	0.91%	118.00

Personnel Summary by Fund

Position Titles	Fund	Grade	Budgeted Compensation Comparison			FTE Comparison		
			2024	2024	2025	2024	2024	2025
			Adopted	Revised	Budget	Adopted	Revised	Budget
Dir. of Emergency Communications	110	GRADE 74	123,655	127,364	127,364	1.00	1.00	1.00
Deputy Dir. of Emergency Comms.	110	GRADE 69	84,101	86,623	86,623	1.00	1.00	1.00
911 Technology Coordinator	110	GRADE 66	68,106	70,140	70,140	1.00	1.00	1.00
911 Training Facilitator	110	GRADE 66	62,245	64,122	64,122	1.00	1.00	1.00
Emergency Communications Sup.	110	GRADE 61	689,641	703,590	703,590	11.00	11.00	11.00
Emergency Service Dispatcher II	110	GRADE 59	1,030,090	1,105,108	1,244,876	20.00	20.00	20.00
911 Support Services Major	110	GRADE 64	61,774	61,774	61,774	1.00	1.00	1.00
PT Emergency Serv. Dispatcher II	110	EXCEPT	46,470	53,528	58,748	1.00	1.00	1.00
Communication Equip. Supervisor	110	GRADE 51	55,827	58,508	58,508	1.00	1.00	1.00
911 Quality Improvement Spec.	110	RANGE EC4	114,592	108,644	322,064	2.00	2.00	6.00
Emergency Service Dispatcher III	110	RANGE EC4	-	-	320,130	-	-	6.00
Electronic Technician III	110	GRADE 59	50,951	52,468	52,468	1.00	1.00	1.00
Emergency Service Dispatcher I	110	GRADE 57	1,057,254	1,166,884	1,284,407	25.00	25.00	25.00
Electronic Technician II	110	GRADE 58	47,774	49,190	49,190	1.00	1.00	1.00
Emergency Service Call Taker	110	GRADE 57	1,749,624	1,667,186	1,839,422	40.00	40.00	40.00
Administrative Support IV	110	GRADE 55	39,820	41,477	41,477	1.00	1.00	1.00
Subtotal			6,384,904					
Add:								
Budgeted Personnel Savings			-					
Compensation Adjustments			219,015					
Overtime/On Call/Holiday Pay			240,756					
Benefits			3,169,328					
Total Personnel Budget			10,014,003			108.00	108.00	118.00

• Administration

911 Administration provides support for all operations of Emergency Communications and is responsible for ensuring the delivery of quality services in each program.

Fund(s): 110 - County general

Expenditures	2022 Actual	2023 Actual	2024 Adopted	2024 Revised	2025 Budget	Amnt. Chg. '24 - '25	% Chg. '24 - '25
Personnel	582,879	492,170	767,761	767,761	1,127,618	359,858	46.9%
Contractual Services	-	-	-	-	-	-	0.0%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	-	567	-	-	-	-	0.0%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	187,663	-	-	-	-	-	0.0%
Interfund Transfers	275,898	-	-	-	-	-	0.0%
Total Expenditures	1,046,440	492,737	767,761	767,761	1,127,618	359,858	46.9%
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	-	-	-	-	-	-	0.0%
Charges For Service	15,426	14,880	16,050	16,050	16,371	321	2.0%
All Other Revenue	-	16	-	-	-	-	0.0%
Total Revenues	15,426	14,896	16,050	16,050	16,371	321	2.0%
Full-Time Equivalents (FTEs)	6.00	6.50	7.00	7.00	11.00	4.00	57.1%

• Emergency Communications Center

The Communications Center, located on the second floor of the Public Safety Center, is the centralized location where all 911 calls are answered. Staff members are trained to handle emergency and non-emergency calls and help determine which agencies should respond, how much equipment should be sent, and how quickly a response is needed. As the first responders, staff members also support the medical needs of callers by providing them instructions on patient care.

Fund(s): 110 - County general

Expenditures	2022 Actual	2023 Actual	2024 Adopted	2024 Revised	2025 Budget	Amnt. Chg. '24 - '25	% Chg. '24 - '25
Personnel	5,182,143	5,641,030	7,468,525	7,468,525	8,610,176	1,141,651	15.3%
Contractual Services	12,464	26,654	15,329	23,749	15,329	(8,420)	-35.5%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	4,431	6,637	9,693	14,943	9,693	(5,250)	-35.1%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	1,000,000	1,000,000	0.0%
Interfund Transfers	-	-	-	-	-	-	0.0%
Total Expenditures	5,199,038	5,674,321	7,493,547	7,507,217	9,635,198	2,127,981	28.3%
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	-	-	125,886	125,886	127,145	1,259	1.0%
Charges For Service	-	-	5,720	5,720	5,734	14	0.3%
All Other Revenue	-	-	-	-	-	-	0.0%
Total Revenues	-	-	131,606	131,606	132,879	1,273	1.0%
Full-Time Equivalents (FTEs)	98.00	98.50	98.00	98.00	104.00	6.00	6.1%

• Radio Maintenance

Radio Maintenance provides maintenance for communications equipment used by the Communications Center and other public safety agencies throughout Sedgwick County, including the City of Wichita, using the 800 Megahertz (MHz) system.

Fund(s): 110 - County general

Expenditures	2022 Actual	2023 Actual	2024 Adopted	2024 Revised	2025 Budget	Amnt. Chg. '24 - '25	% Chg. '24 - '25
Personnel	230,678	242,069	266,557	266,557	276,209	9,651	3.6%
Contractual Services	2,788	4,103	29,677	29,677	29,724	47	0.2%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	64,481	51,272	81,254	67,584	81,254	13,670	20.2%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	-	-	0.0%
Interfund Transfers	-	-	-	-	-	-	0.0%
Total Expenditures	297,948	297,444	377,488	363,818	387,187	23,368	6.4%
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	-	-	-	-	-	-	0.0%
Charges For Service	-	-	-	-	-	-	0.0%
All Other Revenue	26	-	27	27	28	-	0.8%
Total Revenues	26	-	27	27	28	-	0.8%
Full-Time Equivalents (FTEs)	3.00	3.00	3.00	3.00	3.00	-	0.0%

• Emergency Telephone Service

Emergency Telephone Service is funded through the local 911 fee; a per month charge is assessed to residential and business phone lines. In addition, during the 2004 legislative session, the Legislature approved a \$0.50 fee to wireless cell phone users to be used to support enhanced wireless 911 services. The Kansas Legislature restructured the funding mechanism for 911 taxes, and new rates took effect on January 1, 2012. The new rates equalized wired and wireless charges supporting 911 systems at \$0.53 per line. On July 1, 2016, the Legislature increased the fee to \$0.60 per line. In 2019, the Legislature passed the Kansas 911 Act, which increased the local fee by \$0.06.

Fund(s): 210 - Emergency Telephone Services

Expenditures	2022 Actual	2023 Actual	2024 Adopted	2024 Revised	2025 Budget	Amnt. Chg. '24 - '25	% Chg. '24 - '25
Personnel	-	-	-	-	-	-	0.0%
Contractual Services	2,314,988	2,287,886	3,550,709	3,550,709	2,917,063	(633,646)	-17.8%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	72,269	125,640	55,968	55,968	55,968	-	0.0%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	-	-	0.0%
Interfund Transfers	648,846	651,308	651,027	651,027	712,251	61,224	9.4%
Total Expenditures	3,036,103	3,064,833	4,257,704	4,257,704	3,685,282	(572,422)	-13.4%
Revenues							
Taxes	3,575,468	3,574,388	3,719,917	3,719,917	3,718,793	(1,124)	0.0%
Intergovernmental	-	-	-	-	-	-	0.0%
Charges For Service	189	-	197	197	-	(197)	-100.0%
All Other Revenue	63,205	184,099	68,351	68,351	85,229	16,878	24.7%
Total Revenues	3,638,862	3,758,486	3,788,465	3,788,465	3,804,022	15,557	0.4%
Full-Time Equivalents (FTEs)	-	-	-	-	-	-	0.0%

• Local Safety and Security Equipment Grant Program

The Local Safety and Security Equipment (LSSE) Grant Program was awarded to Sedgwick County to support efforts to come into compliance with the FBI encryption standards as they relate to the transmission of criminal justice information.

Fund(s): 279 - Miscellaneous Grants

Expenditures	2022 Actual	2023 Actual	2024 Adopted	2024 Revised	2025 Budget	Amnt. Chg. '24 - '25	% Chg. '24 - '25
Personnel	-	-	-	-	-	-	0.0%
Contractual Services	-	-	-	1,804,041	-	(1,804,041)	-100.0%
Debt Service	-	-	-	-	-	-	0.0%
Commodities	-	-	-	1,637	-	(1,637)	-100.0%
Capital Improvements	-	-	-	-	-	-	0.0%
Capital Equipment	-	-	-	-	-	-	0.0%
Interfund Transfers	-	-	-	-	-	-	0.0%
Total Expenditures	-	-	-	1,805,678	-	(1,805,678)	-100.0%
Revenues							
Taxes	-	-	-	-	-	-	0.0%
Intergovernmental	-	134,183	-	1,625,110	142,354	(1,482,756)	-91.2%
Charges For Service	-	-	-	-	-	-	0.0%
All Other Revenue	-	-	-	46,385	-	(46,385)	-100.0%
Total Revenues	-	134,183	-	1,671,496	142,354	(1,529,141)	-91.5%
Full-Time Equivalents (FTEs)	-	-	-	-	-	-	0.0%