

Dyersburg 911

2019 Operations Report

Organization

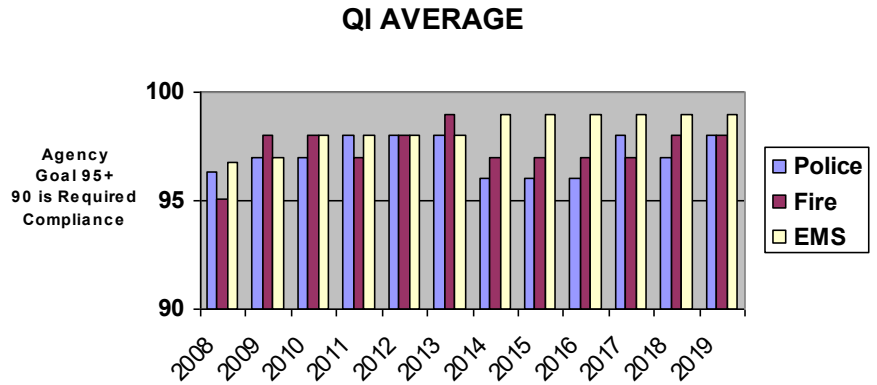


Quality Improvement

(v.) the act of evaluating and ensuring agency expectations

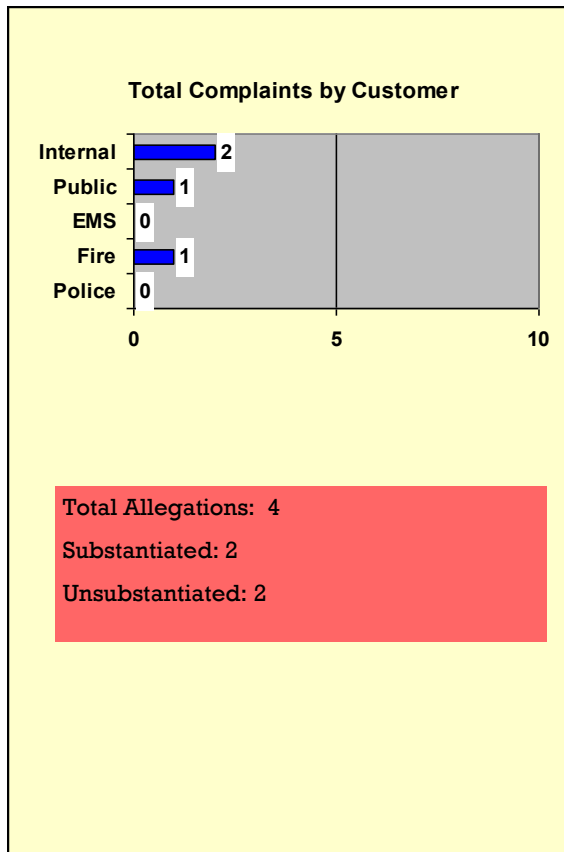
Each month the agency evaluates and scores operators performance for 911 telephone call handling to ensure that the operator is meeting agency expectation. These calls are evaluated by certified call assessors.

The chart represents the agency QI averages for emergency police, fire and emergency medical telephone calls. Our standard is that we maintain a minimum of 90% in each category.



Customer Satisfaction

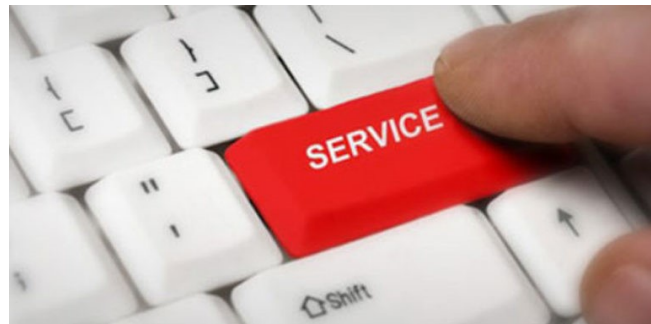
(n.) to keep the public happy with the service they receive



Our goal is ZERO Complaints

Customer satisfaction is job 1 for our organization. One of the tools we use to ensure high performance is the tracking and analysis of all customer complaints.

All complaints are thoroughly investigated; allegations which are substantiated have corrective action taken. The complaints are then analyzed to identify patterns or trends.



Community Education

Our community education program works to enlighten the public on the use of 911 in many different ways. We host interactive workshops with children throughout the year with programs such as Cell Phone Sally education at all of the City elementary schools, public education booths as well as numerous public safety service announcements through local media.



Our Presence on the Web



Dyersburg Emergency Operations : www.dyersburgtn.gov/emergency

Dyersburg 911: www.dyersburgtn.gov/public_safety/



Dyersburg 311 Citizen Service Request Portal: <http://www.dyersburgtn.gov/nonemergency/>



City of Dyersburg on Facebook: www.facebook.com/dyersburgtn

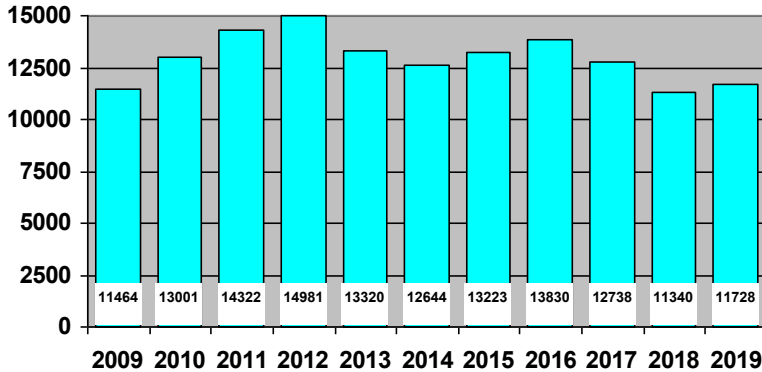


Dyersburg Emergency Operations Education and PSA Channel: www.youtube.com/user/dyersburgemergops

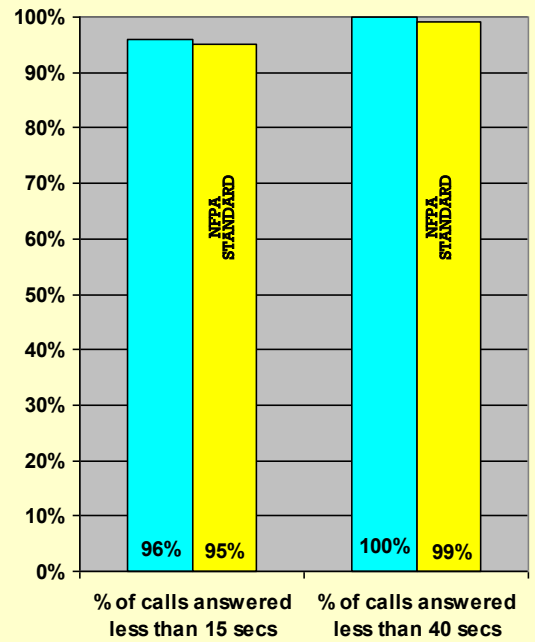
Performance Stats

(n.) the review and analysis of the calls handled

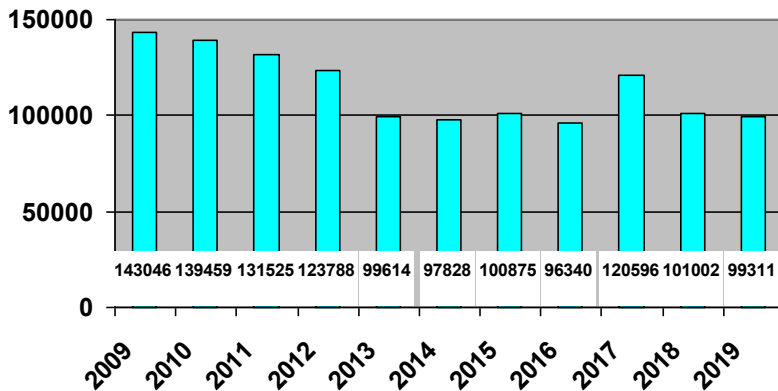
Total 911 Telephone Calls



NFPA 911 Call Answer Standard

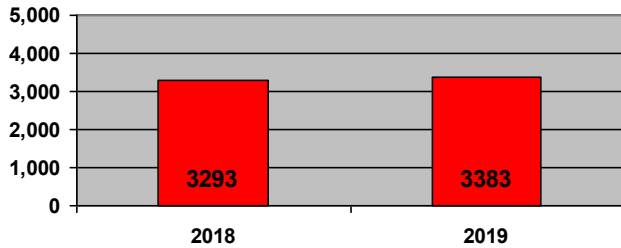


Total 311 Non Emergency Calls Processed

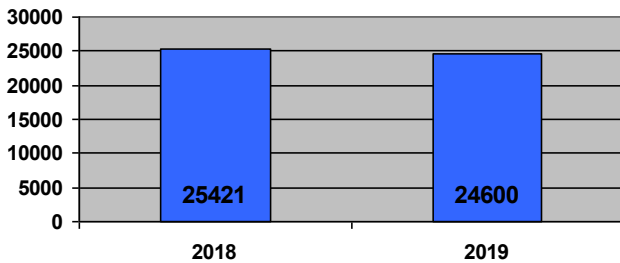


Performance Stats

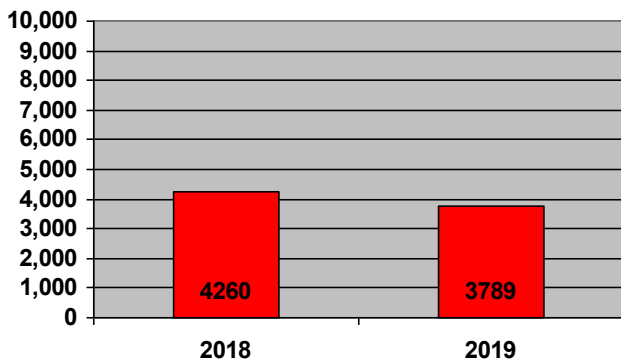
Dyersburg Fire Incidents



Dyersburg Police Incidents

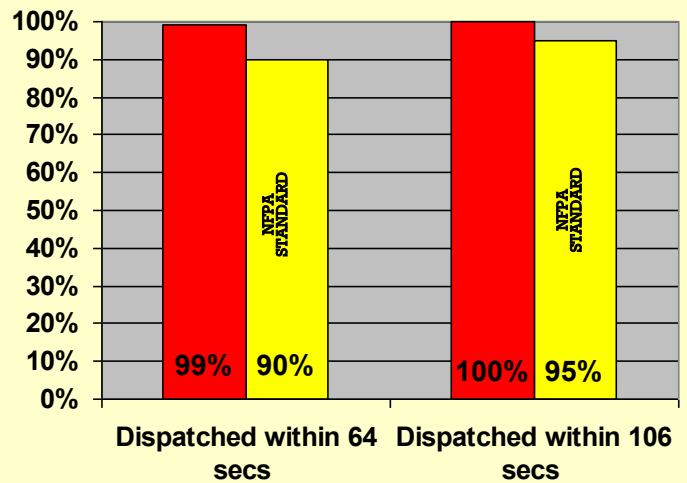


Regional EMS Incidents



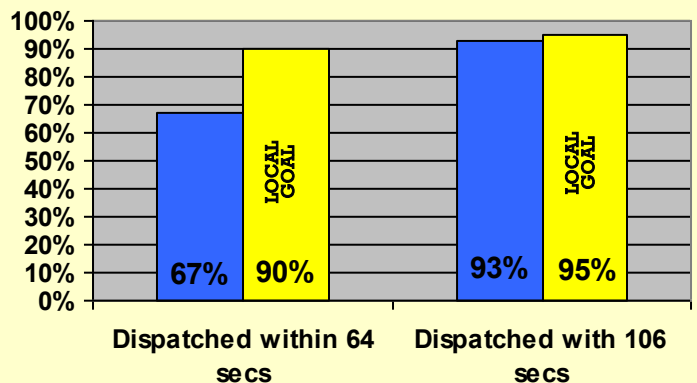
311 Utility Complaints

NFPA Dispatch Standard for Fire/EMS High Priority Calls Processed to Dispatch Time Standard



Goal for Police (*local policy—no national standard*)

High Priority Calls Processed to Dispatch Time Goals





Dyersburg 911

"being the difference in our community"