

**Quincy/Adams County 9-1-1 Center**  
**Annual Report**  
**FISCAL YEAR (MAY 1, 1998 - APRIL 30, 1999)**

During the fiscal year the Governing Board made several commitments to continue to improve the level and quality of service to the public and the agencies the center dispatches for.

The part-time administrative assistant position was upgraded to full-time by the Governing Board effective May 1, 1998 due to the increasing administrative requirements of the center.

On June 17, 1998, the Governing Board selected Steve Rowlands to fill the position open by the outgoing director, Cathy Brogdon. He began employment with the center on July 6, 1998 and assumed the duties and responsibilities of director on July 17, 1998. Cathy Brogdon concluded a successful 17-year career in public safety including 10 years as the center's founding director.

The major decision of the Governing Board to begin the process of upgrading the current Quincy/Adams County 9-1-1 system to a more sophisticated "enhanced" system continued. Both the Quincy City Council and the Adams County Board voted to place an Enhanced 9-1-1 referendum on the ballot for the November 3, 1998 general election. The referendum called for a \$1.95 surcharge on the customer's monthly telephone bill to fund the start-up and additional operating cost of an enhanced system. Despite a public education campaign conducted August through October 1998 the referendum was unfortunately defeated by the voters. Plans to go forward with an enhanced upgrade of the center were temporarily placed on hold in order to re-evaluate funding mechanism and address issues raised by the voters. In December 1999, the Governing Board reaffirmed their commitment to pursue an enhanced 9-1-1 upgrade.

In March 1999, the Governing Board approved a capitalization plan to upgrade the 9-1-1 center's equipment. This plan addresses the need for updated equipment that would have been part of an enhanced upgrade had the November 1998 referendum passed. Funding requirements and other issues concerning the capitalization plan will be presented to the Adams County Board and the Quincy City Council during fiscal year 1999-2000 (May 1, 1999 - April 30, 2000).

On March 13, 1999, the Quincy/Adams County 9-1-1 Communications Center celebrated its 10-year anniversary of operations. On this date in 1989, dispatching operations of about 20 separate emergency service agencies were unified under 9-1-1. Before March 1989, citizens had to dial a separate seven-digit number for each emergency service agency to summon help for a police, fire or ambulance emergency. Today most Adams County citizens can dial 9-1-1 in an emergency.

In April 1999, the Director presented to the Governing Board a preliminary 5-year implementation plan for enhanced 9-1-1. The Governing Board decided to pursue obtaining support for this plan with the county and city governments and also to continue to pursue a surcharge referendum for enhanced 9-1-1 in November 2000.

**Selected Statistics**

Fiscal 1998-1999 Operating Budget \$ 860,744

Fiscal 1998-1999 Capital Expenditures Budget \$ 38,748

Total 9-1-1 calls received 49,871

Total non-emergency calls received 103,825

Total alarm calls received 3,551

Total calls dispatched to Quincy Police 48,047

Total calls dispatched to Adams County Sheriff 9,648

Total calls dispatched to Adams County Ambulance 5,205

Total calls dispatched to Quincy Fire 1,496

Total calls dispatched to Tri-township Fire 241

Total calls dispatched to other fire departments 143