



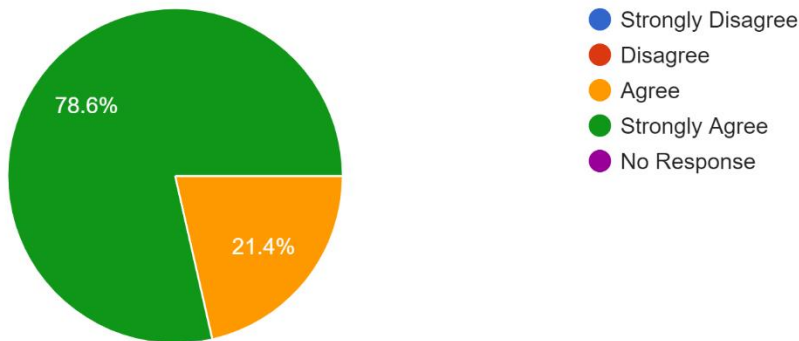
East Central Dispatch Center

Every Call Demands Care & Compassion

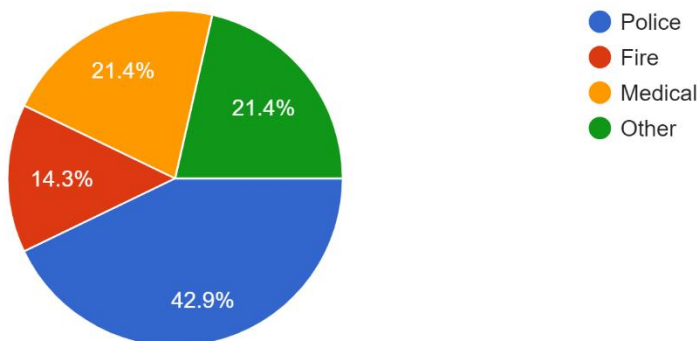
May 31, 2022

The Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA) standards require that East Central Dispatch (ECDC) provide statistical results of our 9-1-1 Citizen Survey.

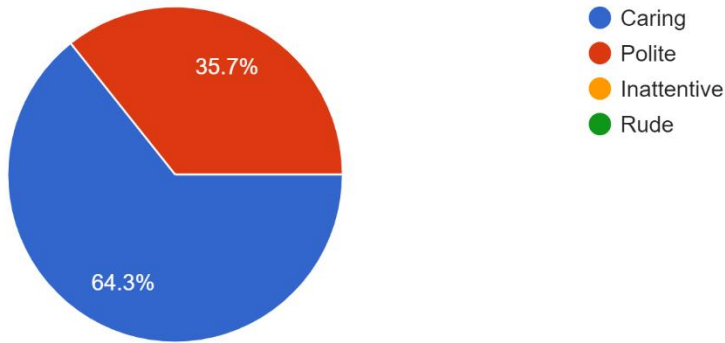
The 9-1-1 Call was answered in a reasonable time.



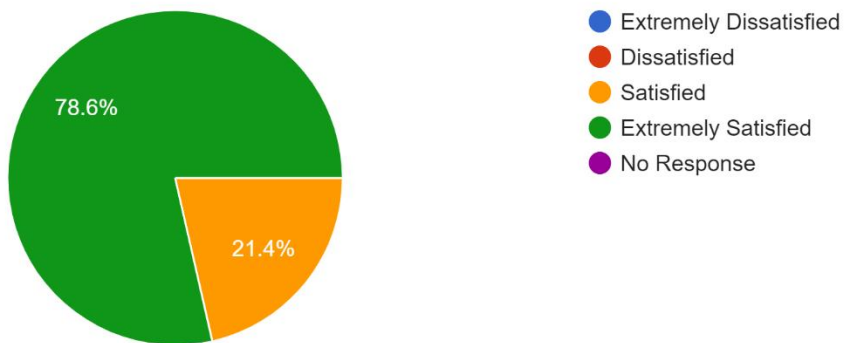
What type of assistance did you need?



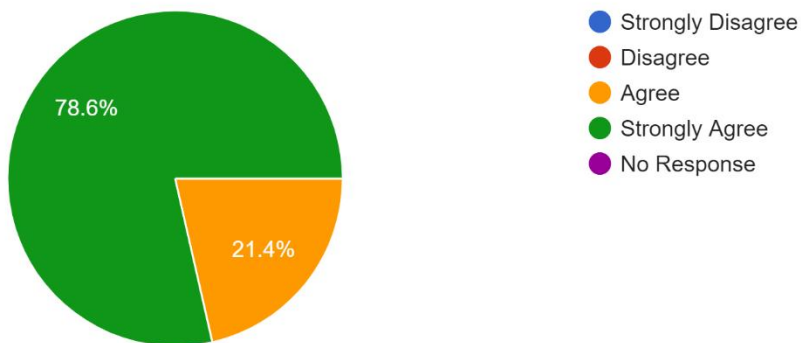
Please select the one that best describes the attitude of the 9-1-1 dispatcher you spoke to.



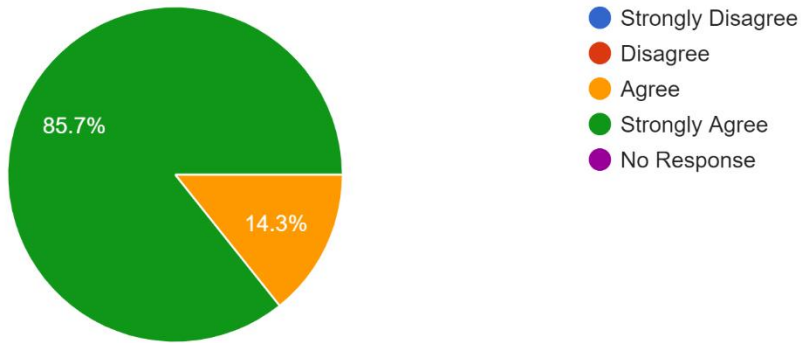
How satisfied were you with the overall competence of the 9-1-1 dispatcher?



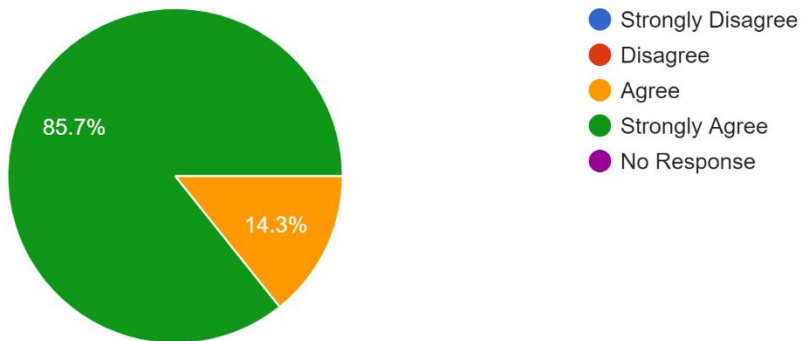
The 9-1-1 dispatcher responded in a tactful, courteous and professional manner.



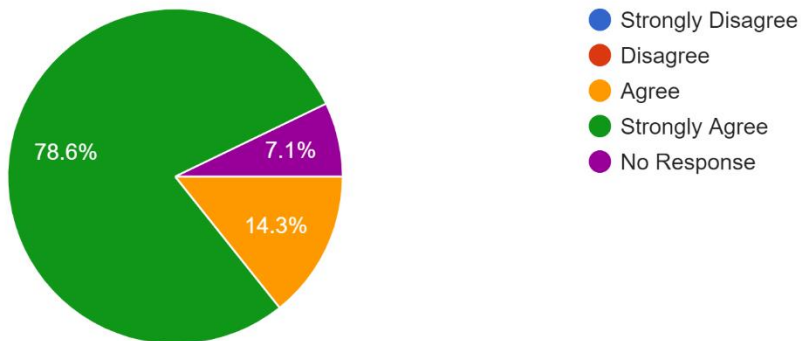
The questions asked by the 9-1-1 dispatcher were clear and easy to understand.



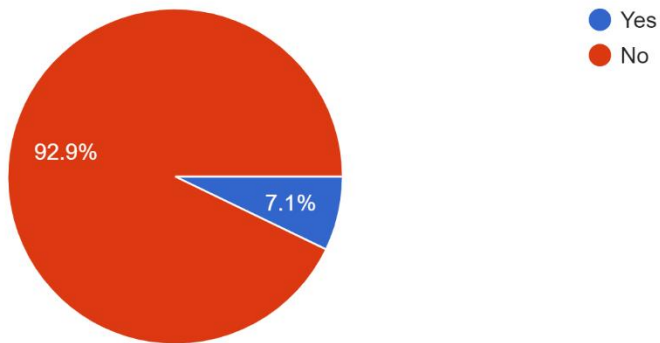
The instructions or information received from the 9-1-1 dispatcher was clear and concise?



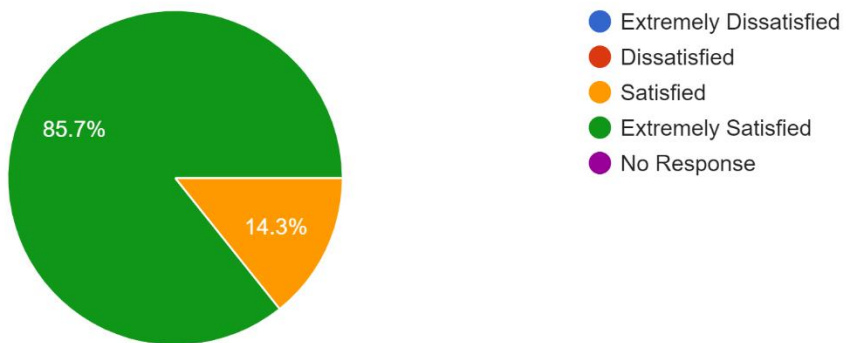
The 9-1-1 dispatcher answered my question and/or directed me to appropriate help?



Were you ever placed on hold for an unnecessary length of time?



How satisfied were you with the service provided by East Central Dispatch Center:



ADDITIONAL COMMENTS SUBMITTED

If applicable, how can we improve our service?

- I thought it was great!
- Hire more people. A 911 call should be 1 ring – 2 max to get a live person. I was on hold waiting for next available, that's awful but not the fault of the operator.
- I have ALWAYS found wonderful, intelligent, clear and supportive partnership with emergency contacts.

Additional comments and/or questions?

- Keep up the good work!
- The paramedics who came were wonderful.
- Thank you for your service. Please be safe & keep us safe.
- The individual who handled my call was very efficient. I called with my problem and she dispatched help to me immediately. Very pleased and thankful.
- The dispatcher was kind, competent, empathetic; she stayed on the phone with me until the police arrives. I was very satisfied.
- I would be interested in exploring this crucial role and the possibility of joining your professional, intentional team.