

9-1-1 Communication Center

When one thinks about the Sheriff's Office, The Jail, Patrol Officers and even Detectives come to mind, but one of the most often forgotten, and important parts, is the 9-1-1/Dispatch Center. In Winnebago County, the Sheriff's Office operates a Public Safety Answering Point (PSAP), or Communications Center, that is the initial point of contact for citizens in need of assistance. Here in Winnebago County, the dispatch center is operated by 28 dispatchers with over 430 years of experience, which comes to 15 years for each dispatcher.

The Winnebago County Communications Center handles all 9-1-1 calls for law enforcement, fire, and emergency medical service providers. These services include 36 emergency responder groups that include 9 law enforcement agencies, 14 fire departments 5 ambulance services and 12 first responder groups. In 2015, the Winnebago County Dispatch Center received 40, 208 9-1-1 calls and an additional 92, 135 non-emergency calls. All of our dispatchers go through extensive training and are certified in CPR and Emergency Medical Dispatching.

The following video link is an excellent example of what a day in the life of dispatcher is like. The video is not the Winnebago County Dispatch center, but illustrates some of the many duties that our dispatchers might have to handle.

<https://youtu.be/497uMOa8oq0>

When calling the 9-1-1 Center, please remember to remain calm and answer all questions, as well as follow the dispatchers instructions so that the proper help can be sent to assist. Remember, the dispatcher is the initial, first responder to assist in your emergency!

