

# Magistrates recognize 911 center

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The Jessamine County Fiscal Court joined others around the country in declaring the week of April 12 through 18 as National Public Safety Telecommunications Week, to honor the men and women of the Jessamine County 911 Center.

The 14 full-time and four part-time telecommunicators at the Jessamine County 911 Center answer all incoming 911 and administrative telephone calls as well as dispatch for police, fire and EMS in Jessamine County, Nicholasville and Wilmore.

The county began offering basic 911 service in 1991, then upgraded to Enhanced 911 (E-911) in 2003.



**Jessamine County 911 Director Shelby Horn shows magistrates George Dean, center, and Tim Vaughn how the center's GIS mapping system located addresses of incoming emergency calls.**

Enhanced 911 allowed telecommunicators to retrieve the location and telephone number of the person making the call for help when the call was made from a traditional land line phone.

As more and more people used cellular phones as their primary phone, dropping their land lines, the center had to update its equipment to handle the wireless calls.

In October 2008, Jessamine County completed a required GIS audit through the Commercial Mobile Radio Service (CMRS)

Board with a 100 percent accuracy rating, collecting address points by mapping the latitude and longitude coordinates of incoming cell phone calls.

Jessamine County 911 averages about 80 emergency calls in a 24-hour period, but during the recent ice storm that hit the region, it handled more than 450 calls.

Once hired, employees must complete a minimum of 176 hours of mandated training which includes basic telecommunications skills, Criminal Justice Information System (CJIS) computer training, CPR, emergency medical dispatch, Spanish for telecommunicator and critical incident management and incident command training.

Each telecommunicator is required to attend at least one continuing education class for basic telecommunications each year to maintain certification.

They also participate in a Career Development program through the Kentucky Law Enforcement Council to gain advanced certifications in Intermediate and Advance Telecommunications, Telecommunications Supervisor and Telecommunications Manager/Director.

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