

Xenia Greene Central Communications Center

Quarterly Report July – September 2015

The Xenia Greene Central Communications Center proudly serves Xenia and Greene County by providing 911 and Emergency Dispatching Services. In our dedication to provide excellent service to the citizens and the agencies that we serve, XGCC Communications Operators receive continuing education training every month. The Communication Operators completed the following trainings:

July

- Public Safety Group, When Seconds Count – Leadership ~ Being the Best!

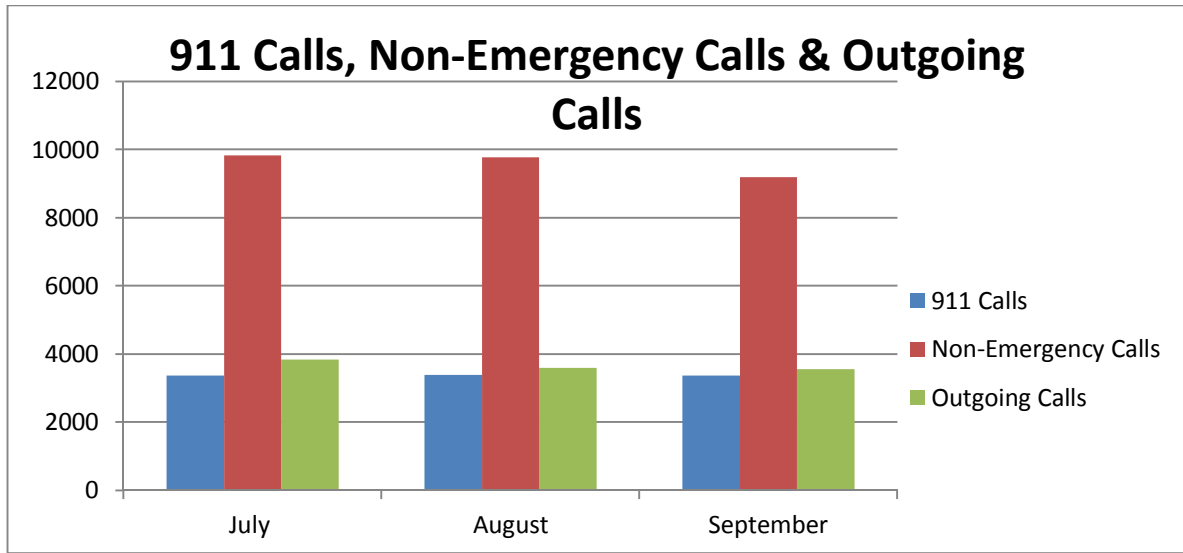
August

- Public Safety Group, when Seconds Count – Amber Alerts & Missing Children
- The EMD Journal – Stay Alert to Possibility – Toxic Chemicals

September

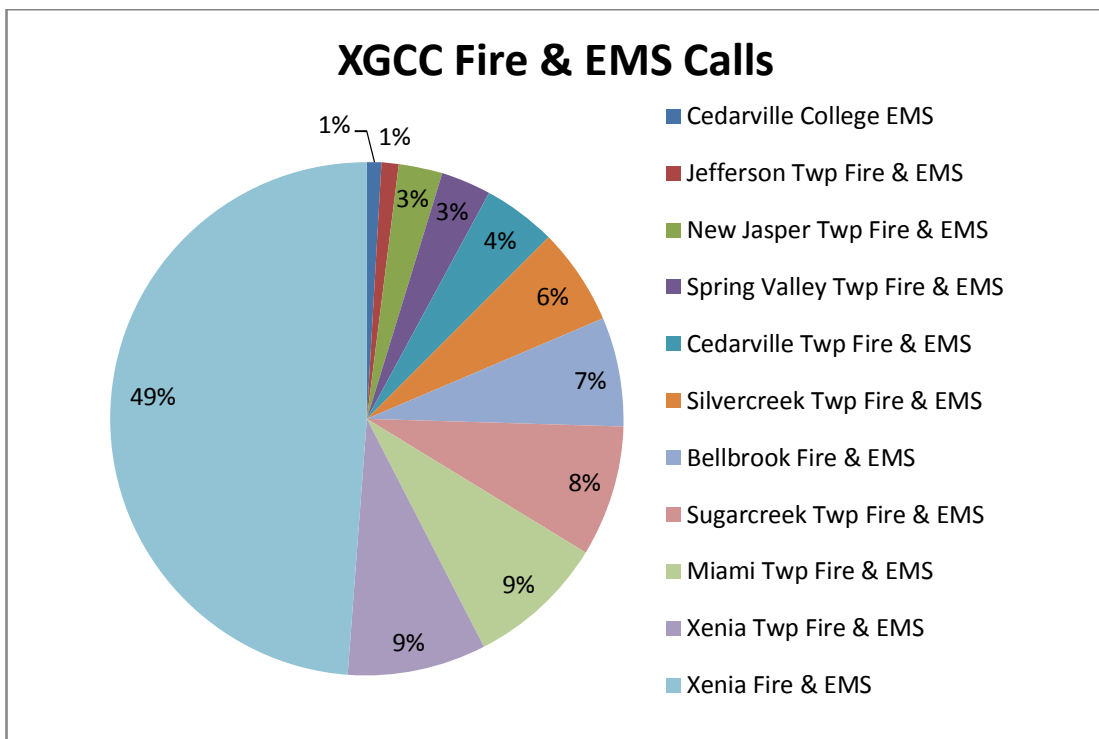
- Public Safety Group, When Seconds Count – Pursuits & Officer Involved Shootings
- The EMD Journal – Bad Reactions
- Det. Lon Etchison, XPD – Communications Operators and Calls Involving the Armed Citizen

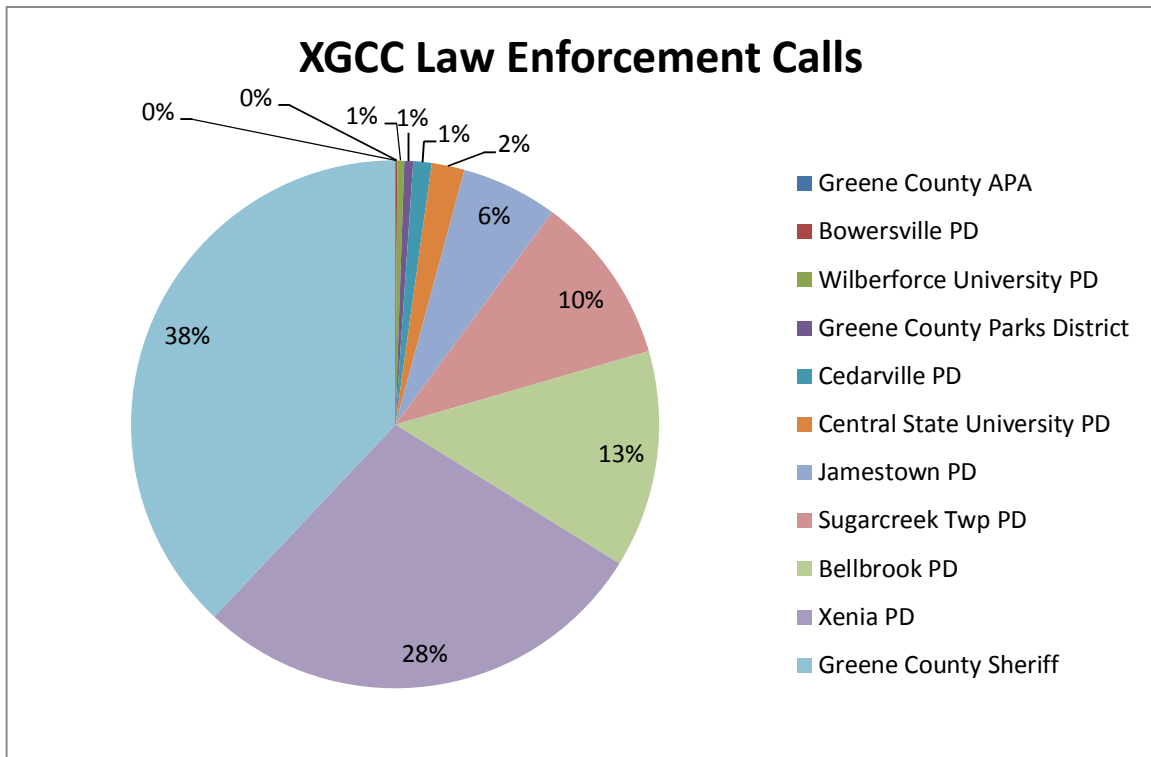
The Communications Center is the central point for public safety communications in Xenia and Greene County. During the last quarter, the Center processed 49,959 incoming 911 and non-emergency calls and almost 11,000 outgoing calls for the agencies that we serve.



Month	911 Calls	Non-Emergency Calls	Outgoing Calls	Total Monthly Calls
July	3382	9839	3852	17073
August	3388	9786	3592	16766
September	3375	9191	3554	16120
Total Calls by Type	10145	28816	10998	49959

The Communications Center dispatched and handled 2,935 Fire and EMS Incidents and 24,754 Law Enforcement Incidents this quarter.





The Communications Center is currently staffed with 16 full time Communications Operators. We have two Operators in training and an additional operator scheduled to start mid-October. We are also preparing to start the interview and hiring process to fill the last open position within the center.

The Communications Center training program takes approximately six month to complete. During the training program the trainee, receives hands-on training at each desk in the center, including call-taking, Bellbrook-Sugarcreek, County, City, and the Fire desk. Once the trainee has successfully completed the training at each desk, they are required to successfully complete a rotation phase. The rotation phase allows the trainee to rotate through each desk while the trainer acts only in an advisory role which prepares the trainee to be released from the training program and begin their journey as a Communications Operator.