

911 – What does it cost?

What exactly does my monthly \$1 surcharge pay for?

- The network to deliver the call to the Public Safety Answering Point [Dispatch Center]
- The equipment at the PSAP necessary to receive and manage the 911 calls
- The audio logging and archiving recorder
- The radio equipment necessary to page and allow the responders to communicate with Dispatch and with each other while responding to the emergency
- The mapping software to show where the call is located
- The CAD software that manages the call dispatching
- Address database management for the county
- Maintenance on PSAP and radio communications equipment

What has Fayette County done to improve / upgrade equipment for 911?

- Purchase a Computer Aided Dispatch system for Oelwein and Fayette County Dispatch Centers to better manage call dispatching, response and records management
- Replace base radios for Fire, EMS and Law Enforcement that were out-dated
- Upgrade the radio console at the Oelwein and Fayette County Dispatch Centers
- Install repeaters to improve paging and radio communications for Fire and EMS
- Replaced pagers, portable, mobile and base radios for Fire and EMS
- Completed the narrow band requirements

These were accomplished with careful planning and budgeting of the 911 surcharge funds and with assistance of grant funding.

Each of these projects has enabled us to significantly improve our 911 service, but it is a continuous balance of maintenance and upgrades to manage a reliable 911 system.