April is 9-1-1 Education Month. During this Month one week is dedicated to our Public Safety Telecommunicators who professionally serve our communities providing critical emergency communication needs. This year, that week is April 8-14th. Public Safety Telecommunicators are the voices of calm through the chaos, providing assistance in your greatest time of need. If you have a chance, please take a moment to thank those 9-1-1 professionals who dedicate their lives to providing that vital role.

I would like to take a few moments to tell you a little bit about **YOUR** local 9-1-1 Center and all the great things we are doing for YOU. Eaton County Central Dispatch was consolidated to a countywide Public Safety Answering Point (PSAP) in 1989 and has been answering your calls for help since that time. Our PSAP answered approximately 181,000 calls for help in 2011 and dispatched just over 87,000 public safety calls for service. We strive to be the very best we can. It is our mission to provide excellent and professional service to the citizens, responders and visitors of Eaton County. We work hard to fulfill our mission in a manner that inspires faith and confidences from the public and all the agencies we serve. The dedicated staff of **YOUR** local 9-1-1 Center are highly trained in the art of emergency communications and are always ready to answer your call.

9-1-1 Center's are very technologically driven. Staying on top of advancements in those technologies along with public safety efficiencies is our top priority. In the first quarter of 2012 we have already implemented a few projects that will keep us on top of those needs. The first of those changes was to our Emergency Medical Dispatching protocols. We have transitioned to the National Academy of Emergency Medical Dispatch and successfully implemented those protocols into our Computer Aided Dispatching system. This has allowed our staff to provide enhanced Medical Dispatching instructions to both our citizens AND our emergency responders in a more efficient manner. We have also successfully implemented protocol changes for Delta Township Fire Department who has combined services with the Looking Fire Authority in Clinton County, adding a 4th fire station to their service area. Implemented protocol changes for the combining of the Charlotte Area and Eaton Rapids Area Ambulance Services, who are now Eaton Area EMS. Their coverage area now spans the largest portion of our county. We are also in the midst of implementing a tablet project for our public safety partners for their in-car computer terminals and will be installing a new IP based telephone system that will connect us to several of our adjacent 9-1-1 Centers within the next 6 weeks. These projects will allow us to service your needs with enhanced capabilities. These are only a handful enhancements being implemented this year allowing us to serve our citizen's and responders at a greater level.

Thank you for allowing us to serve you!

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