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News Release

For Immediate Release

City recognizes 911 professionals during National Public Safety Telecommunications Week

This week is set aside to recognize the outstanding service of Springfield and Greene County's 911 telecommunicators during the observance of National Public Safety Telecommunications Week, April 13-19. The Springfield-Greene County 911 Emergency Communications Department will honor 911 employees with several activities, including an official proclamation signed by Mayor Bob Stephens, City Manager Greg Burris, Greene County Administrator Tim Smith and the Greene County commissioners.

"When residents dial 9-1-1, the 'first' first responder is on the other end of the line and is their link to help and the emergency services they need," says Director Zim Schwartze. "Our dispatchers handle thousands of calls each year, helping residents through every type of emergency situation. Springfield and Greene County are very fortunate to have such highly trained and committed staff in our Operations Center, 24 hours a day, seven days a week."

Springfield-Greene County 911 Emergency Communications received nearly 242,000 911 emergency calls in 2013 and fielded nearly 475,000 total phone interactions with 77 percent of those calls coming from wireless devices.

The 911 Emergency Communications Department currently dispatches for nine law enforcement agencies and 14 fire agencies:

- Ash Grove Police Department
- Battlefield Police Department
- Fair Grove Police Department
- Greene County Sheriff's Office
- Republic Police Department
- Springfield Police Department
- Strafford Police Department
- Walnut Grove Police Department
- Willard Police Department
- Ash Grove Fire Protection District
- Battlefield Fire Protection District
- Bois D'Arc Fire Protection District
- Brookline Fire Protection District
- Ebenezer Fire Protection District
- Fair Grove Fire Protection District
- Logan-Rogersville Fire Protection District
- Pleasant View Fire Protection District
- Republic Fire Department
- Springfield Fire Department

- Strafford Fire Protection District
- Walnut Grove Fire Protection District
- West Republic Fire Protection District
- Willard Fire Protection District

In addition, the Springfield-Greene County Telecommunicators receive the initial 911 calls for medical assistance that are transferred to CoxHealth or Mercy Emergency Medical Services (EMS).

Within the last year, the Springfield-Greene County 911 Emergency Communications Department merged with the City of Republic and now dispatches police and fire within their city limits.

"We are very excited to have completed the dispatch services merge in the fall of 2013, ahead of schedule," Schwartze said. "This shows the professionalism and collaboration that exists between the cities and officials. Thank you to the City of Republic residents as they also must deal with the changes that took place with the consolidation."

Schwartze reminds citizens to contact 911 when they need police, fire and/or emergency ambulance service response.

For more information contact: Director Zim Schwartze at 417- 829-6209 or zschwartz@springfieldmo.gov.

More about Springfield-Greene County 911 Emergency Communications

The Springfield-Greene County 911 Emergency Communications Center staff is located in the new Springfield-Greene County Public Safety Center. More than 30 percent of Springfield-Greene County's 911 workforce has been with the department 10 years or more, with 16 percent having been with the department for 20 years. Telecommunicators must undergo approximately 700 hours of training before they are considered a fully trained operator and dispatcher.