KENTUCKY DEPARTMENT OF CRIMINAL JUSTICE TRAINING

2021 COMPREHENSIVE SURVEY

DISPATCH CENTER

Dear public safety dispatch colleagues,

The Department of Criminal Justice Training continually studies criminal justice training in Kentucky and is required to furnish information relating to standards for recruitment, employment, promotion, and organizational management of criminal justice agencies. I am privileged to report the DOCJT 2021 Dispatch Center Comprehensive Survey findings, the first of its kind in the commonwealth.

DOCJT staff distributed this survey online and made personal contact with agency executives. The survey gathered information from public safety dispatch directors regarding salaries, agency policy and procedures, recruitment and retention strategies, and dispatch equipment. We hope state and local officials benefit from the statistical information of Kentucky dispatch centers, propelling the advancement and delivery of services for years to come.

I want to express my gratitude to those who responded to the survey and provided DOCJT the opportunity to study the data. One of our goals from this survey is to learn, compare information, and use the data provided to continue advancing as public safety dispatch professionals. We believe you will find the results to be both encouraging and, at the same time, indicate areas for improvement.

Sincerely,

Nicolai R. Jilek
Commissioner, Department of Criminal Justice Training

CONTENTS

Executive Summary 4
Introduction

About DOCJT 5

Survey Methodology 6
Limitations

Agency Personnel Overview 7
Salary Overview
General Policies 10
Employment
Recruitment and Retention 11
Promotion Process
Retirement 12
Insurance
Compensation Supplements

Equipment 13
Radio Equipment
Telephone Systems
Computer-Aided Dispatch
Emergency Medical Dispatch
Antiquated Equipment

Training 14
Distance Learning
Legal Training 15
Communication Training Officer Program
Post-Critical Incident and Dispatcher Wellness

Critical Issues 16
Further Information

Appendix 17
Agency Information & Administration
Compensation & Benefits 20
Agency Personnel 22
Recruitment 27
Hiring & Selection 29
Communications Training Officer Program 31
Retention 33
Promotions 36
Post-Critical Incident & Dispatcher Wellness 38
Agency Equipment 40
Agency Technology/Capabilities 43
Distance Learning 46
Criminal Justice Information System (CJIS) 49
Training & Education 50
Communications 54
Critical Issues 55
Emerging Topics 57

Salaries by County (map) 58

DOCJT
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EXECUTIVE SUMMARY

The 2021 Dispatch Center Comprehensive Survey is the first survey of this magnitude for dispatch centers in Kentucky. The survey was sent to 112 dispatch centers throughout the state, 69 of those agencies responding — a response rate of 61%. The results are summarized in this report.

According to the 2021 survey data, the average number of full- and part-time dispatchers working for all responding Kentucky public safety dispatch agencies is 12. Also, note that 27% of responding agencies reported having 10 or more full-time dispatchers, while 16% have five or fewer dispatchers.

The survey asked respondents to record the entry-level starting salary for non-ranking, full-time dispatchers. The average salary for a Kentucky entry-level dispatcher in 2021 is approximately $29,760.This figure does not include training/pay incentives, uniform allowances, signing bonuses, or specialist pay.

Of the five highest-paid dispatch agencies in the state, three are located in northern Kentucky and two in western Kentucky. The average of the five highest-paid agencies is $42,667. Conversely, four of the five lowest-paid agencies are located in southern Kentucky, with one in north-central Kentucky. The average starting salary for the five lowest-paid agencies is $19,511.

Dispatch equipment is vital for accomplishing the agency's mission and ensuring community and responder safety. Forty-five percent of the responding agencies use Motorola radios, and 30% utilize the Computer Information Systems (CIS) brand of computer-aided dispatch software.

PowerPhone is the most commonly used emergency medical dispatch (EMD) provider in the state, with 63% of responding agencies reporting its use. Twenty-nine percent of responding agencies do not provide EMD services.

Preparing for and coping with the aftermath of critical incidents is imperative. Sixty-four percent of responding agencies provide access to a licensed mental health professional for dispatchers, while only 16% mandate critical-incident counseling. Twenty-one percent of responding agencies utilize the Kentucky Law Enforcement Assistance Program resources.

INTRODUCTION

Kentucky Revised Statute 15A.070 (2) prescribes "That the Department of Criminal Justice Training shall make a continuing study of law enforcement training standards and, upon request, may furnish information relating to standards for recruitment, employment, promotion, organization, management, and operation of any law enforcement agency in Kentucky."

The 2021 Dispatch Center Comprehensive Survey is designed to establish a roadmap for the future of public safety dispatch centers in Kentucky. This survey provides leaders with the most current public safety dispatch practices at both state and local levels. We hope this new information will be valuable in helping to identify current trends and future needs for Kentucky dispatch centers.

ABOUT DOCJT

Considered one of the most successful programs of its kind in the nation, Kentucky's Department of Criminal Justice Training (DOCJT) provides basic training and continuing education for law enforcement officers and dispatch personnel from across the state. This includes police departments, sheriffs' and coroners' offices, telecommunication operations, and others.

In 2020, more than 10,000 students attended DOCJT programs totaling nearly 360,000 instructional hours. All Kentucky dispatchers are required to attend a basic telecommunications training session approved by the Kentucky Law Enforcement Council within their first year of hire. DOCJT offers a four-week Public Safety Dispatch Academy training session at no charge to dispatch students or agencies.

Likewise, all dispatchers are required to complete a minimum of eight hours of in-service training each year. The Kentucky Legislature mandates the requirements in the Telecommunications Professional Standards Act. The Kentucky Law Enforcement Council oversees the training and certification of Kentucky's public safety dispatch community.

In 1998, DOCJT received its initial certification from the Commission on Accreditation for Law Enforcement Agencies (CALEA). In 2003, DOCJT became the first public safety training academy in the nation to be accredited under CALEA's Public Safety Training Academy Accreditation program. The department was reaccredited in 2006, 2009, 2012, 2015, and most recently, March 2018.

In 2013, DOCJT met all the International Association for Continuing Education and Training (IACET) program standards, making DOCJT a continuing education credit unit (CEUs) provider under the IACET umbrella. DOCJT now issues CEUs to professionals who have already attained a certain level of education and need additional continuing education and training per year to maintain certification.

ACCREDITED BY

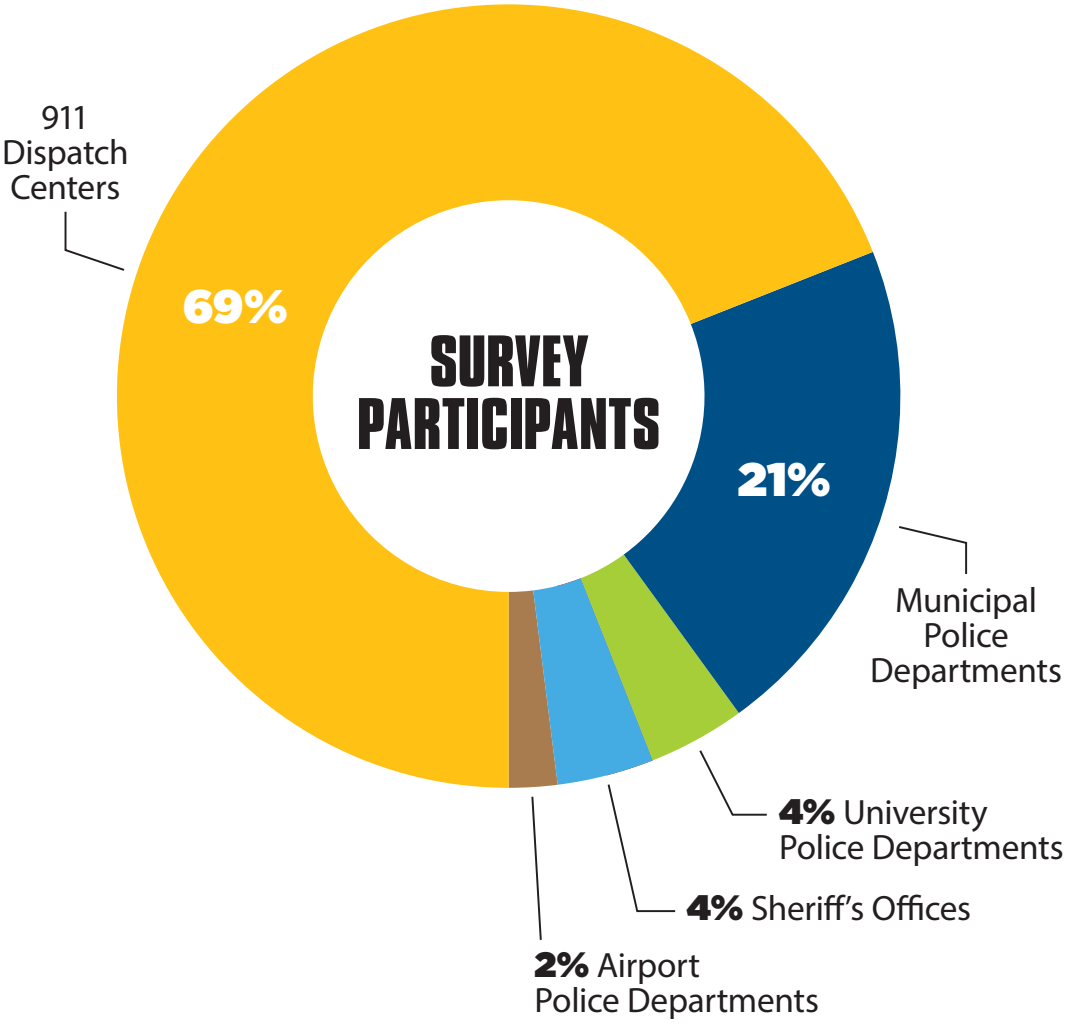
SURVEY METHODOLOGY

The DOCJT survey design staff met with the Telecommunications Section to discuss their needs regarding course development, trends in public safety dispatch, and how the 2021 Dispatch Center Comprehensive Survey results can benefit all dispatchers in the state. To better report trends and critical topics to dispatch agencies, DOCJT released a social media post via all DOCJT social channels to gather input on topics relating to agencies and communities. These suggestions were compiled to create the survey instrument.

With the DOCJT staff and dispatch executives' input, the instrument was developed and distributed to 112 active public safety dispatch agencies throughout the commonwealth. Those agencies included municipal law enforcement agencies, sheriff's offices, state law enforcement, airport authorities, college/university police, and telecommunication centers.

Sixty-nine agencies responded to the survey, for an overall response rate of 61%. Approximately 551 Kentucky dispatchers are represented in this report.

The survey was available from June 22 to July 26, 2021.



LIMITATIONS

The 2021 Dispatch Center Comprehensive Survey is the inaugural survey of this type; therefore, no previous data is used for comparisons or the expressions of increases or decreases over time. It is possible that differences in interpretation of definitions, descriptions, and terminology used in the questionnaire could result in slightly skewed data. Statistical summaries provide information considered to be valid only for the time during which the data was collected. It should also be noted that the data was self-reported; thus, errors in the reporting of information could have occurred.

AGENCY PERSONNEL OVERVIEW

The average number of full-time dispatchers for all reporting agencies was 10, and two for part-time positions.

AVERAGE NUMBER DISPATCHERS	FULL-TIME	PART-TIME
All Agencies	10	2
911 Dispatch Centers	10	2
Police Departments	10	1
Sheriff's Offices	13	3
University Police Departments	2	0
Airport Police Departments	12	1

Forty-six agencies reported a total of 72 unfilled, authorized full-time dispatch positions, and 38 vacant part-time positions were reported. The majority of responding agencies reported using a 12-hour work shift, with an eight-hour shift being the second most popular. Fifty-three percent of responding agencies reported using a permanent or fixed-shift rotation.

With a range of one to 30 years, the average Kentucky public safety dispatch executive has served 9.2 years.

The majority of full-time dispatchers have less than five years of public safety dispatch experience. Data indicated a 63% decrease in dispatchers with 6 to 10 years of experience. Also, data showed a 19% decrease in the number of dispatchers with 11 to 15 years of experience. These statistics are noteworthy in the retention endeavors of career dispatchers.

$29,760

IS THE AVERAGE SALARY FOR A FULL-TIME, ENTRY-LEVEL, DISPATCHER

SALARY OVERVIEW

The average salary for full-time, entry-level dispatchers was reported as $29,760. The median salary was $29,224, with the range of salaries from $18,720 to $53,448.

With this survey being the first of its kind, previous years' salary data is not available. Future comparisons will be analyzed with subsequent reports.

AGENCY NAME	ENTRY-LEVEL SALARY	FULL-TIME PERSONNEL	PART-TIME PERSONNEL
Adair Co. 911 Center	*	*	*
Barren-Metcalfe ECC	*	*	*
Bath Co. 911	*	*	*
Bowling Green Police Department	*	*	*
Boyd Co. PSCC 911	$22,880	11	0
Bracken Co. 911	*	*	*
Campbell Co. Dispatch	$53,448	19	3
Campbellsburg P.D.	$20,000	*	*

** No data reported.*

AGENCY NAME	ENTRY-LEVEL SALARY	FULL-TIME PERSONNEL	PART-TIME PERSONNEL
Campbellsville 911 Comm.	$27,040	9	1
Carlisle Co. 911	$36,525	7	0
Cincinnati/N. KY Airport P.D.	$41,600	12	1
City of Paducah 911	$36,382	15	*
Clinton Co. Emergency Services	$19,760	*	*
Cynthiana - Harrison Co. E-911	$26,790	6	3
Danville P.D.	*	*	*
Edmonson Co. E-911	*	*	*
Elliott Co. 911	*	*	*
Fayette Co. Sheriff	*	*	*
Fleming County Dispatch	$25,000	5	2
Gallatin Co. Dispatch	$24,960	4	3
Georgetown P.D.	$37,440	17	1
Greenup Co. 911	$30,160	14	5
Hardin Co. 911	$28,891	18	4
Hazard P.D.	$20,800	5	*
Hopkinsville P.D.	$39,487	19	*
Jefferson Co. Sheriff	$35,074	19	*
Jessamine Co. 911	$30,200	14	1
Kenton Co. Emergency Communications	$39,704	27	7
Knox Co 911 Dispatch Center	$22,000	9	3
KY State Univ. P.D.	$32,000	2	0
Larue Co. 911	*	*	*
Lawrence Co. 911	$20,800	5	2
Lawrenceburg P.D.	$29,328	7	1
Lee County 911	*	*	*
Leslie Co. 911	$24,960	6	2
Lewis Co. EMA-911	*	*	*
Livingston Co. Dispatch	$26,000	5	1
Logan Co. E.C.C.	$27,040	7	1
London/Laurel Co. Comm. Ctr.	$29,120	15	1
Madison Co. E-911	$36,711	18	2

** No data reported.*

AGENCY NAME	ENTRY-LEVEL SALARY	FULL-TIME PERSONNEL	PART-TIME PERSONNEL
Madisonville P.D.	$34,863	15	*
Marion P.D.	$28,509	5	*
Marshall Co. E-911	$28,496	12	0
Maysville P.D.	$30,000	8	1
McLean Co. Dispatch	$33,280	5	2
Meade Co. Dispatch	$28,745	10	*
Menifee Co. 911	*	*	*
Middlesboro P.D.	*	*	*
Monroe Co E911	$20,000	3	4
Montgomery Co. 911	$29,350	7	2
Monticello/Wayne Co. 911	$19,075	8	6
Morehead P.D.	*	*	*
Morehead State Univ. P.D.	*	*	*
Muhlenberg Co. 911	$33,072	12	4
Nelson County E-911	$30,000	12	5
Oak Grove P.D.	$34,403	5	*
Ohio Co. Sheriff	$33,240	8	3
Owensboro P.D.	$39,100	22	3
Pendleton Co. Dispatch	*	*	*
Pennyrile Emergency 911	$31,720	8	2
Providence 911 Dispatch	$25,000	3	2
Radcliff P.D.	$32,000	6	*
Russell Co. Dispatch	*	*	*
Shelby Co. 911 Communications	*	*	*
Springfield P.D.	$27,040	8	1
Trigg Co. E-911	*	*	*
Union Co 911	*	*	*
Webster Co. 911	$27,800	8	1
Whitley Co. Communications Ctr.	$18,720	6	5

** No data reported.*

TOP IMPLEMENTED POLICY AREAS

95% CODE OF CONDUCT

93% DISCIPLINE

93% SEXUAL HARASSMENT/ DISCRIMINATION

93% TRAINING

92% RADIO PROTOCOL

92% MISSION AND VALUES

92% COMPUTER AND EMAIL USE

FEWEST IMPLEMENTED POLICY AREAS

47% CTO PROGRAM SELECTION

45% ASSIGNED PROPERTY INVENTORY

45% COMMUNITY ENGAGEMENT

44% DOMESTIC MISCONDUCT

41% PEER SUPPORT

32% RETURNING VETERANS

GENERAL POLICIES

More than 90% of responding agencies reported having written policies regarding code of conduct, computer and email use, discipline, dispatch procedures, mission and value statement, radio protocols, sexual harassment/discrimination, training, and workplace harassment. Fifty-six percent of responding agencies reported having a policy on early intervention/employee assistance programs. Sixty-six percent of the responding agencies reported having a critical-incident training policy. Sixty-nine percent of respondents reported having a policy regarding pre-arrival instructions. *Go to page 17 to see full data.*

EMPLOYMENT

When asked about employment practices, all responding agencies reported a formal application process is utilized for the initial hiring of dispatch personnel. Thirty-nine percent require a written examination, and 73% use a formal interview board for initial employment.

Data indicates agencies are just as likely to hire a person new to the profession as they are to hire a retiree or a lateral transfer. When advertising for open dispatch positions, most agencies reported receiving fewer than 15 applications.

Eighty-four percent of responding agencies reported that individuals are permitted to work on shift prior to completing basic training. Thirty percent of responding agencies reported new hires are permitted to take 911 calls after two weeks on the job and before completing basic training.

AGE GROUP OF NEW HIRES	RESPONSE
18-20	37%
21-25	60%
26-30	42%
31-35	15%
36-40	15%
41-45	28%
46+	17%

A lateral employee is defined as a Telecommunications Professional Standards certified graduate of a basic training academy seeking employment by another in-state agency. Respondents reported that 25 lateral employees were hired last year. Eighty-six percent of responding agencies require background checks on lateral-entry personnel. Seventy-three percent of agencies require drug screenings, and 28% require a suitability screening and a polygraph examination.

RECRUITMENT AND RETENTION

In today's world, recruiting and retaining dispatchers is extremely difficult. These areas were emphasized in the current survey to determine which agencies are successful in recruitment efforts to share with other departments. Additional questions were included to help ascertain why dispatchers separate from agencies and/or leave the profession.

Agencies reported using a variety of recruitment tactics. The primary method was advertising on social media. The traditional newspaper advertisement remains a reliable recruitment tool, but agency websites and college/community job fairs also prove beneficial. Nearly three-quarters of responding agencies do not require newly hired dispatchers to work under a labor contract, but those who do average a 2.3-year contract.

HOW DOES YOUR AGENCY PROMOTE ITSELF? CHECK ALL THAT APPLY.	RESPONSE
Social media	82%
Website	58%
Promotional items (e.g., pins, magnets, stickers, etc.)	26%
Does not promote agency	15%
Brochures	10%
Flyers	10%
Billboards	0%
Other	2%

82%

OF RESPONDING AGENCIES REPORT USING SOCIAL MEDIA TO PROMOTE ITSELF

Retaining qualified and experienced dispatchers is vital to the success of any organization. The top reason for dispatchers not meeting the agency's probation requirements was resignation, followed by failure to meet agency expectations, and failure to complete basic training requirements. Seventy-one percent of dispatchers resigning from an agency last year left the profession. Thirty-four percent left because of either salary/benefits or job-related stress.

PROMOTION PROCESS

Seventy-nine percent of responding agencies do not require any formalized training to promote to a supervisor position. When asked about promotional practices, responding agencies reported 63% must have a minimum number of years of agency service before a dispatcher is eligible for the first promotional process. The average agency requires at least 2.7 years of service for promotion opportunities.

Agencies reported using the following in their promotion process:

DOES YOUR AGENCY'S PROMOTIONAL PROCESS FOR DISPATCHERS CONTAIN ANY OF THE FOLLOWING? CHECK ALL THAT APPLY.	RESPONSE
Appointment determined by agency administrator	53%
Personal interview	53%
Appointment determined by local government administrator	34%
Supervisor evaluation	24%
Written examination	14%
Specific educational training	12%
Peer rating	4%
Staff management rating	4%
Assessment center	2%
Veteran preference	0%

APPROXIMATELY

95%

OF RESPONDING AGENCIES PROVIDE THEIR DISPATCHERS A RETIREMENT PROGRAM

RETIREMENT

Alterations to state and local retirement plans have a dual effect concerning dispatcher recruitment and the continuous length of service of currently certified dispatchers. Approximately 95% of responding agencies provide their dispatchers a retirement program. Eighty-two percent of agencies reported they provide a state or local non-hazardous retirement program.

INSURANCE

The rising cost of individual and family insurance plans profoundly affects an agency's budget and the dispatchers' net income. When asked about insurance benefits, 52% of agencies reported paying the total cost of a single medical insurance policy for dispatchers. Sixty percent of agencies pay the total cost of life insurance for the dispatcher.

COMPENSATION SUPPLEMENTS

Agencies responded to questions regarding specialist pay for Communications Training Officers (CTO), uniform pay/allowance, overtime, shift differential, and educational incentives.

Twenty-one percent of agencies reported offering shift differential pay to full-time personnel, while 27% reported providing educational incentives to full-time personnel.

EQUIPMENT

RADIO EQUIPMENT

Radio equipment is an essential element in dispatch functions. Most agencies reported owning their radio license. The majority of responding agencies use a digital-radio system, with Motorola being the most widely used and Kenwood being a close second.

TELEPHONE SYSTEMS

With ever-expanding technology, choosing a telephone system for an agency can be challenging. Solocom was reported as the most commonly used telephone system, according to the responding agencies. Avaya and Zetron are also widely used throughout the commonwealth.

COMPUTER-AIDED DISPATCH

Dispatchers use computer-aided dispatch (CAD) systems to prioritize and record incident calls, identify the status of responders, and effectively dispatch responders. In addition, a CAD system manages information from many other systems to optimize dispatch operations.

According to responding agencies, Computer Information System (CIS) is the CAD system used by most agencies. GeoConnex and Caliber are also widely used systems within the state.

EMERGENCY MEDICAL DISPATCH

Emergency Medical Dispatch is a comprehensive program that assists in information gathering, provides consistent pre-arrival instructions, and helps to provide appropriate medical care in a timely manner.

PowerPhone is the prevalent emergency medical dispatch provider in the commonwealth, according to the responding agencies. Only 24% of responding agencies report integrating pre-arrival instructions into their computer-aided dispatch system. Twenty-nine percent of responding agencies do not offer emergency medical dispatch services.

ANTIQUATED EQUIPMENT

According to the following chart, the responding agencies agree that antiquated equipment is a future concern.

ANTIQUATED EQUIPMENT, E.G., COMPUTERS, PHONE SYSTEMS, AND RADIOS, IS A CONCERN FOR THE AGENCY.	RESPONSE
Strongly agree	31%
Agree	24%
Neither agree nor disagree	19%
Disagree	19%
Strongly disagree	7%

THE MAJORITY OF RESPONDING AGENCIES USE A DIGITAL-RADIO SYSTEM, WITH MOTOROLA BEING THE MOST WIDELY USED

TRAINING

By law, certified dispatchers are required to complete annual professional development training. The following analysis identifies future training options that will benefit dispatchers.

Public safety dispatch executives were asked to rate various topics such as administration/organization, personnel, policy, and dispatch operations. More than 97% responded that staffing was high or extremely important to the agency, and 95% responded training, radio systems, and dispatcher mental health were very or extremely important.

Respondents were asked to determine the type of training dispatchers should receive in their first five years on the job and once they have been behind the console for 5-10 years. The results vary. In the first five years of service, critical incidents, drugs/overdose calls, emergency medical dispatch, fire dispatch, motor vehicle collisions, pursuits, and suicidal caller training were identified as most important. Stress, wellness, and resiliency training are identified as essential for 5-10 year dispatchers.

90%

OF RESPONDING AGENCIES SUPPORT LIVE, ONLINE COURSES AS A TRAINING OPTION

DISTANCE LEARNING

Distance learning continues to be a needed and reliable training option, especially during a pandemic. Ninety percent of responding agencies support live, online courses as a training option and reported they allow dispatchers to complete these courses while on duty.

WHICH OF THE FOLLOWING DISTANCE LEARNING OPTIONS WOULD YOU PREFER FOR YOUR AGENCY? CHECK ALL THAT APPLY.	RESPONSE
Online (e.g., internet-based slides and videos the student reviews on their own time schedule)	69%
Live, online learning	59%
Blended (e.g., combinations of online learning coupled with traditional classroom training)	59%
Webinar (e.g., a web-based seminar in which students participate in an online learning event with an instructor who shows slides online and discusses information from the slides using chatroom features)	45%
None	7%

A DOCJT Telecommunications instructor teaches a virtural academy class. (Photo by Jim Robertson)

LEGAL TRAINING

With the multitude of federal, state, and local mandates, legal training is imperative to reduce negligent and vicarious liability.

The following chart reports the top five legal areas of concern from the responding agencies.

WHICH OF THE FOLLOWING LEGAL AREAS ARE A CONCERN FOR YOUR AGENCY? CHECK ALL THAT APPLY.	RESPONSE
Emergency medical dispatch (EMD)	49%
Discipline	47%
Protective orders	45%
HIPPA	40%
LINK/NCIC	40%

COMMUNICATION TRAINING OFFICER PROGRAM

Sixty percent of responding agencies have a post-academy training program such as a Communication Training Officer (CTO) program. Seventy-eight percent use the formal CTO program, while 17% use a hybrid version. Fifty-nine percent of CTOs reported completing weekly written evaluations of dispatch trainees, while 48% completed evaluations daily. Agencies require an average of 3.4 years of experience to become a CTO.

POST-CRITICAL INCIDENT AND DISPATCH WELLNESS

Mental health and resiliency are integral to dispatcher wellness and success. An agency's response to a dispatcher's well-being after a critical incident is vital for a successful recovery. Most agencies do not have a chaplain or counselor on staff, but 64% of responding agencies provide access to a licensed mental health professional for dispatchers. Twenty-six percent of responding agencies have a licensed mental health professional with similar backgrounds to public safety dispatch. Only 16% of responding agencies mandate critical-incident counseling. Twenty-one percent of responding agencies utilize the Kentucky Law Enforcement Assistance Program (KYLEAP).

WHICH OF THE FOLLOWING DOES YOUR AGENCY PROVIDE DISPATCHERS AFTER A CRITICAL INCIDENT?	RESPONSE
Counseling	61%
Peer support	61%
KY Post-Critical Incident Seminar (KYPCIS)	33%
Critical Incident Stress Management (CISM)	19%
Training on common psychological and behavioral reactions	7%
None of the above	14%

60%

OF RESPONDING AGENCIES HAVE A POST-ACADEMY TRAINING PROGRAM SUCH AS A COMMUNICATION TRAINING OFFICER (CTO) PROGRAM

CRITICAL ISSUES

Public safety dispatch officials were asked to rank the importance of various dispatch topics related to their administrative role. The chart below represents the top 10 areas administrators consider extremely important to their agency.

TOP 10 CRITICAL ISSUES	RESPONSE
Operations Policy	97%
Personnel Policy	97%
Staffing	97%
Dispatcher Mental Health	95%
Training	95%
Radio Systems	95%
Administrative Policy	94%
Technology	92.5%
Motivation	92.5%
Telephone System	92.5%

95%

OF RESPONDING AGENCIES REPORT DISPATCHER MENTAL HEALTH AS A CRITICAL ISSUE

FURTHER INFORMATION

This report provides information received from the 2021 Dispatch Center Comprehensive Survey. The survey collected additional administrative and training information not reflected in this report. In some portions, the standard practice of rounding up or down was used for area calculations. Absolute values are listed in the appendixes. For a specialized or specific report, please contact the Staff Services and Planning Section, Mike Keyser at Mike.Keyser@ky.gov or (859) 622-8392.

APPENDIX

AGENCY INFORMATION & ADMINISTRATION

HAS YOUR AGENCY ADOPTED WRITTEN DEPARTMENTAL POLICY IN THE FOLLOWING AREAS?

ANSWER CHOICES	YES		NO		TOTAL
Active shooter	64.62%	42	35.38%	23	65
Agency jurisdiction	80.60%	54	19.40%	13	67
Air medical services	66.15%	43	33.85%	22	65
Alarm monitoring	72.73%	48	27.27%	18	66
Amber Alert	78.79%	52	21.21%	14	66
Animal calls	73.85%	48	26.15%	17	65
Assigned property inventory	45.16%	28	54.84%	34	62
Audits and inspections	64.52%	40	35.48%	22	62
Cell phone	69.23%	45	30.77%	20	65
Citizen complaints	71.88%	46	28.13%	18	64
Classification plan	55.74%	34	44.26%	27	61
Code of conduct	95.38%	62	4.62%	3	65
Command protocol	87.88%	58	12.12%	8	66
Community engagement	45.90%	28	54.10%	33	61
Computer and email use	92.31%	60	7.69%	5	65
Critical incident training	66.13%	41	33.87%	21	62
CTO program selection	47.62%	30	52.38%	33	63
Discipline	93.94%	62	6.06%	4	66
Dispatch procedures	90.91%	60	9.09%	6	66
Domestic misconduct (officer involved)	44.44%	28	55.56%	35	63
Domestic violence (calls for service)	71.43%	45	28.57%	18	63
Duty to obey lawful orders	68.25%	43	31.75%	20	63
Digital file storage	69.35%	43	30.65%	19	62
Early intervention/employee assistance programs	56.25%	36	43.75%	28	64
Emergency assistance	66.15%	43	33.85%	22	65
Email and internet usage	89.06%	57	10.94%	7	64
Equipment maintenance procedure	70.31%	45	29.69%	19	64
Ethics	89.23%	58	10.77%	7	65

HAS YOUR AGENCY ADOPTED WRITTEN DEPARTMENTAL POLICY IN THE FOLLOWING AREAS? (CONT.)

ANSWER CHOICES	YES		NO		TOTAL
Golden Alert/Green Alert	70.31%	45	29.69%	19	64
Hiring practices	69.23%	45	30.77%	20	65
Hostage and barricade situations	58.73%	37	41.27%	26	63
Mission and values statement	92.06%	58	7.94%	5	63
Mutual aid-jurisdiction	80.30%	53	19.70%	13	66
News/media relations	71.88%	46	28.13%	18	64
OSHA compliance	67.19%	43	32.81%	21	64
Peer support	41.94%	26	58.06%	36	62
Personnel evaluation	81.82%	54	18.18%	12	66
Persons with disabilities	75.76%	50	24.24%	16	66
Pre-arrival instructions	69.35%	43	30.65%	19	62
Probation period	83.08%	54	16.92%	11	65
Post critical incident	58.73%	37	41.27%	26	63
Public information	70.77%	46	29.23%	19	65
Quality assurance	70.77%	46	29.23%	19	65
Radio protocols	92.42%	61	7.58%	5	66
Recruitment and selection	59.68%	37	40.32%	25	62
Resting/sleeping on duty	65.08%	41	34.92%	22	63
Returning veterans	32.26%	20	67.74%	42	62
Ride alongs	47.62%	30	52.38%	33	63
Secondary employment	74.60%	47	25.40%	16	63
Sexual harassment/discrimination	93.85%	61	6.15%	4	65
Severe weather	84.62%	55	15.38%	10	65
Speech relay services	53.23%	33	46.77%	29	62
Social media	77.27%	51	22.73%	15	66
State of Kentucky retention policy (records)	75.81%	47	24.19%	15	62
Supervisor accountability	72.58%	45	27.42%	17	62
Training	93.85%	61	6.15%	4	65
Training directive	79.03%	49	20.97%	13	62
Uniforms	73.02%	46	26.98%	17	63
Use of drones	14.75%	9	85.25%	52	61
Use of social media sponsored by agency (for public relations)	57.14%	36	42.86%	27	63

HAS YOUR AGENCY ADOPTED WRITTEN DEPARTMENTAL POLICY IN THE FOLLOWING AREAS? (CONT.)

ANSWER CHOICES	YES		NO		TOTAL
Use of social media by employees (for personal use)	74.60%	47	25.40%	16	63
Workplace harassment	90.77%	59	9.23%	6	65
Workplace safety	87.50%	56	12.50%	8	64
Written directives	77.78%	49	22.22%	14	63

WHICH OF THE FOLLOWING LEGAL AREAS ARE A CONCERN FOR YOUR AGENCY? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Administrative	38.18%	21
Discipline	47.27%	26
Domestic violence	21.82%	12
Emergency Medical Dispatch (EMD)	49.09%	27
HIPPA	40.00%	22
LINK/NCIC	40.00%	22
Protective orders	45.45%	25
Other	7.27%	4

STATE OR NATIONAL ACCREDITATION: CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Kentucky Association of Chiefs of Police (KACP)	46.43%	13
Commission on Accreditation for Law Enforcement Agencies (CALEA)	0.00%	0
National Emergency Number Association (NENA)	25.00%	7
Association of Public Safety Communications Officials (APCO)	25.00%	7
Other	28.57%	8

49%

OF RESPONDING AGENCIES VIEW EMERGENCY MEDICAL DISPATCH (EMD) AS A LEGAL CONCERN

COMPENSATION & BENEFITS

HOW MUCH OF YOUR AGENCY'S BUDGET IS ALLOCATED FOR THE FOLLOWING?

ANSWER CHOICES	0%		1-20%		21-30%		31-40%		41-50%	
Equipment	0.00%	0	56.41%	22	17.95%	7	17.95%	7	5.13%	2
Personnel	2.50%	1	5.00%	2	5.00%	2	7.50%	3	15.00%	6
Recruitment and promotional items	47.22%	17	44.44%	16	8.33%	3	0.00%	0	0.00%	0
Technology	5.41%	2	59.46%	22	24.32%	9	5.41%	2	2.70%	1
Training	5.56%	2	88.89%	32	2.78%	1	0.00%	0	0.00%	0
Travel and reimbursement	10.26%	4	79.49%	31	5.13%	2	2.56%	1	0.00%	0
Uniforms	26.32%	10	71.05%	27	0.00%	0	2.63%	1	0.00%	0
Other	28.57%	6	52.38%	11	9.52%	2	0.00%	0	4.76%	1

HOW MUCH OF YOUR AGENCY'S BUDGET IS ALLOCATED FOR THE FOLLOWING? (CONT.)

ANSWER CHOICES	51-60%		61-70%		71-80%		81-90%		91-100%	
Equipment	0.00%	0	2.56%	1	0.00%	0	0.00%	0	0.00%	0
Personnel	15.00%	6	17.50%	7	15.00%	6	12.50%	5	5.00%	2
Recruitment and promotional items	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Technology	2.70%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Training	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2.78%	1
Travel and reimbursement	0.00%	0	0.00%	0	0.00%	0	0.00%	0	2.56%	1
Uniforms	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Other	0.00%	0	4.76%	1	0.00%	0	0.00%	0	0.00%	0

59%

OF RESPONDING AGENCIES ALLOCAT 1-20% OF THEIR AGENCY'S BUDGET TO TECHNOLOGY

52%

OF RESPONDING AGENCIES REPORT PAYING THE FULL-COST OF MEDICAL INSURANCE (SINGLE POLICY)

WHAT INSURANCE BENEFIT DOES YOUR AGENCY OFFER?

ANSWER CHOICES	FULL COST OF POLICY PAID BY AGENCY		MORE THAN HALF OF THE POLICY'S COST IS PAID BY THE AGENCY		MORE THAN HALF OF THE POLICY'S COST IS PAID BY THE OFFICER		FULL COST OF THE POLICY PAID BY THE OFFICER		AGENCY DOES NOT OFFER	
Medical (single policy)	52.27%	23	38.64%	17	4.55%	2	0.00%	0	4.55%	2
Medial (family policy)	5.13%	2	51.28%	20	15.38%	6	20.51%	8	7.69%	3
Life	60.47%	26	16.28%	7	2.33%	1	13.95%	6	6.98%	3
Dental	23.26%	10	34.88%	15	2.33%	1	32.56%	14	6.98%	3
Vision	27.91%	12	25.58%	11	4.65%	2	30.23%	13	11.63%	5
Supplemental accident	5.13%	2	15.38%	6	2.56%	1	51.28%	20	25.64%	10

HOW DOES YOUR AGENCY RECEIVE ADMINISTRATION/OPERATIONAL FUNDING? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Cell phone fees	73.33%	33
Federal grants	28.89%	13
Insurance fees	0.00%	0
Landline fees	53.33%	24
Special property tax	17.78%	8
State grants	40.00%	18
State/local government	62.22%	28
Utility tax	22.22%	10
Other	15.56%	7

AGENCY PERSONNEL

NUMBER OF AUTHORIZED DISPATCH POSITIONS:

ANSWER CHOICES	TOTAL NUMBER	RESPONSES	
Authorized full-time (FT)	538	100.00%	46
Authorized part-time (PT)	122	82.61%	38

NUMBER OF CURRENTLY FILLED DISPATCH POSITIONS:

ANSWER CHOICES	TOTAL NUMBER	RESPONSES	
Filled FT	466	100.00%	46
Filled PT	85	80.43%	37

IDENTIFY YOUR AGENCY'S PERSONNEL ALLOCATIONS ACCORDING TO THE FOLLOWING:

ANSWER CHOICES	TOTAL NUMBER	RESPONSES	
Number of shift leaders	36	84.78%	39
Number of supervisors	103	95.65%	44
Number of CTOs (Communications Training Officer)	99	95.65%	44
Number of assistant directors	23	95.65%	44

RESPONDING AGENCIES REPORT HAVING AN AVERAGE OF

10

AUTHORIZED FULL-TIME DISPATCHERS ON STAFF

WHAT ARE THE PERMANENT RANKS IN YOUR AGENCY? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Shift leaders	15.22%	7
Supervisor	78.26%	36
CTO	54.35%	25
Assistant director	43.48%	20
Other	32.61%	15
None	6.52%	3

PROVIDE THE NUMBER OF FULL-TIME DISPATCHERS ON YOUR STAFF THAT HAVE THE FOLLOWING YEARS OF EXPERIENCE:

ANSWER CHOICES	TOTAL NUMBER	RESPONSES	
0-5 years	235	95.56%	43
6-10 years	89	88.89%	40
11-15 years	71	80.00%	36
16-20 years	50	57.78%	26
21-25 years	27	40.00%	18
26-30 years	6	22.22%	10
31 or more years	5	22.22%	10

SELECT YOUR AGENCY'S PROJECTED FULL-TIME AND PART-TIME POSITION CAPACITY FOR THE FOLLOWING YEARS:

ANSWER CHOICES	INCREASE		STAY THE SAME		DECREASE		TOTAL	WEIGHTED AVERAGE
2021	26.09%	12	69.57%	32	4.35%	2	46	1.78
2022	38.64%	17	59.09%	26	2.27%	1	44	1.64
2023	34.09%	15	63.64%	28	2.27%	1	44	1.68

IF INCREASE IN 2021, HOW MANY?

ANSWER CHOICES	RESPONSES	
1-3	84.62%	11
4-6	15.38%	2
7-9	0.00%	0
10 or more	0.00%	0

IF DECREASE IN 2021, HOW MANY?

ANSWER CHOICES	RESPONSES	
1-3	100.00%	7
4-6	0.00%	0
7-9	0.00%	0
10 or more	0.00%	0

39%

OF RESPONDING AGENCIES EXPECT TO INCREASE AUTHORIZED POSITION CAPACITY FOR 2022

35%

OF RESPONDING AGENCIES REPORT A WORK SCHEDULE OF FIVE 8 HOUR DAYS

IF INCREASE IN 2022, HOW MANY?

ANSWER CHOICES	RESPONSES	
1-3	95.00%	19
4-6	5.00%	1
7-9	0.00%	0
10 or more	0.00%	0

IF DECREASE IN 2022, HOW MANY?

ANSWER CHOICES	RESPONSES	
1-3	100.00%	4
4-6	0.00%	0
7-9	0.00%	0
10 or more	0.00%	0

IF INCREASE IN 2023, HOW MANY?

ANSWER CHOICES	RESPONSES	
1-3	93.75%	15
4-6	6.25%	1
7-9	0.00%	0
10 or more	0.00%	0

IF DECREASE IN 2023, HOW MANY?

ANSWER CHOICES	RESPONSES	
1-3	100.00%	4
4-6	0.00%	0
7-9	0.00%	0
10 or more	0.00%	0

WHAT WORK SCHEDULE DOES YOUR AGENCY USE? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Five 8 hour days	34.78%	16
Five 7.5 Hour days	2.17%	1
Four 10 hour days	17.39%	8
Four 12 hour days	17.39%	8
Six 8 hour days	0.00%	0
Other	41.30%	19

WHAT SHIFT ROTATION PLAN DOES YOUR AGENCY USE?

ANSWER CHOICES	RESPONSES	
Weekly	17.78%	8
Monthly	4.44%	2
Annual	11.11%	5
Permanent/fixed	53.33%	24
Other	13.33%	6

THE CURRENT AGENCY EXECUTIVE WAS:

ANSWER CHOICES	RESPONSES	
Promoted from within the agency	68.89%	31
From another in-state dispatch agency	13.33%	6
From an out-of-state dispatch agency	2.22%	1
Other	15.56%	7

DOES THE AGENCY EXECUTIVE WORK UNDER AN AGREED CONTRACT?

ANSWER CHOICES	RESPONSES	
Yes	11.36%	5
No	88.64%	39

53%

OF RESPONDING AGENCIES REPORT THEIR SHIFT ROTATION WAS PERMANENT/FIXED

38%

OF RESPONDING AGENCIES STRONGLY AGREE THAT SCHEDULING TIME OFF, VACATIONS, ILLNESS, ETC., CREATES A HARDSHIP WITHIN THE AGENCY

AGENCY OVERTIME IS:

ANSWER CHOICES	RESPONSES	
Mandatory	2.17%	1
Voluntary	23.91%	11
Both	73.91%	34

SCHEDULING TIME OFF, VACATIONS, ILLNESS, ETC., CREATES A HARDSHIP WITHIN THE AGENCY.

ANSWER CHOICES	RESPONSES	
Strongly agree	37.78%	17
Agree	35.56%	16
Neither agree nor disagree	17.78%	8
Disagree	8.89%	4
Strongly disagree	0.00%	0

DOES YOUR AGENCY UTILIZE CERTIFIED PEACE OFFICERS AS TELECOMMUNICATORS?

ANSWER CHOICES	RESPONSES	
Yes	10.87%	5
No	89.13%	41

DOES YOUR AGENCY UTILIZE CERTIFIED PEACE OFFICERS ON LIGHT/ADMINISTRATIVE DUTY AS TELECOMMUNICATORS?

ANSWER CHOICES	RESPONSES	
Yes	13.04%	6
No	86.96%	40

IF YOUR AGENCY UTILIZES CERTIFIED PEACE OFFICERS AS TELECOMMUNICATORS, HAVE THEY COMPLETED THE TELECOMMUNICATIONS ACADEMY?

ANSWER CHOICES	RESPONSES	
Yes	16.67%	3
No	83.33%	15

RECRUITMENT

DOES YOUR AGENCY PROVIDE THE FOLLOWING FOR DISPATCHERS?

ANSWER CHOICES	FOR ALL FT DISPATCHERS		FOR ALL PT DISPATCHERS		NOT PROVIDED		TOTAL	WEIGHTED AVERAGE
Shift differential pay	21.74%	10	0.00%	0	78.26%	36	46	3.35
Overtime pay	95.65%	44	4.35%	2	0.00%	0	46	1.04
Educational incentive	27.27%	12	0.00%	0	72.73%	32	44	3.18
Career Development Program (CDP) completion through KLEC	68.18%	30	0.00%	0	31.82%	14	44	1.95
Other							2	

HOW DOES YOUR AGENCY PROMOTE ITSELF? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Billboards	0.00%	0
Brochures	10.87%	5
Flyers	10.87%	5
Promotional items (e.g., pins, magnets, stickers, etc.)	26.09%	12
Social media	82.61%	38
Website	58.70%	27
Does not promote agency	15.22%	7
Other	2.17%	1

RETIREMENT PROGRAM FOR DISPATCHERS:

ANSWER CHOICES	RESPONSES	
Non-hazardous (state) program for all dispatchers	82.61%	38
Non-hazardous (local) program for all dispatchers	13.04%	6
No retirement provided	0.00%	0
Other	4.35%	2

68%

OF RESPONDING AGENCIES ENCOURAGE CAREER DEVELOPMENT PROGRAM (CDP) COMPLETION THROUGH KLEC

80%

OF RESPONDING AGENCIES REPORT USING SOCIAL MEDIA FOR RECRUITMENT

WHICH OF THE FOLLOWING RESOURCES DOES YOUR AGENCY USE FOR RECRUITMENT? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Advertise in local media (e.g., newspaper, TV, radio)	71.74%	33
Civic organizations (e.g., Rotary, Kiwanis, etc.)	6.52%	3
College/community job fairs	28.26%	13
Law enforcement explorer program	8.70%	4
Military base	6.52%	3
Ride along program	6.52%	3
Social media	80.43%	37
Website	60.87%	28
None of the above	2.17%	1
Other	0.00%	0

DOES YOUR AGENCY'S RACE DEMOGRAPHICS MATCH THE COMMUNITY DEMOGRAPHICS?

ANSWER CHOICES	RESPONSES	
Yes	44.19%	19
No	16.28%	7
Somewhat	39.53%	17

WHICH OF THE FOLLOWING RESOURCES DOES YOUR AGENCY USE FOR MINORITY RECRUITMENT? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Local places of worship	5.13%	2
National/state association of minorities (e.g., Jewish federation, NAACP, APCO, NENA)	5.13%	2
Minority college/university	2.56%	1
Minority community leaders/ representatives	7.69%	3
Minority media (e.g., newspaper, radio)	15.38%	6
Website	38.46%	15
None of the above	48.72%	19
Other	7.69%	3

HIRING & SELECTION

DOES YOUR AGENCY CONDUCT THE FOLLOWING AS COMPONENTS OF THE INITIAL EMPLOYMENT PROCESS FOR DISPATCHERS?

ANSWER CHOICES	YES		NO		TOTAL
Formal application process	100.00%	46	0.00%	0	46
Written examination	39.02%	16	60.98%	25	41
Formal interview board	73.17%	30	26.83%	11	41
Assessment center	40.54%	15	59.46%	22	37
Other					4

DOES YOUR AGENCY REQUIRE NEWLY HIRED DISPATCHERS TO WORK UNDER AN AGREED-UPON LABOR CONTRACT (e.g., REQUIREMENT TO WORK THREE YEARS AFTER THE ACADEMY OR PAY BACK COST OF THE ACADEMY)?

ANSWER CHOICES	RESPONSES	
Yes	28.26%	13
No	71.74%	33

IN ADDITION TO THE HIGH SCHOOL DIPLOMA/GED REQUIREMENT, KRS 15.540(1), WHAT ADDITIONAL EDUCATION DOES YOUR AGENCY REQUIRE?

ANSWER CHOICES	RESPONSES	
Some college experience (no degree)	0.00%	0
Associate degree	0.00%	0
Bachelor degree	0.00%	0
No additional requirements	100.00%	46

DOES YOUR AGENCY USE THE FOLLOWING WHEN HIRING A LATERAL TRANSFER? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Background checks	86.67%	39
Drug screening	73.33%	33
Polygraph	28.89%	13
Suitability screening	28.89%	13
Do not hire laterals	6.67%	3
None of the above	8.89%	4

73%

OF RESPONDING AGENCIES CONDUCT A FORMAL INTERVIEW BOARD AS A COMPONENT OF THE INITIAL EMPLOYMENT PROCESS FOR DISPATCHERS

47%

OF RESPONDING AGENCIES HAVE A DEDICATED PERSON/SECTION WHO ADMINISTERS THE HIRING PROCESS

WHICH OF THE FOLLOWING PREFERENCES DOES YOUR AGENCY USE FOR SELECTION AND HIRING? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
New to the dispatch profession	71.43%	30
Lateral	73.81%	31
New out of basic training	42.86%	18
Retired	30.95%	13
Retired with contract	0.00%	0
None of the above	7.14%	3
Other	0.00%	0

ON AVERAGE, HOW MANY APPLICATIONS DOES YOUR AGENCY RECEIVE FOR EACH OPEN DISPATCHER POSITION?

ANSWER CHOICES	RESPONSES	
1-15	64.44%	29
16-30	17.78%	8
31-45	8.89%	4
46-60	2.22%	1
61-75	0.00%	0
76-100	0.00%	0
Over 100	6.67%	3

WHO ADMINISTERS THE HIRING PROCESS WITHIN YOUR AGENCY?

ANSWER CHOICES	RESPONSES	
Agency has a dedicated person/section	46.51%	20
Local government human resources	9.30%	4
Hybrid (some hiring process within the agency, some by local government)	23.26%	10
Other	20.93%	9

IN THE PAST YEAR, WHICH OF THE FOLLOWING AGE GROUPS HAS YOUR AGENCY HIRED? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Did not hire last year	6.67%	3
18-20	37.78%	17
21-25	60.00%	27
26-30	42.22%	19
31-35	15.56%	7
36-40	15.56%	7
41-45	28.89%	13
46+	17.78%	8

DOES YOUR AGENCY SCHEDULE DISPATCHERS TO WORK ON SHIFT PRIOR TO COMPLETING BASIC TRAINING?

ANSWER CHOICES	RESPONSES	
Yes	84.44%	38
No	15.56%	7

60%

OF RESPONDING AGENCIES REPORT HIRING FROM THE 21-25 AGE GROUP IN THE PAST YEAR

COMMUNICATIONS TRAINING OFFICER PROGRAM

DOES YOUR AGENCY HAVE AN ESTABLISHED POST-ACADEMY TRAINING FOR DISPATCHERS WHO HAVE RECENTLY COMPLETED BASIC TRAINING, SUCH AS A CTO PROGRAM?

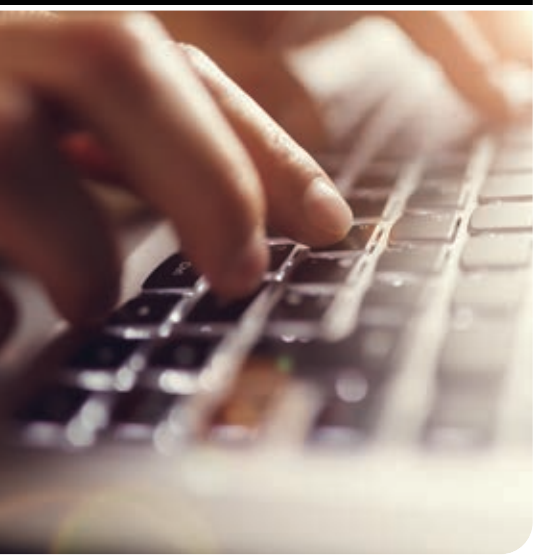
ANSWER CHOICES	RESPONSES	
Yes	60.87%	28
No	39.13%	18

WHICH PROGRAM DOES YOUR AGENCY USE?

ANSWER CHOICES	RESPONSES	
CTO	78.57%	22
Hybrid	17.86%	5
Other	3.57%	1

59%

OF RESPONDING AGENCIES REPORT TRAINING OFFICERS COMPLETED WEEKLY WRITTEN EVALUATIONS OF DISPATCH TRAINEES



WHEN DOES YOUR AGENCY START THE CTO PROGRAM WITH NEWLY HIRED DISPATCHERS?

ANSWER CHOICES	RESPONSES	
Prior to the academy	28.57%	8
After completion of the academy	7.14%	2
Combination of before and after the academy	64.29%	18

HOW OFTEN DO TRAINING OFFICERS COMPLETE WRITTEN EVALUATIONS OF DISPATCH TRAINEES? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Daily	48.15%	13
Weekly	59.26%	16
Bi-weekly	7.41%	2
Monthly	11.11%	3
At the end of the program	25.93%	7
No written evaluations	0.00%	0
Other	7.41%	2

DO TRAINING OFFICERS RECEIVE ADDITIONAL COMPENSATION FOR THEIR DUTIES?

ANSWER CHOICES	RESPONSES	
Yes	57.14%	16
No	42.86%	12

HOW MANY WEEKS INTO THE TRAINING PROGRAM ARE NEW HIRES PERMITTED TO TAKE 911 CALLS?

ANSWER CHOICES	RESPONSES	
1 week	11.54%	3
2 weeks	19.23%	5
3 weeks	7.69%	2
4 weeks	23.08%	6
Other	38.46%	10

RETENTION

IN THE PAST YEAR, HOW MANY NEWLY HIRED DISPATCH PERSONNEL DID NOT COMPLETE INITIAL PROBATION?

ANSWER CHOICES	TOTAL NUMBER	RESPONSES	
Did not complete probation	47	100.00%	42

IF YOUR AGENCY HAD DISPATCHERS WHO DID NOT MEET PROBATION REQUIREMENTS, WHY? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Criminal activity	3.23%	1
Discipline	19.35%	6
Failure to complete basic training	22.58%	7
Failure to meet agency expectations	48.39%	15
Injury/illness	0.00%	0
Resignation	51.61%	16
All met probation requirements	12.90%	4
Other	6.45%	2

WHICH OF THE FOLLOWING DOES YOUR AGENCY USE TO HELP RETAIN DISPATCHERS? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Agency input committees	11.63%	5
Alternate uniform choices	30.23%	13
Contracts	13.95%	6
Educational/advanced training opportunities	44.19%	19
Grooming/appearance leniency (e.g., beards, visible tattoos, etc.)	46.51%	20
Pay incentives (e.g., Career Development Program)	30.23%	13
Scheduling modifications to meet family needs	53.49%	23
Uniform pay	16.28%	7
None of the above	13.95%	6
Other	9.30%	4

47%

OF RESPONDING AGENCIES REPORT USING GROOMING/ APPEARANCE LENIENCY (e.g., BEARDS, VISIBLE TATTOOS, etc.) TO HELP RETAIN DISPATCHERS

59%

OF RESPONDING AGENCIES REPORT AWARDING SALARY INCREASES ANNUALLY

HOW OFTEN IS THE JOB PERFORMANCE OF DISPATCHERS EVALUATED? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Annually	54.55%	24
Biannually	4.55%	2
Quarterly	15.91%	7
Monthly	6.82%	3
No formalized evaluation	18.18%	8
Other	11.36%	5

WHICH OF THE FOLLOWING ALTERNATIVES DOES YOUR AGENCY UTILIZE IN LIEU OF, OR ADDITION TO, FORMALIZED DISCIPLINE? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Chaplain/counselor	21.43%	9
Early intervention system	16.67%	7
Employee assistance program	47.62%	20
Mental health professional/program	21.43%	9
Retraining	64.29%	27
No alternative used	14.29%	6
Other	2.38%	1

HOW DOES YOUR AGENCY AWARD SALARY INCREASES? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Annual increase	59.09%	26
Performance related	15.91%	7
Discretionary	13.64%	6
Changes by job classification	45.45%	20
Other	20.45%	9

HOW MANY DISPATCHERS RETIRED/RESIGNED FROM YOUR AGENCY WITHIN THE PAST YEAR?

ANSWER CHOICES	TOTAL NUMBER	RESPONSES	
Resigned	88	97.73%	43
Retired	9	72.73%	32

OF THE DISPATCHERS THAT RESIGNED LAST YEAR, WHAT WAS THE PRIMARY REASON(S)? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Change in agency administration	5.71%	2
Change in national/public perception	0.00%	0
Family	14.29%	5
Hired by another law enforcement agency	31.43%	11
Injury/illness	0.00%	0
Job stress	34.29%	12
Left the dispatch profession	71.43%	25
Salary/benefits	34.29%	12
Unknown	5.71%	2
Did not have any officers that resigned	2.86%	1
Other	11.43%	4

OF THE DISPATCHERS THAT RETIRED FROM YOUR AGENCY IN 2020, WHAT WAS THE PRIMARY REASON(S)? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Change in agency administration	0.00%	0
Change in national/public perception	0.00%	0
Family	7.14%	2
Hired by another law enforcement agency	0.00%	0
Injury/illness	7.14%	2
Job stress	3.57%	1
Left the dispatch profession	14.29%	4
Salary/benefits	3.57%	1
Unknown	0.00%	0
Did not have any officers that retired	60.71%	17
Other	7.14%	2

71%

OF RESPONDING AGENCIES REPORT THE PRIMARY REASON DISPATCHERS RESIGNED LAST YEAR WAS TO LEAVE THE DISPATCH PROFESSION

OF THE DISPATCHERS THAT RESIGNED FROM YOUR AGENCY IN 2020, HOW MANY LEFT THE DISPATCH PROFESSION?

ANSWER CHOICES	TOTAL NUMBER	RESPONSES	
Number of dispatchers leaving profession	59	100.00%	36

78%

OF RESPONDING AGENCIES HAVE MINIMAL REQUIREMENTS TO PROMOTE TO SUPERVISOR

WHO CONDUCTS THE EXIT INTERVIEWS WITHIN YOUR AGENCY? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Agency executive	38.64%	17
Human resources	29.55%	13
First line supervisor	4.55%	2
Governing body (e.g., Mayor, County Judge-Executive, etc.)	11.36%	5
No exit interview conducted	27.27%	12
Other	2.27%	1

PROMOTIONS

EXPECTED NUMBER OF PROMOTIONS IN THE FOLLOWING AREAS IN THE NEXT THREE YEARS:

ANSWER CHOICES	TOTAL NUMBER	RESPONSES	
First-line supervisor	30	94.87%	37
Mid-level supervisor	16	76.92%	30
Executive level	6	69.23%	27

DOES YOUR AGENCY HAVE MINIMAL REQUIREMENTS TO PROMOTE TO THE FOLLOWING RANKS?

ANSWER CHOICES	YES		NO		TOTAL
Shift leader	30.30%	10	69.70%	23	33
Supervisor	78.05%	32	21.95%	9	41
CTO	67.50%	27	32.50%	13	40
Assistant director	63.16%	24	36.84%	14	38
Director	79.49%	31	20.51%	8	39
Other					1

DOES YOUR AGENCY HAVE A MINIMUM NUMBER OF YEARS OF AGENCY SERVICE REQUIRED FOR FIRST PROMOTIONAL ELIGIBILITY?

ANSWER CHOICES	RESPONSES	
Yes	63.64%	28
No	36.36%	16

DOES YOUR AGENCY'S PROMOTIONAL PROCESS FOR DISPATCHERS CONTAIN ANY OF THE FOLLOWING? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Appointment determined by agency administrator	53.66%	22
Appointment determined by local government administrator	34.15%	14
Assessment center	2.44%	1
Peer rating	4.88%	2
Personal interview	53.66%	22
Staff management rating	4.88%	2
Specific educational training	12.20%	5
Supervisor evaluation	24.39%	10
Veteran preference	0.00%	0
Written examination	14.63%	6

DOES YOUR AGENCY MANDATE THE TELECOMMUNICATION EXECUTIVE DEVELOPMENT (TED) COURSE (OR EQUIVALENT) FOR SUPERVISORS?

ANSWER CHOICES	RESPONSES	
Yes	20.93%	9
No	79.07%	34

DOES YOUR AGENCY MANDATE THE COMMUNICATIONS TRAINING OFFICER COURSE (OR EQUIVALENT) FOR CTOs?

ANSWER CHOICES	RESPONSES	
Yes	61.36%	27
No	38.64%	17

DOES YOUR AGENCY HAVE AN INTERNAL MENTORING PROGRAM FOR NEW SUPERVISORS?

ANSWER CHOICES	RESPONSES	
Yes	25.00%	10
No	75.00%	30

61%

OF RESPONDING AGENCIES MANDATE THE COMMUNICATIONS TRAINING OFFICER COURSE (OR EQUIVALENT) FOR CTOs

64%

OF RESPONDING AGENCIES PROVIDE ACCESS TO A LICENSED MENTAL HEALTH PROFESSIONAL FOR DISPATCHERS

DOES YOUR AGENCY HAVE A CHAPLAIN OR COUNSELOR ON STAFF?

ANSWER CHOICES	RESPONSES	
Sworn chaplain/counselor	23.26%	10
Non-sworn chaplain/counselor	20.93%	9
Does not have a chaplain/counselor	55.81%	24

DOES YOUR AGENCY PROVIDE ACCESS TO A LICENSED MENTAL HEALTH PROFESSIONAL FOR DISPATCHERS?

ANSWER CHOICES	RESPONSES	
Yes	64.29%	27
No	35.71%	15

IF YES, DOES THE LICENSED MENTAL HEALTH PROFESSIONAL HAVE SIMILAR BACKGROUNDS AS THOSE THEY SERVE (e.g., PUBLIC SAFETY, MILITARY, etc.)?

ANSWER CHOICES	RESPONSES	
Yes	26.32%	10
No	47.37%	18
Does not provide access to a licensed mental health professional	26.32%	10

DOES YOUR AGENCY MANDATE CRITICAL INCIDENT COUNSELING?

ANSWER CHOICES	RESPONSES	
Yes	16.67%	7
No	83.33%	35

ARE YOU AWARE OF THE KENTUCKY POST-CRITICAL INCIDENT SEMINAR (KYPCIS) OFFERED THROUGH DOCJT?

ANSWER CHOICES	RESPONSES	
Yes	76.19%	32
No	23.81%	10

WHICH OF THE FOLLOWING DOES YOUR AGENCY PROVIDE DISPATCHERS AFTER A CRITICAL INCIDENT? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Counseling	61.90%	26
Critical Incident Stress Management (CISM)	19.05%	8
KY Post-Critical Incident Seminar (KYPCIS)	33.33%	14
Peer support	61.90%	26
Training on common psychological and behavioral reactions	7.14%	3
None of the above	14.29%	6
Other	4.76%	2

DOES YOUR AGENCY UTILIZE THE RESOURCES OFFERED THROUGH THE KENTUCKY LAW ENFORCEMENT ASSISTANCE PROGRAM (KYLEAP) OR PEER SUPPORT GROUPS?

ANSWER CHOICES	RESPONSES	
Yes	21.43%	9
No	38.10%	16
Not familiar with KYLEAP	40.48%	17

WOULD YOUR AGENCY BE SUPPORTIVE OF THE FOLLOWING MANDATORY TRAINING? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Critical incident stress management (CISM)	82.93%	34
KY Post Critical Incident Seminar (KYPCIS)	73.17%	30
Stress and wellness	87.80%	36
Suicide prevention	78.05%	32
None of the above	0.00%	0
Other	7.32%	3

DOES YOUR AGENCY HAVE A WELLNESS PROGRAM (e.g., NUTRITION AND GENERAL WELL BEING)?

ANSWER CHOICES	RESPONSES	
Yes	33.33%	14
No	66.67%	28

88%

OF RESPONDING AGENCIES WOULD BE SUPPORTIVE OF MANDATORY STRESS AND WELLNESS TRAINING

AGENCY EQUIPMENT

79%

OF RESPONDING AGENCIES REPORT USING A DIGITAL RADIO SYSTEM

WHAT TYPE OF RADIO SYSTEM DOES YOUR AGENCY USE? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Digital	78.57%	33
Analog	47.62%	20
UHF (Ultra High Frequency)	26.19%	11
VHF (Very High Frequency)	38.10%	16
Other	2.38%	1

DOES YOUR AGENCY HAVE ITS OWN RADIO LICENSE?

ANSWER CHOICES	RESPONSES	
Yes	80.95%	34
No	11.90%	5
Some, but not all	7.14%	3

WHICH MASS NOTIFICATION SYSTEM DOES YOUR AGENCY USE? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
AlertMedia	0.00%	0
BFAC	0.00%	0
Integrated Public Alert & Warning System (IPAWS)	14.63%	6
One Call Now	4.88%	2
Rave	21.95%	9
Reverse 911	7.32%	3
Does not use a mass notification system	21.95%	9
Other	41.46%	17

WHICH COMPANY PROVIDES YOUR AGENCY'S COMPUTER-AIDED DISPATCH (CAD)?

ANSWER CHOICES	RESPONSES	
Caliber	9.30%	4
GeoConnex	20.93%	9
Informant	0.00%	0
Interact	2.33%	1
No CAD system	0.00%	0
Other	67.44%	29

WHICH AREA PHONE SERVICE PROVIDER DOES YOUR AGENCY USE? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Appalachian Wireless	4.76%	2
AT&T	73.81%	31
Spectrum	11.90%	5
Sprint	4.76%	2
T-Mobile	4.76%	2
Verizon	14.29%	6
Other	35.71%	15

WHICH TELEPHONE EQUIPMENT VENDOR DOES YOUR AGENCY USE? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
ADS	4.76%	2
Avaya	23.81%	10
MIP500	0.00%	0
Solocom	38.10%	16
Zetron	11.90%	5
Other	38.10%	16

74%

OF RESPONDING AGENCIES REPORT USING AT&T AS THEIR PHONE SERVICE PROVIDER

63%

OF RESPONDING AGENCIES REPORT USING POWERPHONE AS THEIR EMERGENCY MEDICAL DISPATCH (EMD) PROVIDER

WHICH RADIO SYSTEM DOES YOUR AGENCY USE? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
BK Technologies	0.00%	0
Harris Communications	9.52%	4
Kenwood	40.48%	17
Motorola	45.24%	19
Other	21.43%	9

WHICH EMERGENCY MEDICAL DISPATCH (EMD) PROVIDER DOES YOUR AGENCY USE?

ANSWER CHOICES	RESPONSES	
APCO	2.44%	1
PowerPhone	63.41%	26
Priority Dispatch	0.00%	0
Does not provide EMD	29.27%	12
Other	4.88%	2

ARE EMD PRE-ARRIVAL INSTRUCTIONS INTEGRATED INTO YOUR CAD SYSTEM?

ANSWER CHOICES	RESPONSES	
Yes	24.39%	10
No	63.41%	26
Does not provide EMD	12.20%	5

DOES YOUR AGENCY HAVE ANY OF THE FOLLOWING?

ANSWER CHOICES	YES		NO		TOTAL
Adjustable consoles	58.14%	25	41.86%	18	43
Adjustable lighting	69.77%	30	30.23%	13	43
Adjustable thermostats	90.70%	39	9.30%	4	43
Ergonomic chairs	78.57%	33	21.43%	9	42
Personal cell phone restrictions	50.00%	21	50.00%	21	42
Tobacco restrictions	78.57%	33	21.43%	9	42
Uniform mandate	46.51%	20	53.49%	23	43

ANTIQUATED EQUIPMENT, (e.g., COMPUTERS, PHONE SYSTEMS, AND RADIOS), IS A CONCERN FOR THE AGENCY.

ANSWER CHOICES	RESPONSES	
Strongly agree	30.95%	13
Agree	23.81%	10
Neither agree nor disagree	19.05%	8
Disagree	19.05%	8
Strongly disagree	7.14%	3

AGENCY TECHNOLOGY/CAPABILITIES

DOES YOUR AGENCY HAVE RELIABLE INTERNET SERVICE?

ANSWER CHOICES	RESPONSES	
Yes	88.37%	38
No	11.63%	5

DO ALL DISPATCHERS AT YOUR AGENCY HAVE ACCESS TO A COMPUTER OTHER THAN THE CAD TERMINAL?

ANSWER CHOICES	RESPONSES	
Yes	93.02%	40
No	6.98%	3
Some	0.00%	0

DOES YOUR AGENCY HAVE AN AGENCY/GOVERNMENT EMAIL ACCOUNT?

ANSWER CHOICES	RESPONSES	
Yes	88.10%	37
No	11.90%	5

DOES YOUR AGENCY ISSUE DISPATCHERS THEIR OWN AGENCY/GOVERNMENT EMAIL ACCOUNT?

ANSWER CHOICES	RESPONSES	
Yes	79.07%	34
No	18.60%	8
Agency does not have government email accounts	2.33%	1

88%

OF RESPONDING AGENCIES REPORT HAVING RELIABLE INTERNET SERVICE

DOES YOUR AGENCY MAINTAIN THE FOLLOWING FILES IN A DATABASE?

ANSWER CHOICES	YES		NO		TOTAL
911 calls	92.86%	39	7.14%	3	42
All calls for service	95.35%	41	4.65%	2	43
Personnel	73.17%	30	26.83%	11	41

93%

OF RESPONDING AGENCIES REPORT MAINTAINING 911 CALLS IN A DATABASE

WHICH OF THE FOLLOWING SOFTWARE APPLICATIONS DOES YOUR AGENCY USE? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
AladTech	0.00%	0
Bait Tracker	0.00%	0
Clear	2.63%	1
Code Red	23.68%	9
CritiCall	26.32%	10
Hill Donnelly	0.00%	0
Kentucky Open Portal System (KYOPS)	36.84%	14
MediaWorks	10.53%	4
PowerDETAILS	0.00%	0
PowerDMS	13.16%	5
RapidSOS	71.05%	27
Rave	34.21%	13
SAFe	0.00%	0
Smart911	31.58%	12
TipSoft	0.00%	0
Other	18.42%	7

WHO PROVIDES INFORMATION TECHNOLOGY (IT) SUPPORT FOR YOUR AGENCY? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
In-house	53.49%	23
Private company	48.84%	21
Other government agency	13.95%	6
Other	4.65%	2

WHICH TYPE OF TIP LINES DOES YOUR AGENCY MONITOR? CHECK ALL THAT APPLY.

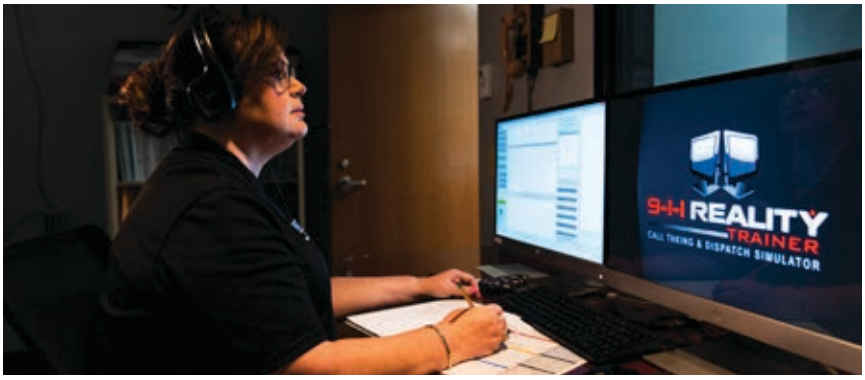
ANSWER CHOICES	RESPONSES	
Email	25.58%	11
Phone	27.91%	12
Social media	37.21%	16
Text-a-Tip	4.65%	2
Crime Stoppers	9.30%	4
Does not monitor tip lines	46.51%	20
Other	0.00%	0

WHICH OF THE FOLLOWING VIDEO FEEDS DOES YOUR AGENCY MONITOR? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Hospitals	0.00%	0
Government buildings (e.g., city hall, courthouse)	33.33%	14
Schools	16.67%	7
Traffic	16.67%	7
Does not monitor video feeds	45.24%	19
Other	19.05%	8

DOES YOUR AGENCY HAVE A TACTICAL/MOBILE COMMAND CENTER?

ANSWER CHOICES	RESPONSES	
Yes	34.88%	15
No	65.12%	28



A DOCJT Telecommunications instructor monitors a practical exercise during an academy class. (Photo by Jim Robertson)

33%

OF RESPONDING AGENCIES REPORT MONITORING VIDEO FEEDS FOR GOVERNMENT BUILDINGS (e.g., CITY HALL, COURTHOUSE)

DISTANCE LEARNING

60%

OF RESPONDING AGENCIES SUPPORT LIVE, ONLINE COURSES AS A TRAINING OPTION

WHICH OF THE FOLLOWING DISTANCE LEARNING OPTIONS WOULD YOU PREFER FOR YOUR AGENCY? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Online (e.g., internet-based slides and videos the student reviews on their own time schedule)	69.05%	29
Live online learning	59.52%	25
Blended (e.g., combinations of online learning coupled with traditional classroom training)	59.52%	25
Webinar (e.g., a web-based seminar in which students participate in an online learning event with an instructor who shows slides online and discusses information from the slides using chatroom features)	45.24%	19
None	7.14%	3
Other	4.76%	2

DOES YOUR AGENCY ALLOCATE DEDICATED TIME FOR DISPATCHERS TO COMPLETE DISTANCE LEARNING COURSES AWAY FROM REGULAR DUTY ASSIGNMENTS?

ANSWER CHOICES	RESPONSES	
Yes	90.48%	38
No	7.14%	3
Do not participate in distance learning	2.38%	1

DO YOU SUPPORT LIVE, ONLINE COURSES AS A TRAINING OPTION?

ANSWER CHOICES	RESPONSES	
Yes	90.48%	38
No	9.52%	4

LIVE, ONLINE COURSES PROVIDE THE SAME QUALITY OF TRAINING AS TRADITIONAL TRAINING.

ANSWER CHOICES	RESPONSES	
Agree	60.00%	24
Disagree	40.00%	16

LIVE, ONLINE COURSES WILL REDUCE TRAINING COSTS FOR MY AGENCY.

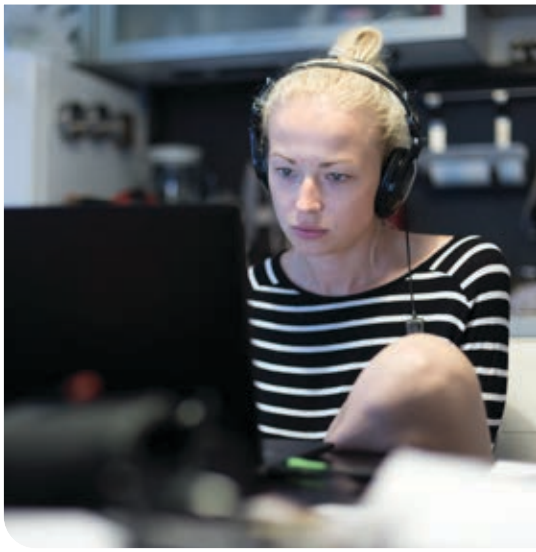
ANSWER CHOICES	RESPONSES	
Yes	88.10%	37
No	11.90%	5

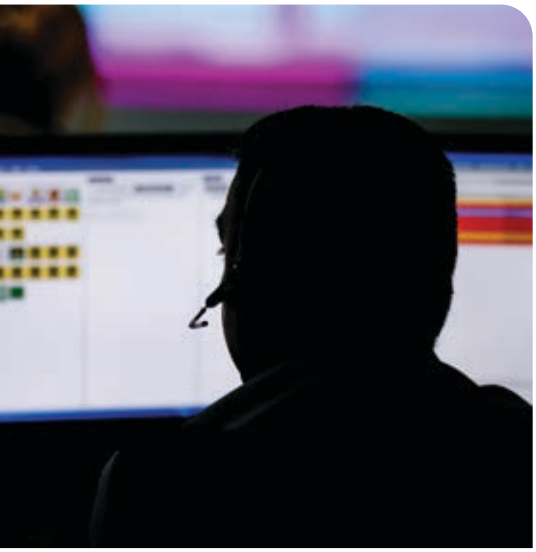
WHAT TRAINING AREAS SHOULD BE OFFERED USING DISTANCE LEARNING OPTIONS? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Active Shooter	56.10%	23
Animal/wildlife	56.10%	23
Basic Skills Refresher	78.05%	32
Communications Training Officer	56.10%	23
Critical Incidents	53.66%	22
Customer Service	68.29%	28
Diversity	63.41%	26
Domestic Violence	56.10%	23
Fire/HAZMAT	51.22%	21
Human Trafficking	63.41%	26
Leadership	48.78%	20
Legal	65.85%	27
Next Gen 911	60.98%	25
Officer Safety	56.10%	23
Severe Weather	73.17%	30
TTY/TTD	63.41%	26
Other	4.88%	2

88%

OF RESPONDING AGENCIES AGREE THAT LIVE, ONLINE COURSES WILL REDUCE THEIR TRAINING COSTS





52%

OF RESPONDING AGENCIES REPORT THAT LEADERSHIP TRAINING SHOULD NOT BE OFFERED USING DISTANCE LEARNING

WHAT TRAINING AREAS SHOULD NOT BE OFFERED USING DISTANCE LEARNING OPTIONS? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Active Shooter	48.15%	13
Animal/wildlife	18.52%	5
Basic Skills Refresher	7.41%	2
Communications Training Officer	55.56%	15
Critical Incidents	44.44%	12
Customer Service	14.81%	4
Diversity	18.52%	5
Domestic Violence	33.33%	9
Fire/HAZMAT	40.74%	11
Human Trafficking	33.33%	9
Leadership	51.85%	14
Legal	11.11%	3
Next Gen 911	29.63%	8
Officer Safety	37.04%	10
Severe Weather	18.52%	5
TTY/TTD	11.11%	3
Other	14.81%	4

BASED UPON YOUR KNOWLEDGE OF THE BLACKBOARD LEARNING MANAGEMENT SYSTEM, RATE THE EASE OF USE.

ANSWER CHOICES	RESPONSES	
Very easy	11.90%	5
Easy	35.71%	15
Neither easy nor difficult	21.43%	9
Difficult	2.38%	1
Very difficult	0.00%	0
Not familiar with/haven't used the Blackboard Learning Management System	28.57%	12

WHAT PERCENTAGE OF YOUR DISPATCHERS HAVE TAKEN COURSES (INCLUDING COLLEGE CLASSES) USING THE BLACKBOARD LEARNING MANAGEMENT SYSTEM?

ANSWER CHOICES	RESPONSES	
0	16.67%	7
1-20%	42.86%	18
21-40%	7.14%	3
41-60%	9.52%	4
61-80%	4.76%	2
81-100%	7.14%	3
Unknown	11.90%	5

CRIMINAL JUSTICE INFORMATION SYSTEM (CJIS)

THE AGENCY IS:

ANSWER CHOICES	RESPONSES	
Full Access CJIS	80.95%	34
Inquiry Only CJIS	7.14%	3
Non-CJIS Agency	11.90%	5

THE TERMINAL AGENCY COORDINATOR (TAC) POSITION IS:

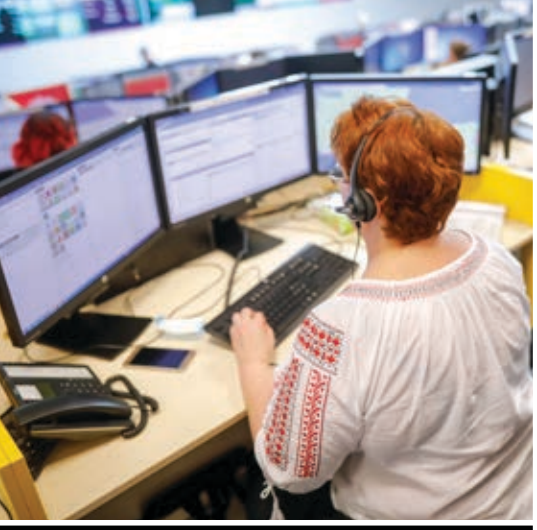
ANSWER CHOICES	RESPONSES	
Full-time (sole responsibility)	43.24%	16
Part-time (additional duties)	54.05%	20
No TAC	2.70%	1

NUMBER OF ASSISTANT TAC POSITIONS:

ANSWER CHOICES	RESPONSES	
0	13.51%	5
1	45.95%	17
2	29.73%	11
3 or more	10.81%	4

81%

OF RESPONDING AGENCIES REPORT THEIR AGENCY IS FULL ACCESS CRIMINAL JUSTICE INFORMATION SYSTEM (CJIS)



97%

OF RESPONDING AGENCIES REQUIRE ADDITIONAL TRAINING FOR TERMINAL AGENCY COORDINATOR (TAC)

DOES YOUR AGENCY REQUIRE ADDITIONAL TRAINING FOR: CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
TAC	96.77%	30
Assistant TAC	80.65%	25

WHO IS RESPONSIBLE FOR ENTERING ELECTRONIC EMERGENCY PROTECTIVE ORDERS (EEPO) FOR THE AGENCY? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Dispatch	59.46%	22
Police	27.03%	10
Clerks	67.57%	25
Do not use EEPO's	0.00%	0
Other	5.41%	2

DOES YOUR AGENCY UTILIZE THE EWARRANTS SYSTEM?

ANSWER CHOICES	RESPONSES	
Yes	97.30%	36
No	2.70%	1

ARE YOU FAMILIAR WITH THE IDENTOGO FINGERPRINT SYSTEM?

ANSWER CHOICES	RESPONSES	
Yes	86.49%	32
No	13.51%	5

TRAINING & EDUCATION

DOES YOUR AGENCY USE THE CAREER DEVELOPMENT PROGRAM (CDP), THROUGH KLEC, TO SELECT TRAINING FOR YOUR DISPATCHERS?

ANSWER CHOICES	RESPONSES	
Yes	50.00%	20
No	50.00%	20

WHICH OF THE FOLLOWING TRAINING DOES YOUR AGENCY REQUIRE DISPATCHERS TO ATTEND? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Anti-harassment	44.44%	16
Critical incident training	33.33%	12
Diversity	33.33%	12
Ethics	50.00%	18
First Aid/CPR/AED Re-certification	83.33%	30
Interpersonal communications	27.78%	10
Legal updates	19.44%	7
Other	13.89%	5

DOES YOUR AGENCY PROVIDE ADDITIONAL IN-SERVICE TRAINING FOR DISPATCHERS IN ADDITION TO KLEC REQUIREMENTS?

ANSWER CHOICES	RESPONSES	
Yes	52.50%	21
No	47.50%	19

HOW IS MANDATED ANNUAL TRAINING SELECTED FOR DISPATCHERS?

ANSWER CHOICES	RESPONSES	
Individuals choose their own training	25.00%	10
Training is selected for the individual	15.00%	6
Both	60.00%	24

DOES YOUR AGENCY SEND DISPATCHERS OUT OF STATE FOR IN-SERVICE LEVEL TRAINING?

ANSWER CHOICES	RESPONSES	
Yes, most	2.50%	1
Yes, some	2.50%	1
Yes, only for specialized training	17.50%	7
No	77.50%	31

83%

OF RESPONDING AGENCIES REQUIRE DISPATCHERS TO ATTEND FIRST AID/CPR/AED RE-CERTIFICATION

WHICH TRAINING AREAS ARE THE PRIMARY FOCUS FOR YOUR DISPATCHERS DURING THEIR EMPLOYMENT? CHECK ALL THAT APPLY.

ANSWER CHOICES	FIRST 5 YEARS OF EMPLOYMENT		5-10 YEARS OF EMPLOYMENT		TOTAL
Active shooter	97.14%	34	14.29%	5	35
Burglary/robbery calls	96.88%	31	12.50%	4	32
Call-taking procedures	97.22%	35	11.11%	4	36
Child abuse	89.66%	26	20.69%	6	29
Criminal history	94.12%	32	17.65%	6	34
Criminal Justice Information Systems (CJIS)	94.29%	33	20.00%	7	35
Crisis Intervention Team	80.77%	21	30.77%	8	26
Critical incidents	100.00%	34	11.76%	4	34
Decision making	96.88%	31	12.50%	4	32
De-escalation	93.10%	27	13.79%	4	29
Dispatcher ethics	97.14%	34	14.29%	5	35
Dispatcher mental health	90.63%	29	21.88%	7	32
Diversity/cultural awareness	93.55%	29	16.13%	5	31
Domestic violence	100.00%	32	9.38%	3	32
DUI/traffic offenses	92.59%	25	14.81%	4	27
Drugs/overdoses calls	100.00%	33	12.12%	4	33
Effective communications	96.88%	31	12.50%	4	32
Elder abuse	86.67%	26	23.33%	7	30
Emergency medical dispatch	100.00%	30	6.67%	2	30
Fire dispatch	100.00%	34	14.71%	5	34
Legal	89.66%	26	13.79%	4	29
Mental illness calls	96.88%	31	15.63%	5	32
Missing persons	96.97%	32	12.12%	4	33
Motor vehicle collisions	100.00%	31	9.68%	3	31
Protective orders (i.e., EPO, DVO, etc.)	94.12%	32	20.59%	7	34
Pursuits	100.00%	33	15.15%	5	33
Riots/civil disturbance	85.71%	24	28.57%	8	28
Stress, wellness, resiliency	83.87%	26	35.48%	11	31

WHICH TRAINING AREAS ARE THE PRIMARY FOCUS FOR YOUR DISPATCHERS DURING THEIR EMPLOYMENT? CHECK ALL THAT APPLY. (CONT.)

ANSWER CHOICES	FIRST 5 YEARS OF EMPLOYMENT		5-10 YEARS OF EMPLOYMENT		TOTAL
Suicide prevention/ postvention	96.67%	29	13.33%	4	30
Suicidal callers	100.00%	32	12.50%	4	32
Other					1

PLEASE EVALUATE THE IMPORTANCE OF THE FOLLOWING TRAINING CLASSES/COURSES:

ANSWER CHOICES	EXTREMELY IMPORTANT		VERY IMPORTANT		SOMEWHAT IMPORTANT		NOT SO IMPORTANT		NOT AT ALL IMPORTANT		TOTAL
Telecommunications Executive Development Program (TED)	30.77%	12	41.03%	16	25.64%	10	2.56%	1	0.00%	0	39
Telecommunications Advanced Leadership Kentucky	37.50%	15	42.50%	17	17.50%	7	2.50%	1	0.00%	0	40
Telecommunications Emergency Response Taskforce	30.00%	12	30.00%	12	30.00%	12	7.50%	3	2.50%	1	40
Communications Training Officer (CTO)	57.50%	23	30.00%	12	10.00%	4	2.50%	1	0.00%	0	40
Crisis Intervention Training	42.50%	17	40.00%	16	15.00%	6	0.00%	0	2.50%	1	40
Post-Critical Incident Seminar	47.50%	19	37.50%	15	15.00%	6	0.00%	0	0.00%	0	40
Stress and Wellness	52.50%	21	40.00%	16	7.50%	3	0.00%	0	0.00%	0	40
De-escalation	41.03%	16	38.46%	15	17.95%	7	2.56%	1	0.00%	0	39

ARE YOU A GRADUATE OF THE TELECOMMUNICATIONS EXECUTIVE DEVELOPMENT PROGRAM (TED)?

ANSWER CHOICES	RESPONSES	
Yes	20.00%	8
No	80.00%	32

92%

OF RESPONDING AGENCIES VIEW STRESS AND WELLNESS TRAINING AS EXTREMELY OR VERY IMPORTANT

92%

OF RESPONDING AGENCIES WOULD LIKE TO RECEIVE LEGAL UPDATES FROM DOCJT VIA EMAIL

WOULD YOU BE INTERESTED IN A TOP-LEVEL EXECUTIVE DEVELOPMENT COURSE, IN ADDITION TO THE COURSES LISTED ABOVE?

ANSWER CHOICES	RESPONSES	
Yes	85.00%	34
No	15.00%	6

WHICH OF THE FOLLOWING LEADERSHIP AREAS WOULD YOU LIKE EXPANDED? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Administrative task	63.16%	24
Budget/fiscal	57.89%	22
Media relations	42.11%	16
Labor	42.11%	16
Managerial	57.89%	22
Policy	86.84%	33
Procedure	84.21%	32
Records	60.53%	23
Other	10.53%	4

COMMUNICATIONS

HOW WOULD YOU LIKE TO RECEIVE LEGAL UPDATES FROM DOCJT? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Email	92.50%	37
Website	15.00%	6
App	10.00%	4
Online course	32.50%	13
Other	0.00%	0

WOULD YOU BE INTERESTED IN A SMART PHONE APP FOR DOCJT TRAINING?

ANSWER CHOICES	RESPONSES	
Yes	82.50%	33
No	17.50%	7

WHICH SELF-SERVICE OPTIONS WOULD YOU LIKE DOCJT TO OFFER? CHECK ALL THAT APPLY.

ANSWER CHOICES	RESPONSES	
Registration	79.49%	31
Training records	82.05%	32
Personnel's ability to access their own training records	89.74%	35

DOES YOUR AGENCY USE SOCIAL MEDIA FOR COMMUNITY INVOLVEMENT?

ANSWER CHOICES	RESPONSES	
Yes	75.00%	30
No	25.00%	10

CRITICAL ISSUES

ADMINISTRATION/ORGANIZATION

ANSWER CHOICES	EXTREMELY IMPORTANT		VERY IMPORTANT		SOMEWHAT IMPORTANT		NOT SO IMPORTANT		NOT AT ALL IMPORTANT		TOTAL
Dispatcher mental health	65.00%	26	30.00%	12	5.00%	2	0.00%	0	0.00%	0	40
Fiscal/Budgeting	55.26%	21	26.32%	10	18.42%	7	0.00%	0	0.00%	0	38
Managing	47.50%	19	40.00%	16	12.50%	5	0.00%	0	0.00%	0	40
Media response	30.00%	12	35.00%	14	32.50%	13	2.50%	1	0.00%	0	40
Motivation	50.00%	20	42.50%	17	7.50%	3	0.00%	0	0.00%	0	40
Records and records retention	37.50%	15	45.00%	18	15.00%	6	2.50%	1	0.00%	0	40
Social media	30.00%	12	37.50%	15	22.50%	9	7.50%	3	2.50%	1	40
Staffing	65.00%	26	27.50%	11	7.50%	3	0.00%	0	0.00%	0	40
Technology	60.00%	24	32.50%	13	7.50%	3	0.00%	0	0.00%	0	40

65%

OF RESPONDING AGENCIES REPORT DISPATCHER MENTAL HEALTH AS A CRITICAL ISSUE

POLICY

ANSWER CHOICES	EXTREMELY IMPORTANT		VERY IMPORTANT		SOMEWHAT IMPORTANT		NOT SO IMPORTANT		NOT AT ALL IMPORTANT		TOTAL
Administrative Policy	56.41%	22	38.46%	15	2.56%	1	2.56%	1	0.00%	0	39
Operations Policy	61.54%	24	35.90%	14	2.56%	1	0.00%	0	0.00%	0	39
Personnel Policy	56.41%	22	41.03%	16	2.56%	1	0.00%	0	0.00%	0	39
Accreditation	35.90%	14	28.21%	11	25.64%	10	10.26%	4	0.00%	0	39
Strategic Planning	38.46%	15	48.72%	19	10.26%	4	2.56%	1	0.00%	0	39

DISPATCH OPERATIONS

ANSWER CHOICES	EXTREMELY IMPORTANT		VERY IMPORTANT		SOMEWHAT IMPORTANT		NOT SO IMPORTANT		NOT AT ALL IMPORTANT		TOTAL
Accessibility (handicap)	52.50%	21	40.00%	16	7.50%	3	0.00%	0	0.00%	0	40
Back-up generator	65.00%	26	27.50%	11	7.50%	3	0.00%	0	0.00%	0	40
CAD system	67.50%	27	25.00%	10	5.00%	2	2.50%	1	0.00%	0	40
EMD protocol	55.00%	22	27.50%	11	12.50%	5	0.00%	0	5.00%	2	40
Facility upgrades	62.50%	25	27.50%	11	10.00%	4	0.00%	0	0.00%	0	40
GIS mapping	65.00%	26	27.50%	11	5.00%	2	2.50%	1	0.00%	0	40
Next GEN 911	62.50%	25	30.00%	12	5.00%	2	0.00%	0	2.50%	1	40
Protective orders	35.00%	14	52.50%	21	10.00%	4	2.50%	1	0.00%	0	40
Radio system	75.00%	30	20.00%	8	5.00%	2	0.00%	0	0.00%	0	40
Telephone system	72.50%	29	20.00%	8	5.00%	2	2.50%	1	0.00%	0	40
Text to 911	53.85%	21	25.64%	10	17.95%	7	2.56%	1	0.00%	0	39
TTD/TTY capabilities	45.00%	18	40.00%	16	12.50%	5	2.50%	1	0.00%	0	40

EQUIPMENT NEEDS ARE CRITICAL IN DISPATCH OPERATIONS

PERSONNEL

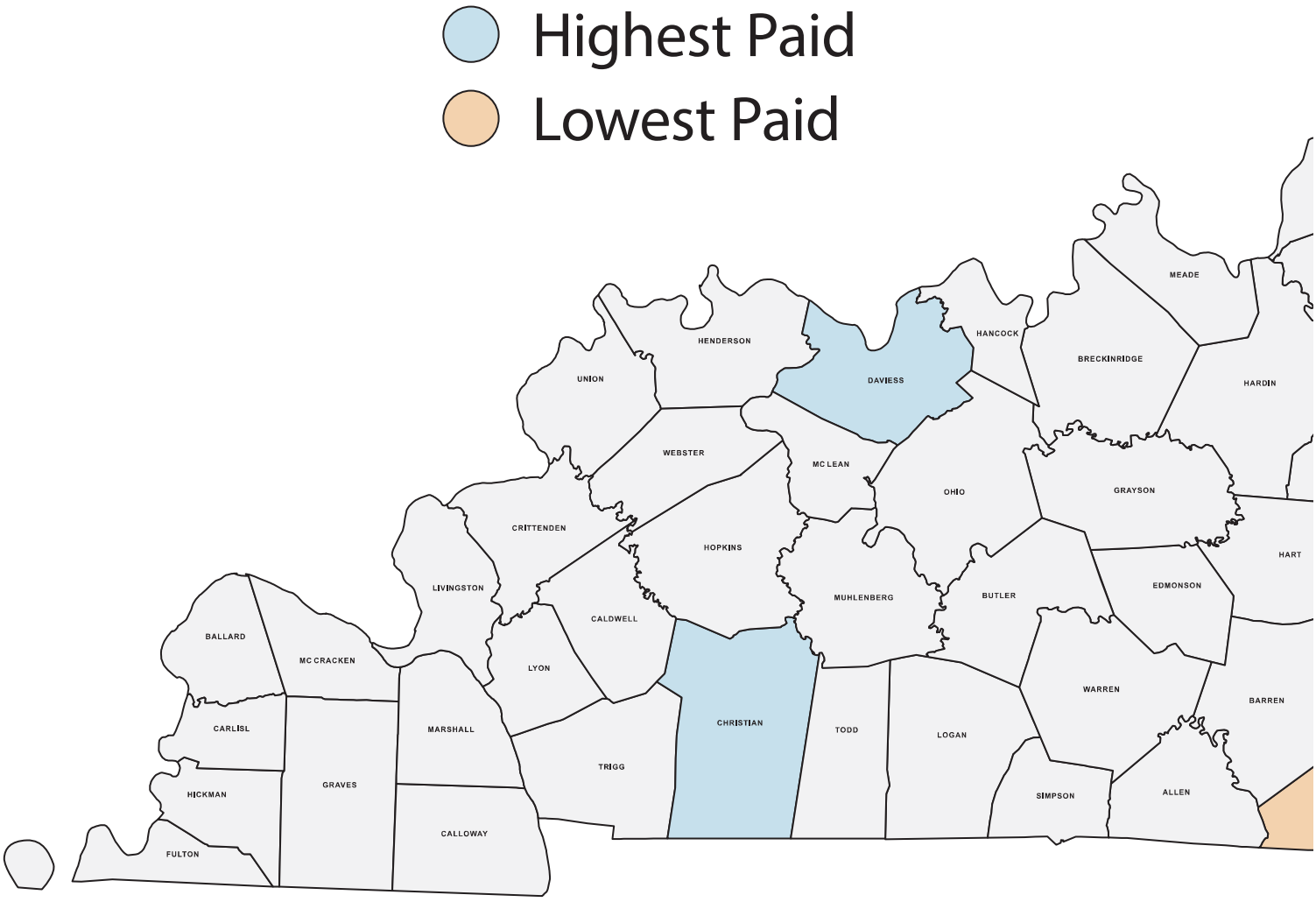
ANSWER CHOICES	EXTREMELY IMPORTANT		VERY IMPORTANT		SOMEWHAT IMPORTANT		NOT SO IMPORTANT		NOT AT ALL IMPORTANT		TOTAL
Discipline	45.00%	18	40.00%	16	12.50%	5	2.50%	1	0.00%	0	40
Evaluations	37.50%	15	40.00%	16	20.00%	8	2.50%	1	0.00%	0	40
Recruiting	55.00%	22	35.00%	14	10.00%	4	0.00%	0	0.00%	0	40
Retention	62.50%	25	27.50%	11	7.50%	3	2.50%	1	0.00%	0	40
Retirement	40.00%	16	40.00%	16	17.50%	7	2.50%	1	0.00%	0	40
Staffing	67.50%	27	30.00%	12	2.50%	1	0.00%	0	0.00%	0	40
Training	62.50%	25	32.50%	13	5.00%	2	0.00%	0	0.00%	0	40

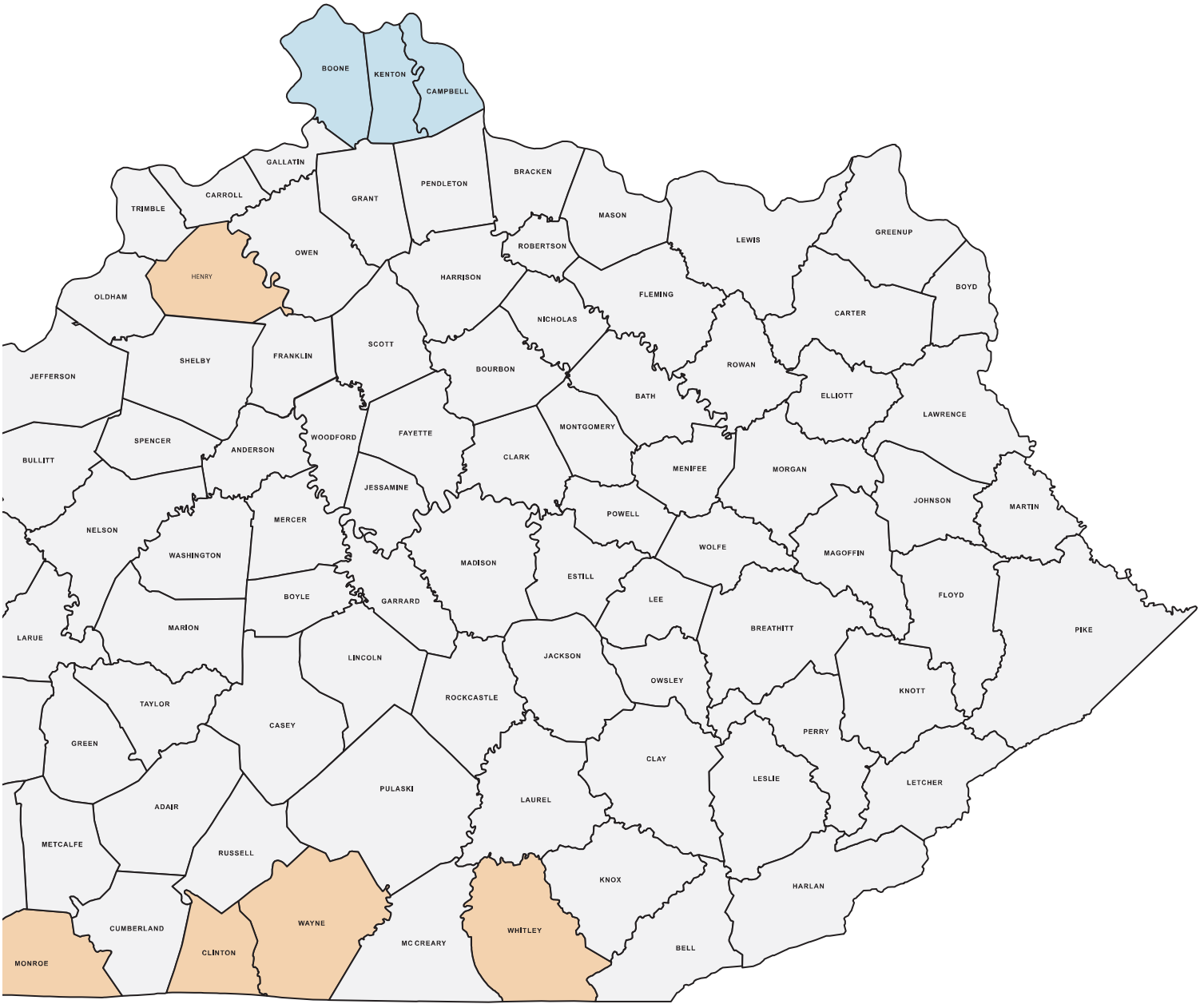
EMERGING TOPICS

PLEASE EVALUATE THE IMPORTANCE OF THE FOLLOWING QUESTIONS:

ANSWER CHOICES	EXTREMELY IMPORTANT		VERY IMPORTANT		SOMEWHAT IMPORTANT		NOT SO IMPORTANT		NOT AT ALL IMPORTANT		TOTAL
Relationships with community activist	20.00%	8	40.00%	16	35.00%	14	5.00%	2	0.00%	0	40
Applicant pool	42.50%	17	42.50%	17	12.50%	5	2.50%	1	0.00%	0	40
Expansion of peer support teams across the state	37.50%	15	47.50%	19	10.00%	4	5.00%	2	0.00%	0	40
Federal regulation/ oversight of local dispatch centers	20.51%	8	33.33%	13	28.21%	11	7.69%	3	10.26%	4	39
Legislative mandates associated with social reform	15.00%	6	40.00%	16	37.50%	15	5.00%	2	2.50%	1	40
Promotional and career advancement	45.00%	18	40.00%	16	15.00%	6	0.00%	0	0.00%	0	40
Public perception of law enforcement (media portrayal)	47.50%	19	42.50%	17	7.50%	3	2.50%	1	0.00%	0	40
Sharing of information among dispatch agencies	55.00%	22	35.00%	14	7.50%	3	2.50%	1	0.00%	0	40

SALARIES BY COUNTY

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