

GALLATIN COUNTY 911

2023 ANNUAL REPORT



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DIRECTOR'S MESSAGE

I am pleased to present to you the Gallatin County 911 2023 Annual Report, which provides a comprehensive overview of the activities and achievements of our organization throughout the past year.

In 2023, our operations, systems, and records divisions, along with the newly established Gallatin County GIS division, were actively engaged in fulfilling our mission. Despite encountering various challenges, including those typical of the industry such as staffing shortages compounded by housing issues, our dedicated team remained steadfast in their commitment to service excellence. While navigating these hurdles, we successfully completed crucial projects and expanded our workforce with the addition of exceptional talent. At the time of this report, Gallatin County 911 currently employs 34 dedicated individuals. This represents the highest number of employees we have had in the past four years.

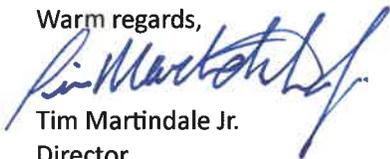
A significant milestone occurred in July when we were entrusted with the responsibility of managing the Gallatin County GIS division. This transition posed several challenges, notably the initial absence of personnel within the GIS division. However, through the diligent efforts of Olivia Broker (Records Clerk) and Katrina Perkins (Intern), we were able to sustain operations. Subsequently, in early 2024, we welcomed Brian Jorgenson (GIS Tech) and Alexa Harrington (GIS Analyst) to our team, both of whom bring exceptional expertise and promise for the future.

Throughout the year, our focus remained on long-term projects aimed at making substantial impacts for years to come. The completion of the radio project in fall marked a significant achievement, with only a few remaining tasks to finalize in 2024. Additionally, discussions surrounding facilities, including the relocation of the Records Division to the Guenther Building, were prioritized. Another noteworthy project, we installed new console furniture in June, reinforced our operational resilience, allowing us to seamlessly transition to our backup center when necessary. Moreover, collaborative efforts with the Department of Justice and other state partners on advancing Next Generation 911 highlight our commitment to innovation and service enhancement.

As you peruse this report, I trust that you will recognize the unwavering dedication and excellence demonstrated by our staff in the pursuit of our organizational objectives. While challenges inevitably arise, our team's resilience, accountability, and forward momentum consistently propel us toward success. It is a privilege to work with both our internal team members and our public safety partners, and I am immensely proud of the achievements we continue to realize.

Thank you for your continued support and partnership.

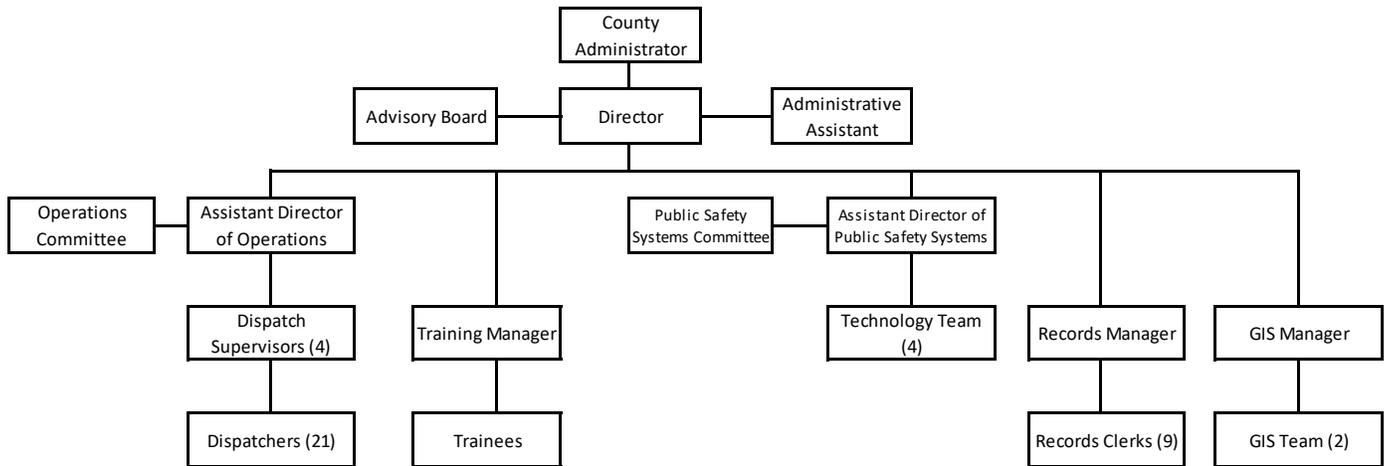
Warm regards,



Tim Martindale Jr.
Director



ORGANIZATION CHART



MISSION STATEMENT

“We are dedicated to providing prompt, efficient and progressive emergency communications and records management for the communities we serve.”



DISPATCH STAFF



Left to right (years of service):

ASSISTANT DIRECTOR OF OPERATIONS

Bridgette Nyquist (7)

DISPATCH SUPERVISORS

Amanda Pratt (4.5)

Jessica Sullivan (3.5)

Susan Walker (22)

Maya Crawford (1.5)



Jennifer LaCross (28)



Natalie Russell (4)



Meghan Tomczyk (2.5)



Lana Fellows (2.5)



Drew Greer (2.5)



DISPATCH STAFF (CONT)



Andy Largess (2.5)



Morgan Perry (1)

DISPATCH TRAINEES



Charlie Williams (6 mo)



Matthew Webber (1 mo)



Emily Hankins (< 1 mo)



RECORDS STAFF



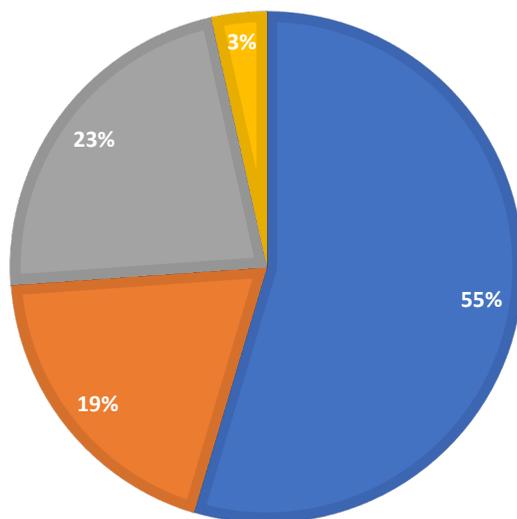
Left to Right (years of service):

Back row: Danielle Babcox (1),
Manager Erin Metzger (4 mo),
Brittany Mitchell (< 1 mo),
Matthew Oberling (1.5 mo)

Front row: Olivia Broker (3), Diana
Pinto (1.5), Joyce Peterson (28),
Renee Berrier (2.5), Michelle
Jackson (1.5)

RECORDS STATISTICS

■ CFS input by Records - 6811 ■ Copy Requests - 2406 ■ New Warrants - 2825 ■ New Protection Orders - 432



GIS STAFF



Alexa Harrington, GIS Analyst



Brian Jorgenson, GIS Technician

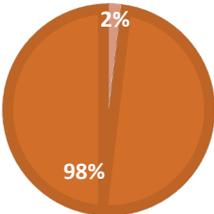
In July, Gallatin County GIS integrated into Gallatin County 911, marking a pivotal organizational shift. Within a short span following this transition, we found ourselves without any staff dedicated to this new division. To ensure continuity and uninterrupted service, Olivia Broker, Records Clerk, graciously stepped in on a part-time basis to sustain operations. Later, Katrina Perkins joined as an intern, both contributing significantly to the ongoing commitment to our community.

In early 2024, we welcomed Brian Jorgenson as our GIS Tech and Alexa Harrington as our GIS Analyst, augmenting our team with their exceptional talents and dedication. While we continue the search for a GIS Manager, we are privileged to have Brian and Alexa onboard. The upcoming year will be dedicated to their immersion into our operations, as well as to assessing and enhancing our infrastructure to better support our community partners.

As we embark on this journey, we remain steadfast in our commitment to providing exceptional service and support to our community, guided by our shared values of excellence and collaboration.

GIS SERVICES

■ Printed Map Products - 10 ■ Addressing Services - 512



911 ADMINISTRATIVE STAFF



DIRECTOR
Tim Martindale (4)



ADMINISTRATIVE ASSISTANT
Michelle Talbot (2)



TRAINING MANAGER
Delaware Steingruber (6)

PUBLIC SAFETY SYSTEMS STAFF



ASSISTANT DIRECTOR OF PUBLIC SAFETY SYSTEMS
Geoff Solberg (6)



CAD ADMINISTRATOR
John Hinkle (19)



INFORMATION TECHNOLOGIST
Chris Erickson (3)



RADIO TECHNOLOGIST
Eric Gillitzer (1)



RADIO TECHNOLOGIST
Seth Higbee (1 mo)



911 ADVISORY BOARD



Dan Springer
Gallatin County Sheriff



Jim Veltkamp
*Bozeman PD Chief
Chair*



Dustin Lensing
Belgrade PD Chief



Josh Waldo
Bozeman FD Chief



Jeremiah Hillier
Rural Fire Chief



Patrick Lonergan
*EMS Chief
Vice-Chair*



Zach Brown
County Commissioner



Mike Stanley
MSU Police Chief



Shane Grube
*West Yellowstone Rep
Hebgen Basin Fire Chief*



David J Mulick
Commission Appointee



David Ronsen
General Public Rep



USER AGENCIES

Law Enforcement Agencies

- ◆ Belgrade Police Department
- ◆ Bozeman Police Department
- ◆ Gallatin Airport Authority
- ◆ Gallatin County Sheriff's Office
- ◆ Manhattan Police Department
- ◆ Montana State University Police



Fire/EMS Agencies

- ◆ American Medical Response
- ◆ Amsterdam Rural Fire Department
- ◆ Big Sky Fire Department
- ◆ Bozeman Fire Department
- ◆ Bridger Canyon Fire
- ◆ Central Valley Fire District
- ◆ Clarkston Fire Services
- ◆ Fort Ellis Fire
- ◆ Gallatin Field Fire Station
- ◆ Gallatin County Rural Fire/GCEM
- ◆ Gallatin Gateway Fire Department
- ◆ Gallatin River Ranch Fire Department
- ◆ Hyalite Rural Fire District
- ◆ Manhattan Fire Department
- ◆ Sedan Rural Fire District
- ◆ Three Forks Fire Department
- ◆ Willow Creek Rural Fire District
- ◆ Three Forks Ambulance



2023 BUDGET

REVENUE

Mill Revenue	\$ 6,118,780.00
Non-Tax Revenue (Leases, User fees, etc.)	\$ 585,673.73
911 Fee (State Fund)	\$ <u>700,888.58</u>
Total for 2023	\$ 7,405,342.31

EXPENDITURES

RECORDS

	<u>BUDGET</u>	<u>ACTUAL</u>
Payroll	\$636,625.00	\$545,812.36
Ops Expenses	\$ 85,802.00	\$ 57,274.70
CAP Expense	\$802,427.00	\$603,087.06

GIS

	<u>BUDGET</u>	<u>ACTUAL</u>
Payroll	\$275,028.00	\$ 18,604.16
Ops Expenses	\$ 47,836.00	\$ 21,974.63

DISPATCH

	<u>BUDGET</u>	<u>ACTUAL</u>
Payroll	\$2,939,221.00	\$2,347,086.52
Ops Expenses	\$1,223,707.00	\$1,280,936.11
CAP Expense	\$2,211,585.00	\$ 192,085.50

STATE FUND

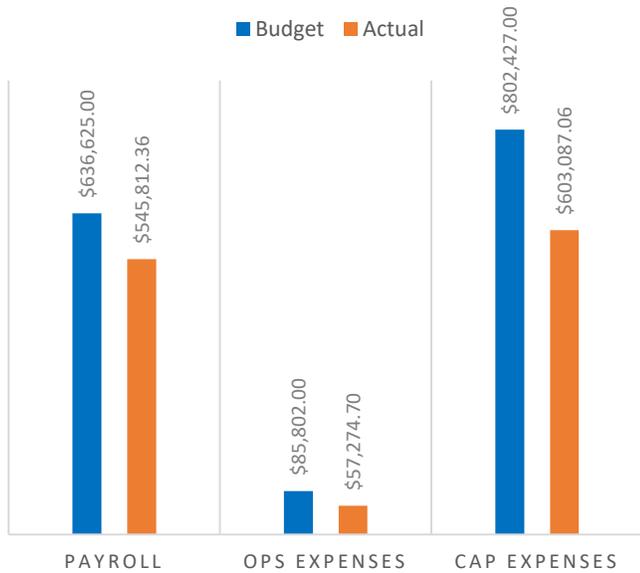
	<u>BUDGET</u>	<u>ACTUAL</u>
State Grant Ops	\$ 106,404.00	\$ 62,451.58
State Grant CAP	\$1,606,833.00	\$ 175,185.38
Central Emer CAP	\$1,746,564.00	\$ 237,636.96



2023 BUDGET

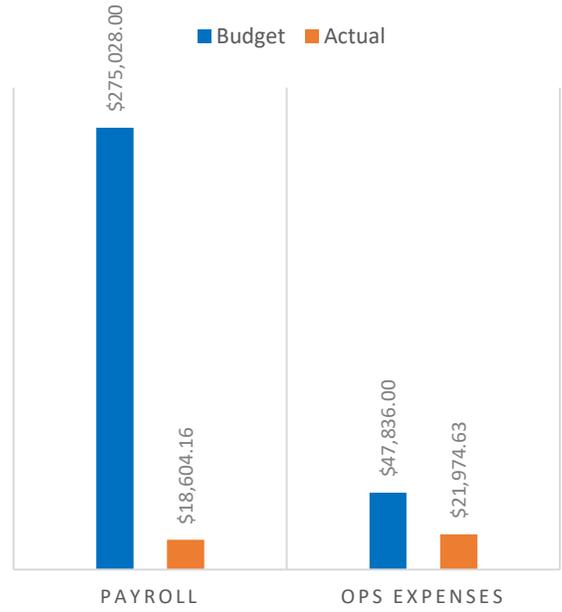
RECORDS

■ Budget ■ Actual



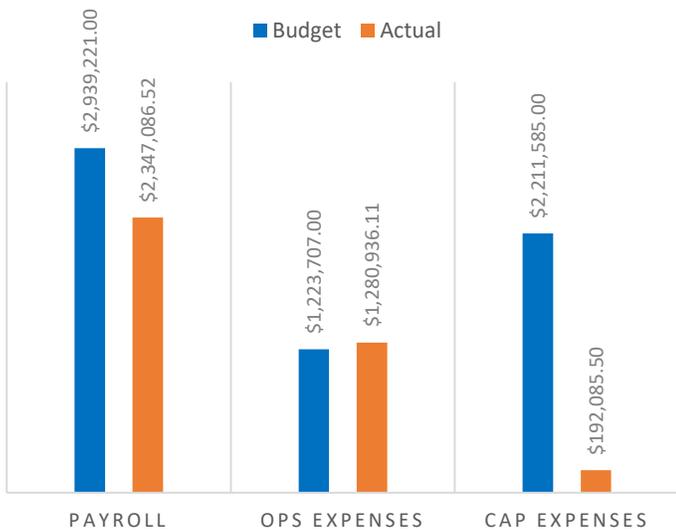
GIS

■ Budget ■ Actual



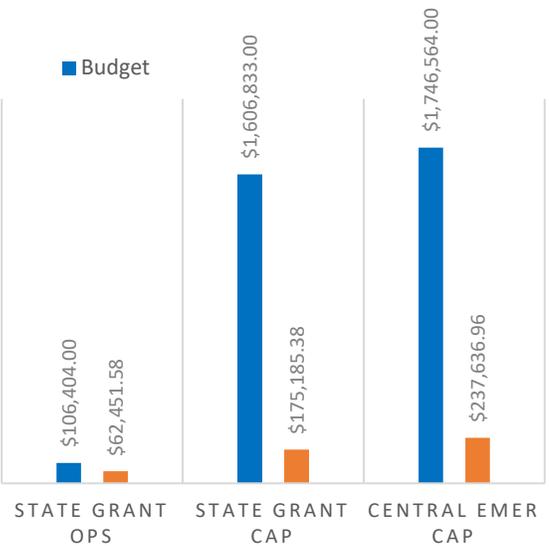
DISPATCH

■ Budget ■ Actual



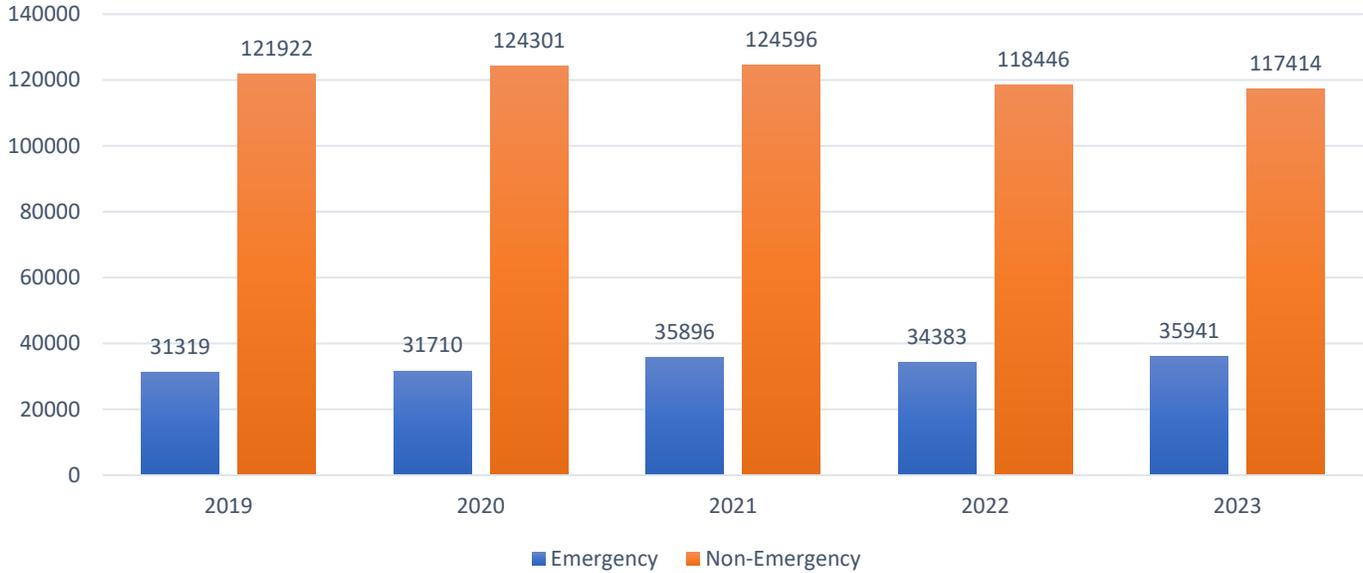
STATE FUND

■ Budget



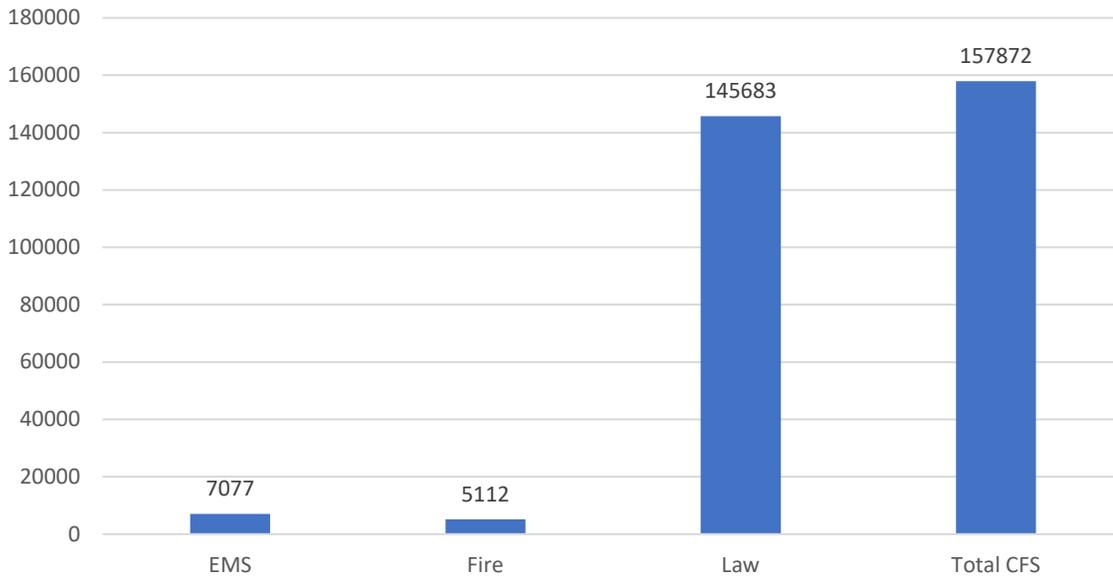
STATISTICS

Call Count by Year



Dispatch processed 153,355 incoming calls. The total CFS creation across both shifts for all disciplines for 2023 was 157,872.

2023 CFS Calls by Discipline



TRAINING

- ◆ Dispatch Supervisor Maya Crawford completed the NENA Leadership training.
- ◆ Training Manager Delaware Steingruber completed the APCO Communications Training Officer (CTO) course as well as the APCO Communications Training Officer Instructor course to allow us to certify our future CTOs in house.
- ◆ Dispatchers Morgan Perry, Charlie Williams and Destiny Curtis attended the Montana Law Enforcement Academy for Public Safety Communicator (PSC). Morgan received the Calvin Red Thunder Award (Class Representative) and was the first recipient of the award for Gallatin County 911.



- ◆ All dispatchers completed Priority Dispatch Protocol 25 training to correctly process mental health, suicide attempts and abnormal behavioral calls.
- ◆ Dispatch Supervisor Jessica Sullivan was promoted to Communications Training Officer.
- ◆ Dispatch Supervisor Maya Crawford and Dispatcher Joshua Quimby each applied for an APCO Registered Public Safety Leader Program Scholarship. Crawford is currently participating in the program.
- ◆ Dispatchers Lana Fellows, Andrew Greer, Andrew Largess, Natalie Russell, Meghan Tomczyk and Dispatch Trainee Destiny Curtis, Dispatch Supervisor Amanda Pratt, CAD Administrator John Hinkle, Assistant Director of Operations Bridgette Nyquist, Training Manager Delaware Steingruber completed Dispatch Directed CPR for CPR Recertification.
- ◆ Dispatchers Lana Fellows and Meghan Tomczyk recertified in Priority Dispatch EFD. Tomczyk also recertified in EMD.
- ◆ Dispatch Supervisor Maya Crawford and Dispatcher Natalie Russell both recertified as a Communications Training Officer.
- ◆ Dispatcher Morgan Perry attended the first virtual Dispatcher Resilience Course hosted by the Montana Law Enforcement Academy in November.
- ◆ Assistant Director of Operations Bridgette Nyquist completed Priority Dispatch Emergency Medical and Fire Dispatch Quality Assurance Training.
- ◆ CAD Administrator John Hinkle and Training Manager Delaware Steingruber recertified in EMD and EFD Quality Assurance.



TRAINING (Cont)

- ◆ Dispatcher Natalie Russell completed EFD Quality Assurance and recertified in EMD.
- ◆ Dispatcher Andrew Largess, Dispatcher Meghan Tomczyk, Dispatch Supervisor Amanda Pratt, Dispatch Supervisor Jessica Sullivan Dispatch Supervisor Susan Walker, and Training Manager Delaware Steingruber recertified in the Criminal Justice Information Network (CJIN).
- ◆ Assistant Director of Operations Bridgette Nyquist, Training Manager Delaware Steingruber and Dispatch Supervisor Susan Walker attended the Exxon Mobile Tabletop Exercise.
- ◆ 14 Staff participated in attending the Montana APCO 50th Jubilee Conference hosted in Bozeman.
- ◆ Dispatcher Joshua Quimby, CAD Administrator John Hinkle, Director Tim Martindale, Training Manager Delaware Steingruber, Assistant Director of Operations Bridgette Nyquist, and Assistant Director of Public Safety Systems Geoff Solberg attended APCO International in Nashville, TN.



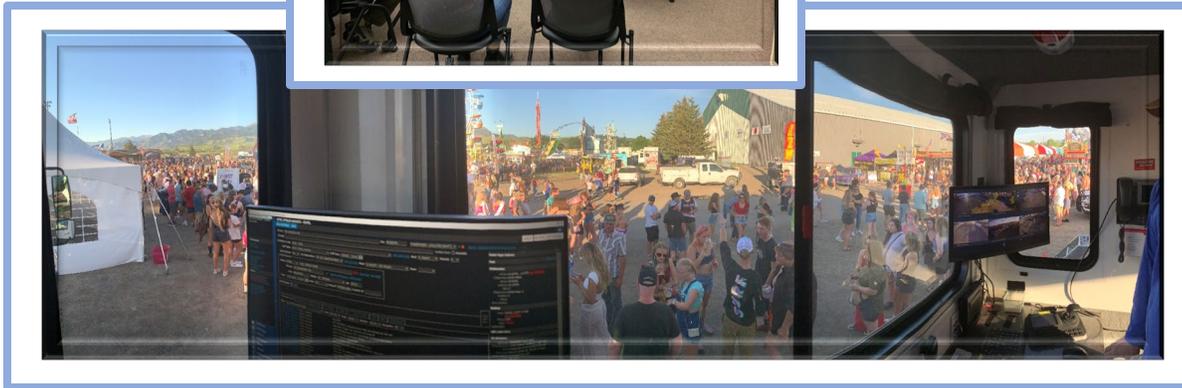
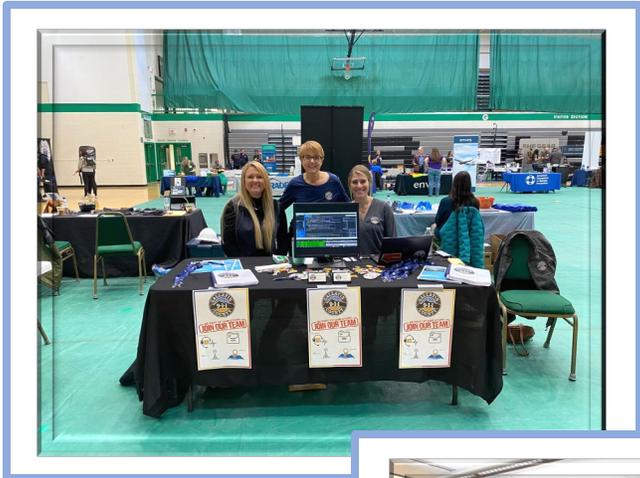
- ◆ Assistant Director of Public Safety Systems Geoff Solberg and CAD Administrator John Hinkle attended the Engage Conference in Nashville, TN.
- ◆ Dispatch Supervisors Maya Crawford and Susan Walker attended the Navigator Conference in Denver, CO.
- ◆ CAD Administrator John Hinkle and Training Manager Delaware Steingruber taught at the Montana Law Enforcement Academy 4 separate times this year.
- ◆ Dispatch Supervisors Susan Walker and Maya Crawford attended the Navigator Conference.
- ◆ Dispatch Trainee Charlie Williams completed Priority Dispatch's Emergency Fire Dispatch (EFD), Emergency Medical Dispatch (EMD), Big Sky Fire's Blue Card training, and became CJIN and CPR certified.
- ◆ Dispatch Trainee Lilianna Martin completed Priority Dispatch's Emergency Fire Dispatch (EFD), Emergency Medical Dispatch (EMD), and Big Sky Fire's Blue Card training.
- ◆ Dispatch Trainee Matthew Webber completed Priority Dispatch's Emergency Fire and Medical Dispatch (EFD/EMD) training.
- ◆ Dispatch Trainee Mariah Moreno completed Priority Dispatch's Emergency Fire and Medical Dispatch (EFD/EMD) training.
- ◆ Dispatch Trainee Destiny Curtis completed Priority Dispatch's Emergency Fire Dispatch Training (EFD) and Big Sky Fire's Blue Card training.
- ◆ Dispatcher Morgan Perry completed the Gallatin County 911 Training Program and was signed off training as a solo dispatcher in August. Morgan became CJIN and CPR certified.
- ◆ Dispatch Trainee Adrianna Bryant became CJIN and CPR certified.



PUBLIC EVENTS

2023 EVENTS

- ◆ Recruiting Workshop
- ◆ GCSO Public Safety Academy
- ◆ MSU football games
- ◆ BPD Citizen's Academy
- ◆ Gallatin County Job Fair
- ◆ National Night Out
- ◆ Belgrade High School Career Fair
- ◆ Big Sky Country State Fair



SOCIAL MEDIA

facebook stats for 2023:

People reached: 95,022

Link clicks: 477

Comments: 1,121

Shares: 573

Reactions: 8,079

New followers: 275

Follow us on



facebook.com/@GallatinMT911

Total Page Followers

3,142

2022 total followers were 2,979

Most engaging post of 2023

17,344

People Reached

270

Reactions, Comments & Shares

 Gallatin County 911
April 11, 2023 · 🌐

Every year during National Public Safety Telecommunicators Week we honor our staff through various ways for the work they do throughout the entire year. One of the ways we recognize them is through our annual awards.

At the Gallatin County Commission meeting this morning, the commissioners proclaimed this week Dispatcher Appreciation Week. During the meeting Dispatcher Drew Greer was given the 2022-2023 Telecommunicator of the Year award.

Drew processed several high priority calls this year, including several CPR saves, an active shooter, and many more. Not only did Drew do a great job processing the calls, he also took the most fire calls (824), EMS calls (755) and overall calls (12,700). This means that Drew not only received the Telecommunicator of the Year award but he'll also receive the Fire Dispatcher of the Year, Medical Dispatcher of the Year and the Under the Headset award for processing more calls than any other staff member.

Congratulations Drew! Your hard work and dedication do not go unnoticed. We appreciate you and your commitment to your coworkers and the community. Please help us congratulate Drew.



ACCOMPLISHMENTS

PULSEPOINT GOES LIVE!

Assistant Director of Public Safety Systems Geoff Solberg and Bozeman Fire Chief Josh Waldo spearheaded bringing PulsePoint to Gallatin County. PulsePoint is a life-saving app that connects trained individuals with emergency services to provide immediate aid to those in need. Through the app, users can receive alerts for nearby medical emergencies, such as cardiac arrests, and quickly locate the individual in distress. Users who are CPR-certified can also receive notifications to assist in performing life-saving techniques until professional help arrives. By harnessing the power of technology and community involvement, PulsePoint can increase the chances of survival for individuals experiencing sudden cardiac emergencies.

WARRANT PROJECT COMPLETED

In January, Records Manager Bridgette Nyquist highlighted a significant transformation in Records management, notably the digitization of warrants through the integration of a warrant module within CentralSquare. With collaborative efforts and approvals from multiple user agencies, this initiative aimed to streamline warrant processing, facilitating more efficient service and return procedures for officers. By enabling dispatchers and officers to verify warrants prior to execution, the implementation not only enhanced operational effectiveness but also ensured compliance with established policies. Bridgette's proactive approach included the establishment of comprehensive policies and the creation of reference handouts to support seamless adoption and adherence to the new system.

APCO OCCUPATIONAL ANALYSIS FOR COMMUNICATIONS TRAINING OFFICER

On May 8, 2023, we had the opportunity to host an APCO Occupational Analysis for Communications Training Officer. This was a daylong event. The analysis is geared towards breaking down the APCO CTO standard and looking at the duties, tasks, skills, knowledge, and traits of someone in that position. Director Martindale facilitated the analysis with the help of Training Manager Delaware Steingruber and Dispatcher Natalie Russell. Dispatch Supervisor Susan Walker participated in the process with representatives from Montana Highway Patrol, Sheridan County Dispatch, Montana Law Enforcement Academy, Livingston/Park County 911, Rosebud County Sheriff's Office, and Madison County Sheriff's Office.



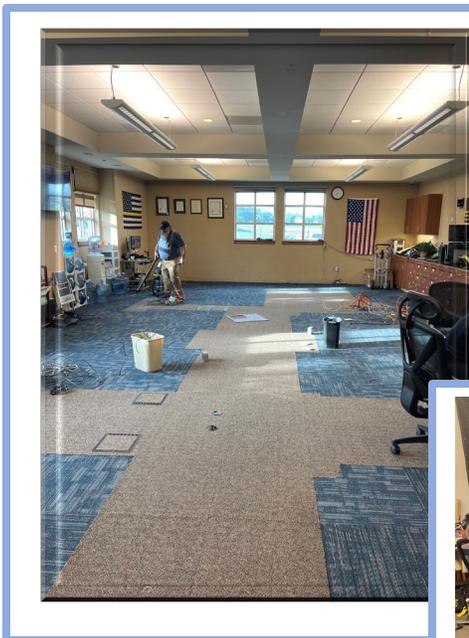
ACCOMPLISHMENTS (CONT)

RADIO PROJECT UPDATE

- All remote sites have been installed and are active. Garnet (Canyon) is up and running.
- At least 75 % of the radios in the county have been programmed. 5 state agencies and 1 federal agency have had their radios put onto the system. The 3 air ambulance services have had their radios added to the system.
- Stargates are operational at all dispatch stations in Bozeman, the EOC, and in West Yellowstone.
- Cache radios have been received and are programmed. Some have been issued to agencies for test use.
- Toby Morse left the agency in June for TN.
- Hired Seth Higbee as a radio technician to help Eric Gillitzer.

NEW CONSOLES FOR THE 911 CENTER

The decision to upgrade the console furniture at the 911 center was made several years ago due to frequent failures and the need for constant repairs. This issue was recognized as unsustainable, with repairs occurring almost on a weekly basis. To address this, a plan was put in place to install new Watson consoles, with the installation process taking place from June to the first week of July. During the installation period, staff temporarily relocated to the backup center to ensure uninterrupted operations. The implementation of the new consoles has significantly improved the working conditions for the staff, providing them with comfortable and efficient workstations that can handle the demands of 24-hour use. Additionally, the new consoles contribute to a more professional appearance for the 911 center, enhancing its overall image. In addition to the console upgrade, earlier in the year, new carpeting was installed throughout the building. Combined with the new consoles, these improvements have revitalized the appearance of the facility, giving it a fresh and professional look. Overall, these upgrades represent a significant investment in improving both the functionality and aesthetics of the 911 center, ultimately benefiting both staff and the community they serve.



ACCOMPLISHMENTS (CONT)

PEER SUPPORT TEAM

Dispatch Supervisor Maya Crawford led the creation of a Peer Support Team to aid staff facing mental strain. The team, including Crawford, Dispatchers Natalie Russell, Josh Quimby, Morgan Perry, and Supervisors Amanda Pratt and Jessica Sullivan, underwent critical incident stress management training. A policy was established, and an app is being developed for easier access to support. This initiative highlights the organization's commitment to staff well-being.

APCO'S AGENCY TRAINING PROGRAM CERTIFICATION (P33)

Receiving certification for APCO's Agency Training Program, an integral aspect of Project 33®, marks a significant milestone for Gallatin County 911. This certification validates that our training programs meet the rigorous APCO American National Standards (ANS). The process, initiated last summer, culminated in our successful certification in July 2023, highlighting the dedication and effort of our staff, particularly our Training Manager, Delaware Steingruber. Gallatin County 911 now stands as the third 911 center in Montana to achieve this certification, and one of only two centers to maintain current certification status.

While our full staff contributed their time and effort to this endeavor, special recognition goes to Delaware Steingruber, whose unwavering commitment and leadership made this achievement possible. Without her tireless dedication, this accomplishment would not have been realized.



GALLATIN COUNTY TACTICAL DISPATCH TEAM

In April, a pivotal step was taken in enhancing our emergency response capabilities as we inaugurated a specialized Tactical Dispatch Team in Bozeman. To equip our team with the requisite skills and knowledge, we hosted the esteemed APCO Tactical Dispatch Course, which saw six of our dedicated staff members participating and emerging as certified professionals. Among these proficient individuals were Assistant Director of Operations Bridgette Nyquist, Dispatchers Meghan Tomczyk, Joshua Quimby, and Natalie Russell, CAD Administrator John Hinkle, and Dispatch Supervisor Maya Crawford. Recognizing the paramount importance of seamless coordination during crisis situations, these diligent team members further fortified their expertise by successfully completing FEMA ICS Courses 100, 200, and 700. Their commitment to excellence and preparedness is a testament to our unwavering dedication to safeguarding our community's welfare.



AWARDS

Montana Chapter of APCO Awards:



Radio Technologist of the Year
Eric Gillitzer



Supervisor of the Year
Jessica Sullivan



Director of the Year
Geoff Solberg



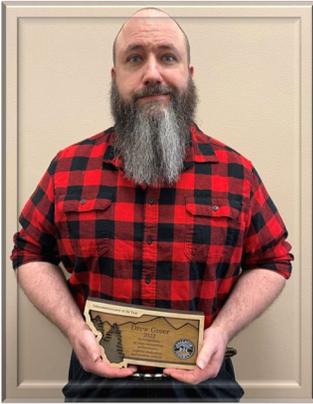
Team of the Year
Lana Fellows, Susan Walker, Olivia Broker
Hannah Drake (not pictured)



Staff members in attendance to celebrate with the award winners.

AWARDS

Gallatin County 911 Awards:



Telecommunicator of the Year – Drew Greer



Records Staff of the Year – Lisa Hensleigh



Supervisor of the Year – Jessica Sullivan



**Public Safety Systems Staff of the Year
Chris Erickson**



Trainer of the Year – Susan Walker



LIFESAVER AWARDS



February 8th – Meghan Tomczyk

October 3rd – Jennifer LaCross

December 9th – Amanda Pratt

September 8th – Maya Crawford

November 15th – Charlie Williams

December 9th – Charlie Williams

Additional Gallatin County 911 Awards

Dispatch Altruistic Award – Andy Largess

Most Improved Award – Meghan Tomczyk

Project Manager Award – Bridgette Nyquist

Dispatch Under the Headset – Drew Greer (12,700)

Records Under the Headset – Renee Berrier (1444)

Leadership Award – Maya Crawford

Most Inspirational Award – Lana Fellows

Fire Dispatcher of the Year – Drew Greer

Medical Dispatcher of the Year – Drew Greer



Congratulations to Dispatcher Jennifer LaCross for receiving the Montana Department of Public Health and Human Services EMS Dispatcher of the Year Award. Jen has been with our department for 28 years and has continued to have a passion for saving lives.

Left to right: DPHHS Director Charlie Brereton, Dispatcher Jennifer LaCross, Lt Governor Kristen Juras

