



City of Vermillion
Clay Area Emergency Services Communication Center
15 Washington Street
Vermillion, SD. 57069

Ryan Anderson
Communication Center Director
605-677-7070

Memorandum

To: 911 Coordination Board

Date: 04/23/2025

From: Ryan Anderson, Communication Center Director

Subject: Additional 911 Console

I am sending this letter reference the new Public Safety Center being constructed in Vermillion, SD. The new Public Safety Center will be the home to the Clay Area Emergency Services Communication Center, which serves as the PSAP in Clay County, SD. Construction of the new Public Safety Center was passed by a vote of the citizens of Clay County approving a \$42,800,000 bond back in 2022. Construction is expected to be completed later this year. While planning the new PSAP, it was decided to increase the dispatch consoles from three to four. There are several reasons for the decision to add a fourth console.

First, we currently have three dispatchers on-duty using three consoles on a regular basis. If there is an issue with one console, we are reduced to two consoles. This leaves an on-duty dispatcher without a fully functional console to use and reduces the number of dispatchers who are able to answer calls.

Next, when we train new dispatchers, the trainee uses a console for approximately three months during the in-house portion of training while working with a training officer who is at another console. If there are three dispatchers on-duty plus a trainee, the trainee and the trainer are forced to share a console.

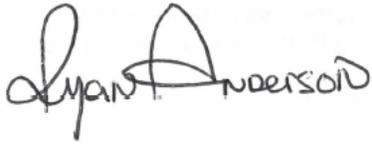
During major events in Clay County such as Dakota Days, we use three consoles for the entire weekend. At night during Dakota Days, we have four dispatchers working with only three available consoles. This forces one dispatcher to become a float to give the other three dispatchers breaks when needed, but it is not possible to have all four dispatchers answering calls at the same time. The call volume on Dakota Days is high enough that four consoles would be utilized during the peak hours.

Finally, one of the focuses going forward is regional inter-operability. In the future, we hope to be able to team up with neighboring PSAPs if an evacuation of a PSAP is necessary. Being able to log in and utilize a fully functional console at a neighboring PSAP would be a great benefit and an asset to public safety. Using a console at a neighboring PSAP could not only be used

when a PSAP evacuation is necessary, but it could also be used during a major event when an additional console is needed due to call volume. This would allow a PSAP to have dispatcher work from the neighboring PSAP.

For the aforementioned reasons, I am respectfully requesting the 911 Coordination Board consider funding for the 911 equipment for an additional console at our new Public Safety Center.

Thank you.

A handwritten signature in black ink that reads "Ryan Anderson". The signature is written in a cursive style with a large, stylized 'A'.

Ryan Anderson
Clay Area Emergency Services Communication Center