

November 19th, 2025

South Dakota 911 Coordination Board

Subject: Request for Approval of Two Additional 911 Phone Positions at Metro Communications

Dear Coordination Board Members:

As the IT System Analyst for Metro Communications, the 911/Dispatch center serving the metropolitan area of Sioux Falls, I am writing to formally request approval to add two additional 911 phone positions to our center. Metro currently operates with 22 positions, and we seek to expand to 24 to better serve our community's and center's growing needs.

In 2024, Metro handled over **110,000 911 calls** and more than **210,000 administrative calls** using the existing phone positions. This is an average of over 14,000 combined calls per position last year. Year to date in 2025, we have already processed **90,551 911 calls** and **183,434 administrative calls**. These figures reflect the increasing demand placed on our center and underscore the need for additional capacity.

The addition of two phone positions will provide several critical benefits:

- **Increased capacity during critical events**, such as severe summer and winter storms, emergency service overloads, and large public events.
- **Enhanced training opportunities**, as Metro regularly hires 2 to 6 new employees at a time, requiring dedicated training positions without reducing active call-taking capacity.
- **Smother shift transitions**, allowing staff to rotate through positions so incoming shifts can begin taking calls seamlessly while outgoing staff complete their duties.
- **Operational flexibility for maintenance and upgrades**, ensuring consoles can be taken offline for repairs without disrupting service.

These improvements will strengthen our ability to provide timely, reliable emergency response and ensure that Metro Communications continues to meet the needs of the Sioux Falls metropolitan area with resilience and efficiency.

Attached to this letter are detailed call statistics for 2024 and year-to-date 2025 to support this request. We respectfully ask for the Board's approval to expand Metro's 911 phone positions from 22 to 24.

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Thank you for your consideration and continued support of Metro Communications' mission to serve the public with excellence. I would be happy to provide any additional information or answer questions regarding this request.

Sincerely,

A handwritten signature in blue ink, appearing to read "Anthony D Buss". The signature is fluid and cursive, with a large, stylized 'A' at the beginning.

Anthony D Buss  
IT System Analyst, City of Sioux Falls – Metro Communications  
4300 East 60<sup>th</sup> St. N.  
605-367-6395