

Dispatch

The Monona Communications Center answers 911 and business line calls for Police, Fire, and EMS incidents. Calls for service for Fire and EMS are transferred to the Dane County Communications Center for dispatching of Monona Fire and EMS personnel. The Monona Communications Center advises Police of high priority Fire and EMS calls in the event Officer Response is required. Many of the business line calls include routine phone calls from citizens who are not only seeking police assistance, but also assistance with processing citation payments, requesting police records and general assistance issues. The dispatchers are also responsible for preparing and filing officer reports, citations, accidents, parking, UCR reporting and many other routine daily duties.

During the month of March, Dispatchers handled 1,434 calls for service. Most of these calls for service were received on the non-emergency lines, via personal reporting at the Police Department, transfers from the Dane County Communications Center or as self-initiated calls directly from Monona Officers. On January 10th, all landline 911 calls were automatically transferred to and answered by the Dane County 911 Center. The Dane County 911 Center Call Takers enter the calls in the TriTech CAD and the information is immediately visible to our Police Dispatchers. The Dane County 911 Center does maintain the ability to transfer 911 calls back to the Monona Dispatch Center if determined appropriate. The process appears to be working well.

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