

EMERGENCY COMMUNICATIONS DEPARTMENT FACT SHEET



About Emergency Communications (9-1-1)

The County of Monterey Emergency Communications Department (ECD) is the 24/7 primary public safety answering point and dispatch response provider (9-1-1 and non-emergency) for over **25 public safety agencies** in the county.

Mission

The Monterey County Emergency Communications Department is dedicated to the pursuit of excellence. We are committed to serving as the vital link between members of the public and local public safety agencies. We are dedicated to providing high quality service to all citizens of Monterey County and to the agencies we serve. We value diversity, promote growth, and empower employees to make individual contributions.

Fiscal Stewardship

The Department operates under the “**9-1-1 Services Agreement**” with an Executive Board with final authority of the County Board of Supervisors. The cost-sharing formula allocates costs based on an equally weighted three-factor ratio of Population, Assessed Value, and Workload for each user agency. For every dollar of cost, approximately **70%** is collected as revenue from non-County users, and **30%** is paid by the County for service provided to the County Sheriff and Probation Department and to subsidize the Fire District costs. The 2024-2025 budget for the Department is **\$17.2 million**.

County-Wide 9-1-1 Statistics

Service	2021	2022	2023	
Emergency Calls Answered	244,992	238,357	285,339	↑
Non-Emergency Calls Answered	495,132	477,481	431,557	↓
Text to 9-1-1 Received	2,832	2,848	3,734	↑
Law Enforcement Incidents	422,360	404,220	392,913	↓
Fire Incidents	51,419	55,423	57,266	↑
EMS Incidents	44,409	46,559	46,879	↑



Answering the Call 24/7

Emergency and non-emergency call answering and dispatch services are provided to the County Sheriff, Probation Department, 11 of the 12 incorporated city police departments, fire agencies for all 12 cities, Monterey Regional Fire, North County Fire Protection District, Big Sur Fire, Mid Coast Fire, the Monterey Regional Airport District, Salinas Valley State Prison, and California State University Monterey Bay Police Department.



Service & Innovation

The Department has introduced “**Spark**,” an online tool for non-emergency reports accessible via text, when calling a non-emergency number or through the Department's website under “online reporting.” Spark lets community members submit reports anytime, anywhere, using any internet-enabled device, making it easy to report suspicious activities or request non-emergency assistance.

Department Staff



The 9-1-1 Center operates **24/7, 365 days a year** with approximately **15-20 dispatchers** on duty at any given hour of the day. Due to the complexities of the job, the Department is always recruiting people interested in serving their community. The Department hires at the trainee level with no experience necessary and provides on-the-job training, with promotional opportunities within the department. “9-1-1 will you answer the call?”

Emergency Communications Contact

For emergencies, call or text:



Call when you can, text when you can't.

Scan QR code to access all non-emergency numbers.

