

Interview with Jack Dueweke

Emergency 911 Coordinator, Houghton County

Location: Houghton, Michigan

No Date Given

## START OF INTERVIEW

Jack Dueweke (JD): 911 coordinator for Houghton County.

Interviewer (I): What source of complaint have you been hear about the switch in 911 service from Laurium to Negaunee Regional Dispatch?

JD: Most of the complaints have been centered around S.N.A.F.U.s with the paperwork that the different response agencies had been used to receiving from Laurium dispatch, faxes for run reports and stuff. They really have, I can't think of many substantive complaints about the service that would have affected the life or safety of the people.

I: Who is making the complaints?

JD: A couple different, a couple different agencies and I don't know that I want to, you know, I don't know that it's really even appropriate for me to get into agencies that have been making the complaints, I can tell, I can tell you however that the agencies that I've been dealing with, every complaint goes, is investigated and I get back was those folks in a timely wait to resolve their issues. Again, most of these, most of these have a lot to do with just receiving faxes or receiving run reports.

I: What do you think can we done to solve the current problems?

JD: Well, Negaunee is going, Negaunee is taking a look at, Negaunee Regional is taking a look at the issue of a faxing run reports after the run is completed and what have you, and I'm looking forward to seeing if that's something that is just simply a software issue or what have you. But not being familiar with their entire system, it's hard for me to know but I know that is being

looked into, being able to accommodate the different response agencies and their need for or their desire to have run reports. So that in other counties, that is not an issue. In other counties, run reports are being faxed to the different agencies aren't nearly the issue that they are here, so but I think that they're working to resolve at.

I: Do you think it was a good decision to the move the 911 services from Laurium to Negaunee?

JD: Well, first of all, I think to the extent that, I think that it was people who had an interest, the citizens and different response agencies, or what have you, had the opportunity to comment on the move to Negaunee Regional and those people that were interested and concerned, did, you know, on both sides of this. You know, some wanting it to stay and some desiring that thinking that it was going to Negaunee because they would get a, felt that they would get a good quality service at less cost. That decision was made and really the focus of my job and the focus of this department is to make sure that the 911 service operates for the citizens of Houghton County to provide a safe, effective, efficient 911 service and so far, I've been very happy with the service that the county is gotten from the Negaunee Regional Dispatch.

I: Alright, lastly, is there any additional information or general comment you'd like to add?

JD: No, I think that pretty much says it all.

END OF INTERVIEW