

# DOUGLAS COUNTY 9-1-1 EMERGENCY COMMUNICATIONS



## MISSION - VISION - VALUES

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### **Mission**

Personnel of the Douglas County 9-1-1 Emergency Communications Center will strive to deliver the highest level of professional service to the public and external agencies by providing professional, courteous and immediate responses, accurate records, timely service and quality training with the highest standards of integrity and performance.

### **Vision**

Citizens of Douglas County are able to easily and quickly obtain emergency services needed to protect life, health or property.

### **Values**

- Treat all citizens equally and respectfully.
- Treat all personnel equally in a fair, unbiased, professional manner.
- Collaborate and cooperate with other PSAPs and public safety providers to improve communication and service provided to citizens.
- Lead the 9-1-1 community by implementing the newest, proven technology whenever possible.