

Eureka County Sheriff's Office Communication Division Increases Efficiency, Training Oversight, and Morale with Frontline



The Challenge

The Eureka County Sheriff's Office Communication Division handles all emergency calls within the county, including Sheriff's dispatch, EMS, and fire. In addition, the team manages non-emergency calls for administration, animal control, civil, records, patrol, and investigations.

Despite being a small team—comprised of one supervisor and six full-time telecommunicators—the Communication Division manages a call volume of approximately 17,000–20,000 annually.

To succeed, the agency needed a more reliable way to handle policies, improve morale, and support telecommunicators through onboarding, evaluations, and professional development.

Customer Profile



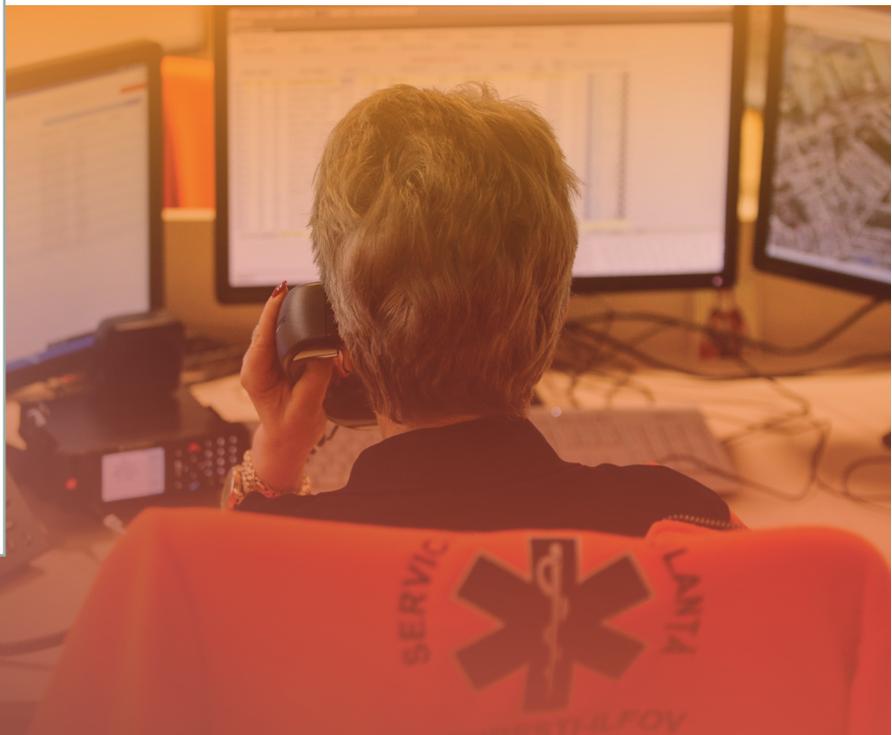
Policy Tracker, FTO Tracker,
Training Tracker, QA/DOR
Tracker, Pro Standards Tracker
(2025)



~7 employees
• 1 supervisor
• 6 dispatchers



~17,000–20,000
call volume annually



The Choice

To meet these challenges, the Eureka County Sheriff's Office Communication Division implemented several Frontline solutions, including **Policy Tracker**, **FTO Tracker**, **Training Tracker**, **QA Tracker**, **DOR Tracker**, and **Pro Standards Tracker**.

First introduced to Frontline through an online industry event, the agency moved forward with Frontline because their solutions were easy to use, especially in comparison to the processes the agency was utilizing at the time.

"I'm not great with Excel and I knew there had to be something better," a Communications Supervisor with the agency said.

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“[Frontline] is amazing...I tell people they need to check out Frontline because it's so easy to use.”

— **Communications Supervisor**, Eureka County Sheriff's Office

The Change

By choosing Frontline as their technology partner, the Eureka County Sheriff's Office Communication Division has:



Streamlined onboarding and ongoing training, making it easy to track trainee progress and provide clear feedback during every stage of development.



Improved quality assurance workflows by simplifying the process and helping the agency make the most of the limited time they have for QA.



Simplified policy management with Policy Tracker, ensuring employee acknowledgement of the agency's 139 active policies and eliminating disputes about whether employees received updates.



Supported employee morale with Pro Standards Tracker, capturing both complaints and commendations, and validating employee contributions with a formal process for positive recognition.



Enhanced efficiency and oversight by consolidating policy, training, and evaluation processes into one connected system—saving time and reducing reliance on paper or word processing software documents.

Policy Tracker has quickly become the most heavily used solution, providing a simple and efficient way to distribute new policies and procedures, track acknowledgements, and even document how long an employee spends reviewing each policy.

“It’s easy. You put the policy in and then send it out to everybody. I think it’s really helped us,” the Communications Supervisor said.

For training, the Communication Division and the Sheriff’s Office now use DOR Tracker, FTO Tracker, and Training Tracker to simplify onboarding, ongoing training, and professional development programs. With checklists and detailed documentation, telecommunicators and deputies always know where they stand in the process.

“[The DOR and FTO functionality] has been really helpful,” she said.

The agency has also utilized DOR Tracker to create a “return to duty” program after an employee was on an extended leave.

“We were able to document what training we did with her before we put her on the radio and back to work,” she said.

The Communication Division also uses QA Tracker to review tone and call-handling quality. While quality assurance can be difficult to prioritize for small or short-staffed agencies, Frontline is helping the agency make the most of the time they’re able to devote to it.

Finally, Pro Standards Tracker is helping the agency recognize their employees and boost morale, ensuring kudos and commendations are recognized and recorded. The division also plans to use it to track responses to critical calls and ensure employees are supported after.

“[Frontline] is amazing...I tell people they need to check out Frontline because it’s so easy to use,” the Communications Supervisor said.

With Frontline, the Eureka County Sheriff’s Office Communication Division is able to meet the demands of a high call volume with a small staff, while ensuring telecommunicators are well-trained, supported, and held accountable.

