



Jasper County Emergency Services Enhances Training, Policy Management, and Performance with Frontline



Customer Profile



DOR Tracker, Policy Tracker,
Performance Tracker,
Pro Standards Tracker,
QA Tracker (2023)



~30 employees
• 20 telecommunicators
• 10 administrative staff



150,000-160,000
call volume annually

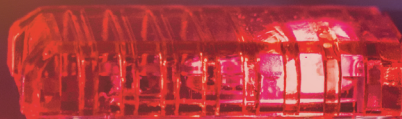
The Challenge

Providing dispatch services for two EMS agencies, eight law enforcement agencies, and 12 fire departments across Jasper County, Missouri, Jasper County Emergency Services plays a critical role in safeguarding the community.

Based in Carthage, Missouri, the agency manages both emergency and non-emergency communications for the region. The center employs a staff of 30, with 20 in the communications room and 10 in administration. Each telecommunicator is trained across all disciplines, rotating assignments according to staffing needs.

“Every day you come in, the team leader decides where you’ll be working that shift,” said the Operations Manager. “One day it might be fire and EMS, and the next it could be law enforcement.”

With such a dynamic, multi-agency environment, Jasper County Emergency Services needed a streamlined system to ensure transparency, improve training, and centralize their operations. Prior to adopting Frontline, information was scattered across multiple systems, which made tasks like employee evaluations and training much more challenging.



The Choice

To modernize their workflows, Jasper County Emergency Services selected Frontline as their technology partner in 2023. According to the Operations Manager, Frontline was chosen over several other technology vendors because the Frontline suite offered a wider range of solutions and for a better price.

Implementing **DOR Tracker, QA Tracker, Policy Tracker, Performance Tracker, and Pro Standards Tracker**, Jasper County Emergency Services was able to digitize and consolidate many aspects of their operations including policies, performance evaluations, quality assurance, and document both commendations and complaints.

”

“It’s so much easier because everything’s just right there.”

— **Operations Manager**, Jasper County (MO) Emergency Services

The Change

By adopting Frontline, Jasper County Emergency Services has:

- Streamlined training processes with DOR Tracker, reducing the administrative burden for trainers and trainees.
- Improved access to critical documentation of training progress, performance evaluations, and quality assurance audits.
- Strengthened employee morale by tracking kudos, compliments, and commendations in Pro Standards Tracker.
- Ensured employees have easy access to policies and will soon be utilizing automated features in Policy Tracker to streamline policy reviews and acknowledgements.
- Enhanced performance evaluations with Performance Tracker, ensuring evaluators get a holistic and accurate picture of employee performance and improving the experience for both employees and supervisors.

According to the Operations Manager, Frontline’s ability to streamline processes has been a game changer, especially when it comes to employee evaluations.

“It’s so much easier because everything’s just right there. We’re not having to go to the Executive Director’s office and pull the personnel file every time. Or go to payroll or training and check those places,” she said.

With Frontline, Jasper County Emergency Services is not only saving time but also protecting the agency through more reliable documentation and oversight. By reducing liability risks and ensuring every telecommunicator has the resources they need, the agency is better equipped to serve its community.