



Meeting – City of Ballwin

Ballwin Public Safety  
Committee

April 23, 2025 6:00 PM

Mr. Daryl Ostendorf, WCDC General Manager

Chief Jeff Hartman, Creve Coeur PD

Chief Ken Andreski, Ladue PD

Chief Dan Wilkey, Town and Country PD

Chief Craig Picha, Frontenac PD

# Questions Asked:

*If an Officer is on a Traffic Stop and encounters a subject with a Warrant, how is this handled?  
By WCDC or by the Officer on the Stop?*

WCDC will read back the subject's information (DOR status, any Warrants, a summary of history/arrest, and if the subject has any caution codes), the type of warrants on file (misdemeanor vs felony), the venue(s), and if it is extraditable (MULES/NCIC).

WCDC will confirm the Warrant with the issuing agency.

WCDC will advise the officer if the agency does or does not confirm and extradition.

# Questions Asked:

*If your dispatchers don't do 'want' entries, then what do your partner agencies do when a person of interest needs to be put out as wanted after hours? Do all officers have "Dispatcher Level" of REJIS entry?*

**Court Warrants are provided to the records department of each agency for entry.**

**Each agency provides WCDC a completed form for Wanted, Missing Persons, Vehicles, and Articles (and associated Cancellations) to be entered.**

**WCDC handles every entry in the center EXCEPT Warrants. Inclusive of Emergency Orders of Protection.**

# Elderly Wellness Checks:

**WCDC fully supports the current Ballwin Elderly Wellness Check Program. Internal discussion has already taken place to expand the program to the existing Member Agencies.**

# Ballwin Days:

**WCDC's desire is to attend planning meetings with Member Agencies to ensure the appropriate staffing / scheduling is in place to accommodate the potential increased call volume/workload.**

# West Central Dispatch Commitment to Excellence

**Quality Assurance Program to maintain high standards in Call Taking and Radio Dispatching.**

**2024 – Call Taking – 97.9%  
Dispatching – 99.6%**

**2025 - Call Taking – 98.6%  
Dispatching – 99.8%**

**Continued Education for all Dispatchers –  
358 hours in 2024.**

**Open and ongoing communication with  
Operations and Liaison Committees.**

**Constantly looking at innovative ideas  
and process streamlining.**

# West Central Dispatch Hiring Process

**Application completed and submitted.**

**Completion of Critical On-line Test.**

**Two Interviews.**

**Conditional Offer Issued to successful candidates.**

**Completion of Background. Contact with previous employers and references.**

**Three Exams – Physical, Psychological and Drug Screen.**



# West Central / Ballwin Dispatch Staffing Needs

WCDC will create Six (6) new positions. This will consist of at MINIMUM Four (4) Full-Time Dispatchers and Two (2) Part-Time Dispatchers.

The number of positions may grow based on staffing attrition.

Ballwin Dispatchers who choose to apply with WCDC will be given first opportunity to fill those positions.



# Ballwin Dispatcher Pay Rate Comparison

**All Ballwin Dispatchers hired by WCDC will come in at equal to or greater than their current hourly rate.**

# Ballwin Dispatcher Retirement Plan

**Ballwin Dispatchers are currently enrolled in LAGERS as an L-12 Agency. The WCDC Board of Directors recognizes this and is working to increase the WCDC current LAGERS level from L-7.**

**Accrued LAGERS time of service will NOT be lost.**

# Some Hidden Values for Ballwin

**No longer a need to allocate a Sworn Supervisor to Dispatch with duties including Scheduling, Call Offs.**

**Elimination of costs associated with Dispatch for Human Resource needs - Interviews, Benefits, Evaluations, Employee Coaching / Counseling / Accolades.**

**Elimination of costs associated with Dispatch for Financial Department – Payroll, Accounting, Audits.**

**COMMITMENT to Community and Responders.**

# Ballwin's On-Going Operational Voice in WCDC

The Board of Directors is comprised of the City Administrator from each Member Agency. The Board is responsible for all votes, policies, budget, and expenses.

The Operations Committee is comprised of the Chiefs of Police from each Member Agency. The Operations Committee works directly with the General Manager and assists with any issues.

Each Chief assigns members to the Liaison Committee, typically of rank, to work through day-to-day items and information dissemination between the agency and WCDC.

# 2024 Total CAD Entries

CAD	Calls 2024	Average Calls Per Day	Average Calls per Hour	Staffing Level	CAD Per Person / Per Hour
Ballwin	47557	130	5.4	2	2.7
WCDC	163847	449	18.7	3.5	5.3
Combined	211404	579	24.1	4.5	5.4

# 2024 911 Calls Presented

Call Works	911 Calls Presented 2024	Average 911 Calls Per Day	Average 911 Calls per Hour	Average Answer Time	911 Calls Abandoned	Percent of 911 Calls Abandon
Ballwin	11493	31	1.3	00:03.0	133	0.01157
WCDC	27231	75	3.1	00:03.3	316	0.01160
Combined	38724	106	4.4	00:03.2	449	0.01159

# 2024 Admin Calls Presented

	Admin Calls Presented 2024	Average Admin Calls Per Day	Average Admin Calls per Hour	Average Answer Time	Admin Calls Abandoned	Percent of Admin Calls Abandon
Ballwin	23812	65	2.7	00:02.9	256	0.01075
WCDC	42315	116	4.8	00:03.3	663	0.01567
Combined	66127	181	7.5	00:03.1	919	0.01390



# 2024 TOTAL All Calls Presented

	Total Calls Presented	Average Total Calls Per Day	Average Total Calls per Hour	Staff on Duty per Hour	Calls Per Person / Per Hour
Ballwin	35305	97	4.030251142	2	2.015125571
WCDC	69546	191	7.939041096	3.5	2.268297456
Combined	104851	287	11.96929224	4.5	2.659842719

# CAD Received to Dispatch

<b>Agency</b>	<b>Receive To Dispatch</b>
<b>BALP</b>	<b>04:17</b>
<b>MANP</b>	<b>03:32</b>
<b>CCPD</b>	<b>3:52</b>
<b>FPD</b>	<b>5:17</b>
<b>LPD</b>	<b>3:28</b>
<b>TCPD</b>	<b>5:52</b>

# Next Steps

**Ballwin to provide acknowledgement to proceed with the project.**

**WCDC to work with Architects, Contractors, and Vendors to finalize projected total project costs.**

**Determine Project Cost Shares.**

**Written Agreement between Ballwin and WCDC.**

**Lease agreement with Ballwin.**

**Each Member Agency passing resolution for Ballwin joining WCDC.**

# Contact Information

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