

## **E-911 COMMUNICATIONS CENTER**

### **Statement of Purpose**

The Catawba County E-911 Communications Center provides emergency and administrative communications for the citizens of Catawba County by placing them in touch with public safety and related government service agencies. The center is prepared for daily communications traffic and emergencies by maintaining adequate numbers of highly trained personnel. The opportunity to save lives and property is greatly increased by having the most current state-of-the-art computerization, along with radio and telephone technology.

### **Outcomes**

1. To ensure citizens receive prompt emergency and public safety assistance, the Communications Center will:
  - a. Answer 98 percent of all calls within 10 seconds. (Calendar Year 2010 – 98 percent within 10 seconds)
  - b. Maintain a 75 second or less average dispatch time on all emergency calls throughout the County. (Calendar Year 2010 - 48 seconds). The National Emergency Number Association (NENA) recommends a 90 second dispatch time, and the national average is 75 to 110 seconds, depending on the areas protocol and procedures.
2. Provide courteous and accurate services to the public and public safety responders as evidenced by maintaining a ratio of sustainable complaints to call volume of less than 1:1000.
3. Continue working with the State Highway Patrol, the Piedmont Area Communications Council, and local public safety agencies in general to establish radio and emergency interoperability between agencies in Catawba County and the surrounding area.
  - a. Work with the State Highway Patrol to replace and rebuild radio towers in Catawba County as funded under Homeland Security grants.
  - b. Work with the Piedmont Area Communications Council to implement its 11 county interoperability grant.
  - c. Work to cultivate joint ventures between regional and local public safety agencies to generate savings through pooled resources.
  - d. Take an active part at the State level in development of 911 center standards and funding.

# Communications Center

Organization: 280100

	2009/10 Actual	2010/11 Current	2011/12 Requested	2011/12 Recommended	Percent Change
<b>Revenue</b>					
State	\$5,106	\$0	\$0	\$0	0%
Federal & State	0	0	0	0	0%
Miscellaneous	19,718	20,259	20,867	20,867	3%
General Fund	1,503,756	1,615,965	1,616,317	1,620,307	0%
<b>Total</b>	<b>\$1,528,580</b>	<b>\$1,636,224</b>	<b>\$1,637,184</b>	<b>\$1,641,174</b>	<b>0%</b>
<b>Expenses</b>					
Personal Services	\$1,266,201	\$1,356,454	\$1,386,758	\$1,390,748	3%
Supplies & Operations	262,379	279,770	250,426	250,426	-10%
Capital	0	0	0	0	0%
<b>Total</b>	<b>\$1,528,580</b>	<b>\$1,636,224</b>	<b>\$1,637,184</b>	<b>\$1,641,174</b>	<b>0%</b>
<b>Employees</b>					
Permanent	29.00	29.00	29.00	29.00	0%
Hourly	2.37	2.24	1.88	1.88	-16%
<b>Total</b>	<b>31.37</b>	<b>31.24</b>	<b>30.88</b>	<b>30.88</b>	<b>-1%</b>

## Budget Highlights

The total recommended budget remained virtually the same. State law changed in the current year to allow additional expenses in from Emergency Telephone Surcharge revenue. Operating costs in the General Fund decreased as a result of shifting costs for repair and maintenance of radio equipment and replacement of chairs located in the center to the Emergency Telephone Fund.

## Performance Measurement

### Fiscal Year 2011/12

Outcomes for the Communication Center continue to focus on ensuring citizens receive prompt emergency and public safety assistance by answering calls within 10 seconds and maintaining a 75 second average dispatch time. This goal is decreased from 90 seconds last year as the department exceeded the goal by dispatching calls in an average of 50.42 seconds during the past fiscal year and 48 seconds during last calendar year. To ensure services are courteous and accurate, the Center has added an outcome to maintain a ratio of sustainable complaints of less than 1:1,000.

### Fiscal Year 2010/11

The Communications center is on target to meet all outcomes for Fiscal Year 2010/11, accomplishing the following through midyear:

- During the first half of the fiscal year, the Communications Center has answered 98.2 percent of calls within 10 seconds.

- During calendar year 2010, the department had an average dispatch time on all emergency calls of 48 seconds.
- Assistance to Firefighters Grant is complete, 356 800Mhz portable radios were purchased for Fire and Rescue, with 20 800Mhz mobiles purchased for EMS. The programming is complete and training for these will be conducted sometime mid-January.

***Fiscal Year 2009/10***

The 911 Emergency Communications Center continued to dispatch emergency public safety calls in an average of 50.42 seconds, which was better than their goal of 90 seconds. Work continued on developing an interoperable radio communications system within Catawba County and the surrounding area. At this point, 800 MHz equipment is in place and functioning at some level for EMS, Fire, Rescue, and Law Enforcement dispatch. Grant funding has been secured that with County matching funds will be enough to essentially complete the conversion to 800 MHz from VHF over the next year.