

Communications Center

Organization: 280100

	2010/11 Actual	2011/12 Current	2012/13 Requested	2012/13 Approved	Percent Change
Revenue					
State	\$0	\$0	\$0	\$0	0%
Federal & State	0	0	0	0	0%
Miscellaneous	18,571	20,867	21,493	21,493	3%
From Self Insurance	1,268	0	0	0	0%
General Fund	1,565,439	1,620,307	1,643,865	1,620,148	0%
Total	\$1,585,278	\$1,641,174	\$1,665,358	\$1,641,641	0%
Expenses					
Personal Services	\$1,327,417	\$1,390,748	\$1,413,638	\$1,427,281	3%
Supplies & Operations	257,861	250,426	230,620	214,360	-14%
Capital	0	0	21,100	0	0%
Total	\$1,585,278	\$1,641,174	\$1,665,358	\$1,641,641	0%
Employees					
Permanent	29.00	29.00	29.00	29.00	0%
Hourly	2.24	1.88	1.88	1.88	0%
Total	31.24	30.88	30.88	30.88	0%

Budget Highlights

The Communications Center budget remained flat compared to Fiscal Year 2011/12.

Investments in microwave technology to provide radio connectivity instead of T1 lines will save \$40,000 per year in monthly T1 line charges and rent of land and equipment on Bakers Mountain for a tower. Microwave technology is also more reliable than T1 lines resulting in a 99.9 percent up time for radios.

Performance Measurement

Fiscal Year 2012/13

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 65 second or better average dispatch time (actual dispatch time in 2011 was 47.58 seconds). The division will also continue working with other public safety agencies both at the local and state level to ensure Catawba County has excellent emergency communications. Examples of this in Fiscal Year 2012/13 are working with the Piedmont Area Communications Council to test radio interoperability and working with the State 911 Board to ensure the interests of Catawba County are represented.

Fiscal Year 2011/12

The Communications center is on target to meet all outcomes for Fiscal Year 2011/12.

During the first half of this fiscal year, the department has accomplished the following:

- Ensured citizens receive prompt emergency and public safety assistance by:
 - Answering 99 percent of calls within 10 seconds.
 - Dispatching emergency calls in 48 seconds on average.
- Maintaining a ratio of sustainable complaints to call volume of less than 1:1000 by having no written complaints to date this year.
- Working with other agencies to establish radio and emergency interoperability between agencies in the County and the surrounding area by:
 - Partnering with the Highway Patrol to place microwave equipment on its tower on Bakers Mountain eliminating the County's need to rent equipment and tower space and to pay monthly fees for T1 radio connections while increasing radio uptime from 95 to 99 percent.
 - Working with the Piedmont Area Communications Council to implement its 11-county interoperability grant, through which the participating E-911 Communications Centers now have the capability of communicating with each other.

Fiscal Year 2010/11

The E-911 Communication Center exceeded its goals both in answer time and dispatch time, answering 98.2 percent of calls within 10 seconds and dispatching all priority one calls in an average of 48 seconds. This beats the outcome goals of 98 percent and 90 seconds respectively. To ensure public safety agencies within the County are able to communicate via radio, the Communications Center assisted in the implementation of the new 800 MHZ Viper Radio system. Further, the division partnered with local public safety agencies to complete the Assistance to Firefighter grant to purchase additional 800 MHZ radios for volunteer fire departments, rescue squads, and EMS personnel, and an additional 71 radios were received for the Sheriff's Office partially funded by a Governor's Crime Commission grant.

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 2011 - 98.9 percent within 10 seconds)
 - b. Maintain a 65 second or less average dispatch time on all emergency calls throughout the County. (Calendar Year 2011 - 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 Piedmont Area Communications Council (PACC) to implement its 10 county interoperability grant by testing the County's ability to communicate via radio with the other participating counties at least quarterly. These participating counties include Lincoln, Gaston, Iredell, Mecklenburg, Cabarrus, Union, Stanly, York (South Carolina), and Lancaster (South Carolina).
 - b. Work to cultivate joint ventures between regional and local public safety agencies to generate savings through pooled resources. Examples of past collaborations include implementing software upgrades with municipalities, as well as working with the State Highway Patrol to improve radio operability.
 - c. Take an active part at the State level in development of 911 center standards and funding. Specifically, Communication Center staff will attend all meetings of

the State 911 Board and provide input that is in the best interest of Catawba County.

4. Work with the Justice Center Team to complete design and begin construction of a new 911 Center Complex. This new 911 Center will be a part of the new Justice and Public Safety Center, and current estimates have the design phase of this project concluding in late Fiscal Year 2012/13, with construction scheduled to begin in early Fiscal Year 2013/14.