

911 Communications Center

Organization: 280100

	2012/13 Actual	2013/14 Current	2014/15 Requested	2014/15 Approved	Percent Change
Revenue					
From Self Insurance	\$4,404	\$0	\$0	\$0	0%
Local	0	0	0	3,511	0%
Miscellaneous	21,547	22,138	22,802	22,802	3%
General Fund	1,555,880	1,660,175	1,706,110	1,700,604	2%
Total	\$1,581,831	\$1,682,313	\$1,728,912	\$1,726,917	3%
Expenses					
Personal Services	\$1,390,810	\$1,453,428	\$1,490,032	\$1,489,037	2%
Supplies & Operations	191,021	228,885	238,880	237,880	4%
Capital	0	0	0	0	0%
Total	\$1,581,831	\$1,682,313	\$1,728,912	\$1,726,917	3%
Employees					
Permanent	29.00	29.00	29.00	29.00	0%
Hourly	1.88	1.88	1.88	1.88	0%
Total	30.88	30.88	30.88	30.88	0%

Budget Highlights

The E-911 Communications Center is responsible for dispatching over 35 agencies and departments in Catawba County, which includes the Sheriff's Office, 6 police departments, 25 fire stations, 6 rescue squads, 10 EMS stations, and Emergency Management. The Communications Center budget shows a 3 percent increase from the prior year, driven by small operating increases.

Performance Measurement

Fiscal Year 2014/15

Outcomes for the Communications Center continue to focus on ensuring citizens receive prompt emergency and public safety assistance by answering emergency calls within 10 seconds and maintaining a 65 second or less average dispatch time on all emergency calls. The Communications Center will also continue working with other public safety agencies such as the NC Highway Patrol and State E-911 Board to ensure Catawba County has excellent emergency communications. With construction beginning on a new Justice/Public Safety Center, the Communications Center will work with contractors, technology staff, and architects to locate existing telecommunications infrastructure and ensure construction does not affect current 911 Center operations.

Fiscal Year 2013/14

At mid-year, the Communications Center was on target to achieve all but one of its outcomes. The department dispatched all emergency calls in an average of 53.05 seconds, besting the outcome goal of 65 seconds or less. Additionally, 98 percent of all emergency calls were answered within 10 seconds. The Communications Center also completed a detailed technology plan for the upcoming Justice/Public Safety Center, which is currently anticipated to open in mid 2016.

The one outcome not on target relates to testing the County's ability to communicate quarterly via radio with other areas in the Piedmont Area Communications Council. Discussions are on-going within this group, however, to identify any available grants to upgrade outdated equipment and make this outcome possible.

Fiscal Year 2012/13

The E-911 Communications Center ensured that citizens received prompt emergency and public safety assistance by maintaining an average dispatch time of 51 seconds. This is a slight increase from the Fiscal Year 2011/12 time of 48 seconds. Regardless of the increase, dispatch time remains significantly lower than the National Emergency Number Association's recommended 90-second dispatch time. The E-911 Communications Center also collaborated with the State Highway Patrol, the Piedmont Area Communications Council, and local public safety agencies to develop a comprehensive communications network.

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 advanced 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 at least 98 percent of all emergency calls within 10 seconds. (Fiscal Year 2013 - 98.8 percent within 10 seconds)
 - b. Maintain a 65 second or less average dispatch time on all emergency calls throughout the County. (Fiscal Year 2013 - 51 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 1:1,000.
3. 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 sponsoring a grant for the State Highway Patrol to upgrade radio infrastructure and improve radio interoperability.
4. To maintain an active role at the State level in development of 911 center standards and funding, Communications Center staff will attend all meetings of the State 911 Board and provide input that is in the best interest of Catawba County.
5. Work with the Justice Center Team to begin construction of a new Justice/Public Safety Center. Specifically, the Communications Center will work with contractors, technology officials, and architects to locate existing telecommunications infrastructure and ensure construction does not affect current 911 Center Operations.