

## **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. To be prepared for daily communications traffic and emergencies requiring adequate numbers of trained personnel. To have the most current state-of-the-arts computerization, along with radio and telephone technology to assure that saving lives and property can always be attained.

### **Outcomes**

- To ensure citizens receive prompt emergency and medical care, the Communications Center will maintain a 90 second dispatch time average on all emergency calls throughout the County. Responding units will have the following response time averages:
- a. EMS – 8 minute average response time, which is a 9 ½ minute average total response time.
  - b. Rescue – 6 minute average response time, which is a 7 ½ minute average total response.
  - c. Fire – strive to meet a 6 minute average response time, which is a 7 ½ minute average total response.
2. The Communications Center will provide quality customer service to all public safety agencies by responding to field units within 15 seconds of each unit's call. Accomplishment evidenced by maintaining an overall satisfaction rating of 90% or better from all public safety agencies.
  3. Improve citizen and community awareness of the 911 process.
    - a. Educate local businesses on the information needed by the E-911 Telecommunicator to dispatch the appropriate public safety agencies to the correct locations when 911 is called by conducting on-site training and informational sessions with work groups. Post-event customer service surveys will be given to participants to determine if attendants found the training useful and retained the desired information.
    - b. Develop 911 information for dissemination to the public.
    - c. Work with the three school systems to develop awareness of the 911 process in our youth.
    - d. Translate 911 information materials into Spanish and Hmong.

4. Continue working with the State Highway Patrol, the Piedmont Area Communications Council, and local public safety agencies in general to establish radio 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 eleven county interoperability grant.
  - c. Cultivate joint ventures between local public safety agencies to generate savings through pooled resources including pursuing sharing microwave communications at State Highway Patrol sites.

# Communications Center

Organization: 280100

	2005/06 Actual	2006/07 Current	2007/08 Requested	2007/08 Approved	Percent Change
<b>Revenue</b>					
Miscellaneous	\$0	\$18,000	\$18,540	\$18,540	3%
General Fund	1,196,457	1,238,266	1,268,143	1,261,691	2%
<b>Total</b>	<b>\$1,196,457</b>	<b>\$1,256,266</b>	<b>\$1,286,683</b>	<b>\$1,280,231</b>	<b>2%</b>
<b>Expenses</b>					
Personal Services	\$1,072,610	\$1,109,851	\$1,147,183	\$1,143,071	3%
Supplies & Operations	123,847	146,415	139,500	137,160	-6%
Capital	0	0	0	0	0%
<b>Total</b>	<b>\$1,196,457</b>	<b>\$1,256,266</b>	<b>\$1,286,683</b>	<b>\$1,280,231</b>	<b>2%</b>
<b>Employees</b>					
Permanent	24.00	24.00	24.00	24.00	0%
Hourly	3.40	2.30	2.30	3.00	30%
<b>Total</b>	<b>27.40</b>	<b>26.30</b>	<b>26.30</b>	<b>27.00</b>	<b>3%</b>

## Budget Highlights

The focus of the Communications Center will remain on faster and more efficient dispatch response times. The Center continues to have a goal of maintaining an average dispatch time of 90 seconds on all emergency calls throughout the County. A total response time outcome is included in outcomes for Communications Center, EMS, Rescue, and Fire as can be seen in the outcomes following this write-up. Another outcome was added to Communications Center this year to ensure quality customer service is provided to all public safety agencies by responding to field units within 15 seconds. Success of this outcome will be demonstrated by maintaining an overall satisfaction rating of 90% or better on surveys from each public safety agency serviced. An outcome on education was also changed to more clearly illustrate the ways in which the center intends to improve citizen and community awareness of the 911 Center.