

POLICE DIVISION

Wireless E-911

Description

The Henrico County Emergency Communications Center began answering wireless E-911 calls in June 2000. The State Police had previously answered these calls, however State legislation was enacted, which mandated localities to begin answering the wireless E-911 calls. The Emergency Communications Center answers all emergency and non-emergency calls for service and dispatches the appropriate unit; Police, Fire, or Emergency Medical Service, to the location of the call. The emergency communications operators spend more time processing a wireless call than they spend processing a wireline E-911 call. Some of the unique problems of a wireless call are a limited ability to determine the exact caller location and the uncertainty of being able to reconnect with the caller if they are disconnected.

Objectives

- To answer the wireless call and collect information from the wireless caller to allow for location identification.
- To dispatch appropriate emergency or non-emergency unit to the location of the call for service.

Budget Highlights

Henrico began receiving funding from the State Wireless Board to pay for the cost of receiving wireless E-911 calls in FY1999-00. The funding is provided from the State E-911 Cellular Tax, \$0.75 per month charged to each cellular phone, and distributed to localities through the State Wireless Board. In 2006, the General Assembly approved a change in the method of distributing the revenue collected. In the approved legislation, 60% of the revenue collected from the \$0.75 monthly fee is distributed to the localities. The distribution from the State Wireless Board to each locality is based on the cost to operate the localities emergency communications center as well as the call load of the center.

As the number of cell phones continues to increase the number of emergency calls being made from cell phones is increasing. Cell phones provide a quick, easy, and efficient means of reporting traffic accidents and other emergencies, which do not always occur near a landline phone. As the performance measures indicate, the number of E-911 calls received from cell phones is increasing at a faster rate than the number of wireline emergency calls received by the emergency communications center.

Annual Fiscal Plan

Description	FY11 Actual	FY12 Original	FY13 Approved	Change 12 to 13
Personnel	\$ 516,556	\$ 839,552	\$ 942,548	12.3%
Operation	75,452	122,628	82,689	(32.6%)
Capital	0	0	0	0.0%
Total	\$ 592,008	\$ 962,180	\$ 1,025,237	6.6%
Personnel Complement*	N/A	N/A	N/A	N/A

*Sixteen Communications Officers are included in the Police General Fund Complement.

Wireless E-911 (cont'd)

	Performance Measures			Change 12 to 13
	FY11	FY12	FY13	
Workload Measures				
Wireless 911 Calls Received	128,339	138,868	150,255	11,387
Percentage Wireless 911 Calls to Total 911 Calls Received	71.78 %	73.48%	74.04 %	0.56 %
Percentage Wireless 911 Calls to Total Calls (Emergency & Non-emergency) Received	26.09 %	22.67%	24.06 %	1.39 %

The Wireless E-911 budget for FY2012-13 totals \$1,025,237, representing an overall net increase of \$63,057 or 6.6 percent from the previous approved budget. Personnel expenditures increased by a total of \$102,996 or 12.3 percent. This increase was driven by the transfer of two Communication Officers from the Division of Police's Communications Division within the General Fund, which impacted the personnel component by \$102,041. This movement reflects the need for additional officers to support the Wireless E-911 effort. In addition, this component also reflects the rising VRS, VRS life insurance, and health care expenditures forecasted for FY2012-13.

The approved budget for FY2012-13 includes funding for personnel and benefits for sixteen Communications Officers, maintenance costs for mapping and verbal response software as well as telecommunications costs associated with the emergency communication center's ability to handle wireless calls. It is important to note that the operating component decreased by \$39,939 or 32.6 percent to reflect the County-wide adjustment in technology replacement.

Beginning with the 2005-06 approved budget, the number of Communications Officers funded with the

allocation from the State Wireless Board was increased from three to eleven. Due to the continued stability of this revenue source, three Communications Officers were added in FY2009-10 and two additional Communication Officers are being funded by Wireless E-911 revenues in FY2012-13, which brings the total number of officers funded by this revenue source to sixteen. The increase over the years was based on the anticipated revenue from the State Wireless Board and the anticipated stability of the revenue distributions to the localities.

As previously stated a new distribution formula was approved in the 2006 General Assembly session. Under this formula, localities receive sixty percent of the revenue after allocations to two State agencies, the Division of Public Safety Communications (DPSC) and Virginia Geographical Information Network (VGIN). These two State agencies directly support Wireless E-911. Based on information provided by the Wireless Board, historically the localities were receiving forty-eight percent of the revenue collected, so the change has been beneficial to localities. Having said this, the County will continue to conservatively project the amount of Wireless E-911 revenues received from the State in FY2012-13.