# POLICE DIVISION

## Wireless 911

### Description

The Henrico County Emergency Communications Center has been answering wireless 911 calls since June 2000. The Emergency Communications Center answers all emergency and non-emergency calls for service and dispatches the appropriate Police, Fire, or Emergency Medical Service unit, to the location of the call. The emergency communications operators spend more time processing a wireless call than they spend processing a wireline 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 provide emergency instruction prior to the arrival of emergency medical services.

- 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 911 Services Board to pay for the cost of receiving wireless 911 calls in FY1999-00. The funding is provided from the State 911 Cellular Tax, $0.75 per month charged to each cellular phone, and distributed to localities through the State 911 Services 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 was distributed to the localities. The distribution from the State 911 Services Board to each locality was based on the 911 call load of the center.

A recalculation of the distribution formula was approved by the 9-1-1 Services Board on September 14, 2017. It is based on an equal weighting of population and 911 call load for each jurisdiction relative to other jurisdictions. Legislation to codify these changes was approved by both chambers of the Virginia General Assembly and was signed by the Governor on March 29, 2018.

The Police Division, the Chesterfield Department of Emergency Communications, and the Richmond Department of Emergency Communications have

## Annual Fiscal Plan

| Description | FY17 Actual | FY18 Original | FY19 Approved | Change 18 to 19 |
|---|---|---|---|---|
| Personnel | $ 770,766 | $ 983,322 | $ 1,035,826 | 5.3% |
| Operation | 75,076 | 93,769 | 93,769 | 0.0% |
| Capital | 0 | 0 | 0 | 0.0% |
| Total | $ 845,842 | $ 1,077,091 | $ 1,129,595 | 4.9% |
| Personnel Complement* | N/A | N/A | N/A | N/A |

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

## Performance Measures

| Workload Measures | FY17 | FY18 | FY19 | Change 18 to 19 |
|---|---|---|---|---|
| Wireless 911 Calls Received | 142,105 | 144,947 | 147,846 | 2,899 |
| Percentage Wireless 911 Calls to Total 911 Calls Received | 78.4% | 79.2% | 80.0% | 0.8% |
| Percentage Wireless 911 Calls to Total Calls (Emergency & Non-emergency) Received | 25.1% | 25.5% | 25.9% | 0.4% |

gone live with text-to-911 capability through a 2016 911 Services Board grant.

Wireless 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 911 calls received from wireless phones are increasing at a faster rate than the number of wireline emergency calls received by the emergency communications center. Clearly wireless phones have become the public's primary communication device even in emergent situations.

The Wireless 911 budget for FY2018-19 totals $1,129,595 which increased by $52,504 or 4.9 percent from the previous approved budget. This increase is driven solely by the personnel component and reflects a salary increase for FY2018-19 as well as rising health care and VRS costs.

The operating component remained flat for FY2018-19. This component includes funding 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.