

POLICE – 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.
- Provide emergency instruction by voice 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 2017, the General Assembly approved a change in the method of distributing the revenue collected. The distribution from the State 911 Services Board to each locality is based on the 911 call load of the center and the population it serves.

The Police Division and the Richmond Department of Emergency Communications, and the Chesterfield Department of Emergency Communications went live with text-to-911 capability pursuant to a 2016 grant from the 911 Services Board.

FISCAL YEAR 2020 SUMMARY

Description	Annual Fiscal Plan			
	FY18 Actual	FY19 Original	FY20 Approved	Change 19 to 20
Personnel	\$ 859,258	\$ 1,035,826	\$ 1,062,688	2.6%
Operation	71,759	93,769	94,039	0.3%
Capital	0	0	0	0.0%
Total	\$ 931,017	\$ 1,129,595	\$ 1,156,727	2.4%
Personnel Complement*	N/A	N/A	N/A	N/A

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

PERFORMANCE MEASURES

	FY18	FY19	FY20	Change 19 to 20
Workload Measures				
Wireless 911 Calls Received	141,975	146,689	146,461	(228)
Percentage Wireless 911 Calls to Total 911 Calls Received	79.0%	80.0%	80.0%	0.0%
Percentage Wireless 911 Calls to Total Calls (Emergency & Non-emergency) Received	26.0%	28.0%	28.0%	0.0%

BUDGET HIGHLIGHTS (CONTINUED)

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. The ratio between wireless 911 and wireline 911 has plateaued at around 80 percent wireless. Clearly wireless phones remain the public’s primary communication device even in emergency situations.

The Wireless 911 budget for FY2019-20 totals \$1,156,727 which increased by \$27,132 or 2.4 percent from the previous approved budget. The personnel component reflects a salary increase for FY2019-20 as well as rising health care costs. The operating component includes 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.