

POLICE – WIRELESS 911

DESCRIPTION

The Henrico County Emergency Communications Center, receiving wireless 911 calls since June 2000, 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. Emergency communications operators spend more time processing a wireless call than they spend processing a wireline call. Some of the unique problems of a wireless call include a limited ability to determine the exact caller location and the uncertainty of being able to reconnect the call if disconnected.

OBJECTIVES

- To answer the wireless call and collect information 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. Funding is provided from the State 911 Cellular Tax, \$0.75 per month per cellular phone, which is distributed to localities through the State 911 Services Board. The distribution to each locality is based on the 911 call load of the center and the population it serves.

The Wireless 911 budget for FY2021-22 totals \$1,202,326, which decreased by \$18,176, or 1.5 percent, from the previous approved budget. The personnel component reflects employee compensation and health care increases. 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.

FISCAL YEAR 2022 SUMMARY

Annual Fiscal Plan				
Description	FY20	FY21	FY22	Change
	Actual	Original	Approved	21 to 22
Personnel	\$ 773,673	\$ 1,126,463	\$ 1,108,287	(1.6%)
Operation	2,657	94,039	94,039	0.0%
Capital	6,314	0	0	0.0%
Total	<u>\$ 782,644</u>	<u>\$ 1,220,502</u>	<u>\$ 1,202,326</u>	<u>(1.5%)</u>
Personnel Complement*	N/A	N/A	N/A	N/A

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

PERFORMANCE MEASURES

	FY20	FY21	FY22	Change 21 to 22
Workload Measures				
Wireless 911 Calls Received	139,099	144,880	144,717	(163)
Percentage Wireless 911 Calls to Total 911 Calls Received	82.0%	83.0%	83.0%	0.0%
Percentage Wireless 911 Calls to Total Calls (Emergency & Non-emergency) Received	28.0%	30.0%	30.0%	0.0%

DEPARTMENT HIGHLIGHTS

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. Wireless 911 calls have increased by about one percent per year since 2013, from seventy-five percent in FY2012-13 to eighty percent in FY2019-20. Clearly wireless phones remain the public’s primary communication device even in emergency situations.

Text to 911, implemented in June 2018, has been a successful addition to Wireless 911 with 969 texts received in FY2019-20. The volume of texts increased from FY2018-2019 to FY2019-20, showing an increased use of the service over time.

The Police Division, in partnership with Information Technology, Virginia Information Technology Agency (VITA) and AT&T, is working to transition to a statewide Next Generation 911 solution, which will use modern technology to enhance 911 call delivery, leverage local and state Geographic Information System (GIS) data in 911 call routing, and allow for future expansion of capabilities such as receiving pictures and video from callers.