

# POLICE DIVISION

## Wireless E-911

### Description

The Henrico County Emergency Communications Center began answering wireless E-911 calls in June 2000. The State Police previously answered these calls, however State legislation was enacted, which mandated localities to begin answering wireless E-911 calls. 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 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.
- 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 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 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 is distributed to the localities. The distribution from the State 911 Services Board to each locality is based on the cost to operate the locality's emergency communications center as well as the call load of the center.

In 2016, the Police Division applied for and was awarded a 911 Services Board regional grant to implement Text-To-911 services in Henrico County, Chesterfield County, and the City of Richmond. The region is currently in the procurement phase and anticipate service to begin before the end of FY2016-17.

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 E-911 calls received from wireless phones are increasing at a faster rate than the

### Annual Fiscal Plan

<b>Description</b>	<b>FY16 Actual</b>	<b>FY17 Original</b>	<b>FY18 Proposed</b>	<b>Change 17 to 18</b>
Personnel	\$ 781,751	\$ 981,125	\$ 983,322	0.2%
Operation	11,266	90,309	93,769	3.8%
Capital	0	0	0	0.0%
<b>Total</b>	<b>\$ 793,017</b>	<b>\$ 1,071,434</b>	<b>\$ 1,077,091</b>	<b>0.5%</b>
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)

<b>Performance Measures</b>				
	<b>FY16</b>	<b>FY17</b>	<b>FY18</b>	<b>Change 17 to 18</b>
<b>Workload Measures</b>				
Wireless 911 Calls Received	147,358	145,795	147,947	2,152
Percentage Wireless 911 Calls to Total 911 Calls Received	78.49%	79.20%	80.14%	0.94%
Percentage Wireless 911 Calls to Total Calls (Emergency & Non-emergency) Received	25.03%	24.81%	25.17%	0.36%

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 E-911 budget for FY2017-18 totals \$1,077,091, which increased by a net difference of \$5,657 or 0.5 percent from the previous approved budget. The personnel component increased by a net difference of \$2,197 or 0.2 percent. This increase was driven by updated estimates for personnel including a 2.5 percent salary increase for FY2017-18 and rising health care costs. It is important to note that the overall increase was offset by turnover in this area.

The operating component increased by \$3,460 or 3.8 percent from the previous fiscal year to reflect the cost of voice recorder software licenses and on-going associated maintenance for ten new police officers. The budget for FY2017-18 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.

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. The formula, established in the Code of Virginia, is set to be recalculated based on cost and call load data in 2017. However, legislation in the General Assembly, as of this writing, proposes to push this recalculation to 2018. Having said this, the County will continue to conservatively project the amount of Wireless E-911 revenues received from the State in FY2017-18.



**Operating Line Item Budget By Cost Center**  
**Henrico County, Virginia**  
**FY2017-18**  
**PUBLIC SAFETY - POLICE**

Cost Center	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
<b>12013 Communications</b>					
50100 Full-Time Salaries and Wages - Regular	492,791	717,369	687,983	-29,386	-4.1%
50101 Full-Time Salaries and Wages - Overtime	92,542	20,291	20,291	0	0.0%
50107 27th Pay Adjustment	0	-31,661	0	31,661	100.0%
50108 Hybrid Disability Prgm (Prev Wage Adj)	165	0	0	0	0.0%
50110 FICA	43,390	56,431	54,183	-2,248	-4.0%
50111 Retirement VRS	74,449	93,330	89,507	-3,823	-4.1%
50112 Hospital/Medical Plans	72,623	115,824	122,208	6,384	5.5%
50113 Group Insurance - Life (VRS)	5,791	9,541	9,150	-391	-4.1%
50213 Maintenance Service Contracts- Computers	10,395	59,728	60,328	600	1.0%
50412 Telecommunications	0	24,861	24,861	0	0.0%
50521 Computer Software	871	5,720	8,580	2,860	50.0%
<b>Total Cost Center</b>	<b>793,017</b>	<b>1,071,434</b>	<b>1,077,091</b>	<b>5,657</b>	<b>0.5%</b>