

# 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, as of this writing, was approved by both chambers of the Virginia General Assembly and awaits approval by the Governor.

The Police Division and the Richmond Department of Emergency Communications have gone live with text-to-911 capability to a 2016 911 Services Board

### Annual Fiscal Plan

Description	FY17 Actual	FY18 Original	FY19 Proposed	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	<u>\$ 845,842</u>	<u>\$ 1,077,091</u>	<u>\$ 1,129,595</u>	<u>4.9%</u>
Personnel Complement*	N/A	N/A	N/A	N/A

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

Wireless 911 (cont'd)

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	<b>Performance Measures</b>			
	<b>FY17</b>	<b>FY18</b>	<b>FY19</b>	<b>Change 18 to 19</b>
<b>Workload Measures</b>				
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%

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grant. The Chesterfield Department of Emergency Communications, also a grant partner, continues to work toward this goal.

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.



**Operating Line Item Budget By Cost Center**  
**Henrico County, Virginia**  
**FY2018-19**  
**PUBLIC SAFETY - POLICE**

<b>Cost Center</b>	<b>Prior Year Actual</b>	<b>Approved Budget</b>	<b>Proposed Budget</b>	<b>Dollar Inc/Dec</b>	<b>Percent Inc/Dec</b>
<b>12013 Communications</b>					
50100 Full-Time Salaries and Wages - Regular	505,424	687,983	721,833	33,850	4.9%
50101 Full-Time Salaries and Wages - Overtime	74,155	20,291	20,291	0	0.0%
50108 Hybrid Disability Prgm (Prev Wage Adj)	281	0	1,414	1,414	100.0%
50110 FICA	42,913	54,183	56,772	2,589	4.8%
50111 Retirement VRS	63,613	89,507	95,932	6,425	7.2%
50112 Hospital/Medical Plans	78,041	122,208	130,128	7,920	6.5%
50113 Group Insurance - Life (VRS)	6,339	9,150	9,456	306	3.3%
50213 Maintenance Service Contracts- Computers	67,677	60,328	68,908	8,580	14.2%
50412 Telecommunications	0	24,861	24,861	0	0.0%
50521 Computer Software	7,399	8,580	0	-8,580	-100.0%
<b>Total Cost Center</b>	<b>845,842</b>	<b>1,077,091</b>	<b>1,129,595</b>	<b>52,504</b>	<b>4.9%</b>