

# 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

Description	Annual Fiscal Plan				Change 21 to 22
	FY20	FY21	FY22		
	Actual	Original	Proposed		
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.

Police – Wireless 911

PERFORMANCE MEASURES

	<u>FY20</u>	<u>FY21</u>	<u>FY22</u>	<u>Change 21 to 22</u>
<b>Workload Measures</b>				
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.



Department Operating Budget  
 Henrico County, Virginia  
 FY2021-22  
 PUBLIC SAFETY - POLICE

Account Description	Prior Year Actual	Approved Budget	Proposed Budget	Dollar Inc/Dec	Percent Inc/Dec
50100 Full-Time Salaries and Wages - Regular	451,447	773,971	751,358	-22,613	-2.9%
50101 Full-Time Salaries and Wages - Overtime	345,525	20,291	17,317	-2,974	-14.7%
50108 Hybrid Disability Prgm (Prev Wage Adj)	329	1,204	2,331	1,127	93.6%
50110 FICA	58,975	60,761	58,803	-1,958	-3.2%
50111 Retirement VRS	60,074	108,356	107,615	-741	-0.7%
50112 Hospital/Medical Plans	79,326	151,200	160,256	9,056	6.0%
50113 Group Insurance - Life (VRS)	5,711	10,680	10,607	-73	-0.7%
50213 Maintenance Service Contracts- Computers	41,900	69,178	69,178	0	0.0%
50270 Other Contractual Services	7,209	0	0	0	0.0%
50412 Telecommunications	0	24,861	24,861	0	0.0%
50431 Education and Training	1,612	0	0	0	0.0%
50511 Uniforms/Wearing Apparel/ITEMS	11,282	0	0	0	0.0%
50521 Computer Software	2,657	0	0	0	0.0%
50813 Telecommunications Equipment-New Less Than \$5000	6,708	0	0	0	0.0%
50832 Furniture and Fixtures-Replacement Less Than \$5000	6,314	0	0	0	0.0%
<b>Total Department</b>	<b>1,079,069</b>	<b>1,220,502</b>	<b>1,202,326</b>	<b>-18,176</b>	<b>-1.5%</b>



**Operating Line Item Budget By Cost Center**  
**Henrico County, Virginia**  
**FY2021-22**  
**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	451,447	773,971	751,358	-22,613	-2.9%
50101 Full-Time Salaries and Wages - Overtime	133,993	20,291	17,317	-2,974	-14.7%
50108 Hybrid Disability Prgm (Prev Wage Adj)	329	1,204	2,331	1,127	93.6%
50110 FICA	42,793	60,761	58,803	-1,958	-3.2%
50111 Retirement VRS	60,074	108,356	107,615	-741	-0.7%
50112 Hospital/Medical Plans	79,326	151,200	160,256	9,056	6.0%
50113 Group Insurance - Life (VRS)	5,711	10,680	10,607	-73	-0.7%
50213 Maintenance Service Contracts- Computers	0	69,178	69,178	0	0.0%
50412 Telecommunications	0	24,861	24,861	0	0.0%
50521 Computer Software	2,657	0	0	0	0.0%
50832 Furniture and Fixtures-Replacement Less Than \$5000	6,314	0	0	0	0.0%
<b>Total Cost Center</b>	<b>782,644</b>	<b>1,220,502</b>	<b>1,202,326</b>	<b>-18,176</b>	<b>-1.5%</b>
<b>12800 Grants</b>					
50101 Full-Time Salaries and Wages - Overtime	211,532	0	0	0	0.0%
50110 FICA	16,182	0	0	0	0.0%
50213 Maintenance Service Contracts- Computers	41,900	0	0	0	0.0%
50270 Other Contractual Services	7,209	0	0	0	0.0%
50431 Education and Training	1,612	0	0	0	0.0%
50511 Uniforms/Wearing Apparel/ITEMS	11,282	0	0	0	0.0%
50813 Telecommunications Equipment-New Less Than \$5000	6,708	0	0	0	0.0%
<b>Total Cost Center</b>	<b>296,425</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>