



# 911 Call Center Intergovernmental Agreement - Addendum #3

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*Presented by*

**Brooke Hazlett, 911 Manager**

**March 3, 2020**



# History

- **2003** – Original intergovernmental agreement was signed to establish a Consolidated Public Safety Communications Center by 2006
- **Addendum #1** – was signed in 2006 to extend the original timeline for one year
- **Addendum #2** – was signed in 2009 creating a joint agreement for operations of the Communications Center
  - Made the County responsible for the cost of purchasing and maintaining all equipment needed to receive and dispatch 911 calls with the exception of radios



# Current 911 Funding Issues

- **2016 – The NC 911 Board made the County aware that our center was considered collocated and not consolidated**
  - Expenses could no longer be reported as one center but had to be separated
- **In FY19 the cost for the Asheville City Police Department to answer and dispatch 911 calls was \$178K**
  - 0% of these expenses were eligible for reimbursement through 911 funds
  - Buncombe County is required to cover the entire cost from the general fund



# Secondary PSAP Funding Formula

- **Rates are determined by:**
  - How many 911 calls did Buncombe take?
  - What was the total of reported expenditures for Buncombe?
  - Expenditures are divided by total 911 calls
  - This establishes a per call rate for the year
  - How many 911 calls did APD take?
  - APD's 911 calls times this per call rate



# FY19 Example

- Buncombe's 911 calls
  - 154,831
- Buncombe's total expenditures
  - \$564,930
- Expenditures/911 calls = rate of \$3.65/per call
- APD's 911 calls
  - 38,448
- APD's estimated secondary funding - \$140,335
- **We spent \$178K and could have been reimbursed for \$140K**



# Addendum #3

- Allows Buncombe County to be reimbursed for money already paid for 911 equipment used by Asheville Police Department 911 Communications
- City of Asheville will become a secondary PSAP and the NC 911 Board will transfer secondary PSAP funds to the County to cover these costs
- Asheville City Council approved the Addendum on January 28, 2020
- **Requested action– Approve Addendum #3 that establishes City of Asheville 911 Communications as a Secondary PSAP**

