



911 Consolidation Interlocal Agreement (ILA) w/ City of Asheville

Presented by

DK Wesley, Assistant County Manager
Board of Commissioners Regular Meeting
November 16, 2021



BUNCOMBE COUNTY



911 Consolidation

- Benefits to consolidation include improved service provision and increased opportunity to leverage 911 Fund allocation
- Consolidation is an important step in the implementation of behavioral health strategies, increasing access to care and reimagining public safety:
 - Behavioral health and justice collaborations, to include pre-arrest diversion strategies
 - Potential expansion of community paramedic responses, to include calls that have historically been law enforcement calls for service



911 Consolidation Agreement

- Agreement Terms
 - ILA continues dispatch services for Asheville Fire and expands dispatch services for Asheville Police
 - FY22 Cost Share with City of Asheville - \$963,591 (January 2022 to June 2022)
 - 6 months cost for 22 positions & operational overhead to be invoiced quarterly based on actual staff costs, including overtime for coverage
 - Calculated as a percentage of population and calls for service for both Fire and Police calls.
 - City will transfer existing employees that are currently dispatching for the Asheville Police, making all employees in the 911 Call Center Buncombe County employees and subject to the County's Personnel Ordinance and policies
 - County remains responsible for maintaining call for service data and individual agencies will be responsible for distributing information



911 Consolidation Agreement

- Agreement Terms Continued
 - City will provide backup staff support for up to 6 months, based on city staff availability
 - Primary Call Center will remain at 164 Erwin Hills Rd. and back up Call Center currently at 100 Court Plaza; any future relocation will be at discretion of the County
 - Agreement will establish a Communications Steering Committee (CSC) and will remain active as long as the cost share is implemented
 1. Buncombe County Director for 911 Communications,
 2. Sheriff or designee,
 3. Chief of Asheville Police Department or designee,
 4. Asheville Fire Chief or designee,
 5. Buncombe County Management designee,
 6. a representative from among other municipalities' law enforcement agencies dispatched through the 911 Call Center,
 7. a representative from among other municipal and county fire departments dispatched through the 911 Call Center, and
 8. one (1) community member at large.



911 Consolidation Agreement

- Agreement Terms Continued
 - CSC shall be responsible for:
 - Reviewing and recommending revisions to operational protocols
 - Review and recommend 911 call center budget
 - Resolve questions, issues and disputes presented to the body
 - CSC shall not be responsible for:
 - Creation of the budget for the 911 call center
 - Operations in the 911 call center
 - Recruitment, selection, and supervision of the Department Leadership and 911 staff



Board Action Request

1. Approve of the Interlocal Agreement regarding 911 dispatch services between Buncombe County and the City of Asheville
2. Approve Budget Amendment:
 - A. Transfer and increase the 911 FY22 budget by \$1,093,325
 - Add 24 full-time positions
 - 19 telecommunicators
 - 3 telecommunicator supervisors
 - 1 - 911 communications director
 - 1 operations manager
 - Establish a departmental budget
3. Approve a resolution to waive 12 month probationary period for property interest in job and required up to 4.5% increase for transferred staff that have been with the City twelve (12) or more months



Discussion

