



Buncombe County Board of Commissioners

Request for Board Action

Meeting Date: 11/16/2021

New Business

Department: County Manager's Office

Presenter(s): DK Wesley, Assistant County Manager

Contact(s): DK Wesley, Assistant County Manager
Brooke Hazlett, 911 Division Manager

Subject: Interlocal Agreement/911 Consolidation – City of Asheville

Brief Summary:

Buncombe County 911 Communications team provides dispatching service to all county emergency services and fire agencies, including the City of Asheville Fire Department. The county does not provide dispatch services for Asheville Police. Over the last year, county staff has led and participated in an effort to fully consolidate City of Asheville dispatch with Buncombe County 911 operations.

To that end, county staff is requesting approval of an intergovernmental agreement with the City of Asheville to fully consolidate dispatch operations. It effectively continues dispatch services for Asheville Fire and expands dispatch services for Asheville Police. The agreement includes the conversion of current city dispatch staff to become county employees, effective January 1, 2022 and the creation of a Communications Steering Committee to provide advisement on center operations. The committee will remain active as long as the cost share is implemented. The current year cost to the City of Asheville is projected to be \$963,591 for six months to be invoiced quarterly based on actual staff costs, including overtime for coverage. The projected year two cost is \$1,892,658.

Accordingly, to effectively manage the call volume, a request is being made to add 24 full-time positions to the county consolidated center and establish a separate department for 911 Communications. This includes 19 telecommunicators, 3 supervisors, 911 Communications Director and an operation manager. Finally, as a part of this implementation, a budget amendment in the amount of \$1,093,325 is being requested.

Recommended Motion & Requested Action:

1. Approval of the Interlocal Agreement regarding 911 services between Buncombe County and the City of Asheville.
2. Approve waiver of 12 month probationary period for property interest in job for city staff that are being transferred to the County as a result of the consolidation
3. Approval of budget amendment to transfer and increase the 911 budget by \$1,093,325 to include the addition of 24 full-time positions and establish a department budget.
4. 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

County Manager's comments and Recommendation: County Manager recommends approval.