



# 911 Situational Overview and Recommendations

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# Agenda

- ✓ Current Situational Overview
- ✓ Short-Term Strategies
- ✓ Long-Term Strategies



# Current Situational Overview

- The 911 Center is dealing with a critical staffing situation
- The 911 Center has become dependent on off-duty first responders from EMS, Sheriff's Office, APD, AFD, and our local Fire Districts to attempt to meet minimum staffing standards
- All staff within the 911 center have been redeployed to work full-time as telecommunicators including operational and divisional managers; training and quality assurance staff



# Current Situational Overview

- First Responders from other agencies are a tremendous asset but are limited in the tasks they can perform within the 911 Center
- Lack of dedicated supervision and training is resulting in fewer trained staff performing independently on tasks that they would not normally be allowed to do
- The current vacancy rate for each 911 shift means that even before accounting for leave and training, the center is unable to meet the standard of 67% of slots within the Center staffed without overtime or surge staffing

Shift	Adam Day Shift	Baker Night Shift	Charlie Day Shift	David Night Shift
Vacancy Rate	38%	38%	61%	38%



# 2022 Call Volume Ranking

## 911 Calls

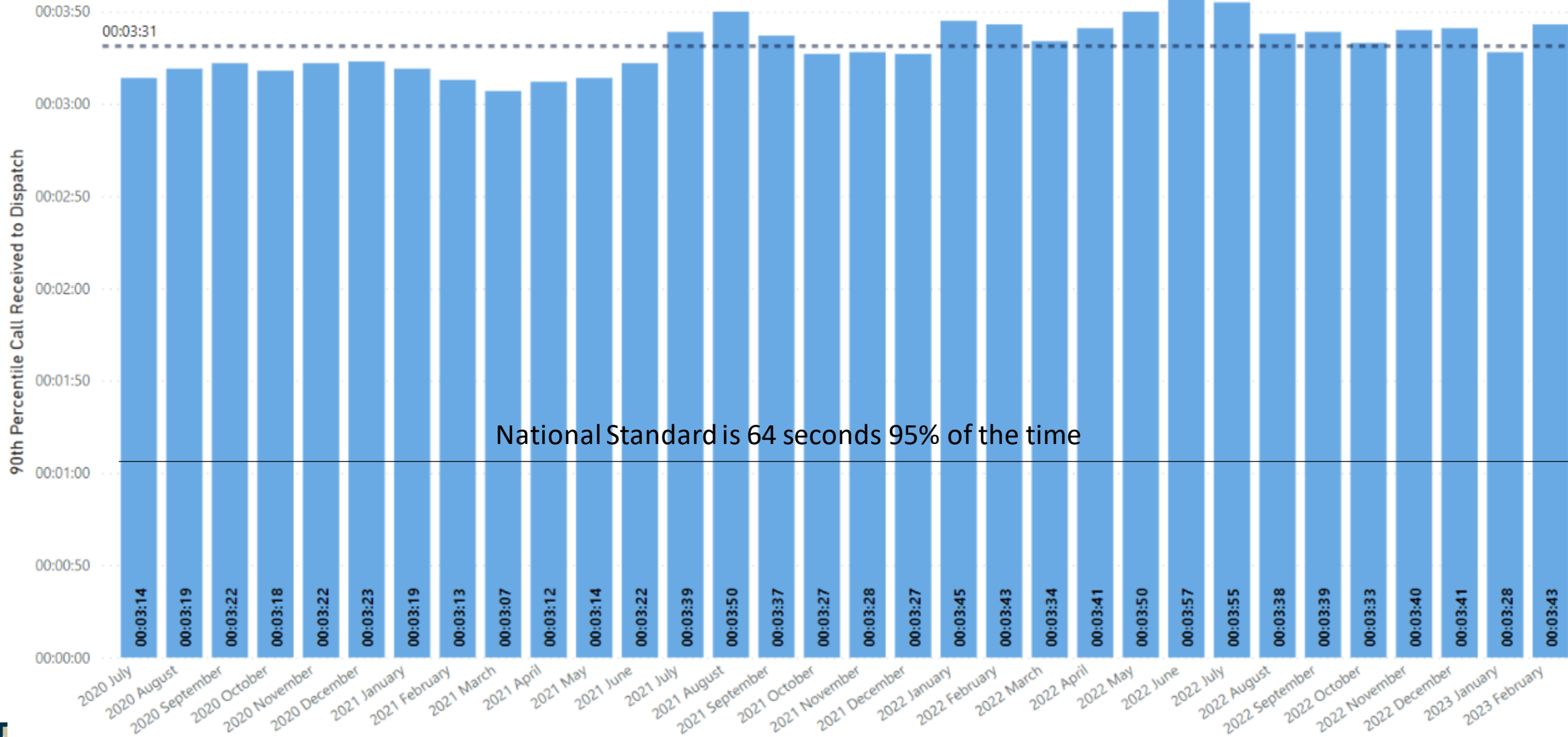
1. Charlotte Mecklenburg PD
2. Raleigh Wake 911
3. Guilford Metro 911
4. Durham 911
5. Winston-Salem PD
6. Buncombe County

## Administrative Calls

1. Charlotte Mecklenburg PD
2. Raleigh Wake 911
3. Guilford Metro 911
4. Winston-Salem PD
5. Buncombe County



# 90<sup>TH</sup> Percentile Dispatch Time For Fire and EMS Calls



# Challenges we are seeking to address

- Vacancies and high turnover within the 911 Center
- Imbalance of volume of calls to staff capacity within the 911 Center
- Dependence on other local agencies
- Technology and facility challenges



# Crisis Stipend Pay Recommendation

For all Buncombe County 911 Telecommunicators who have been on the job for at least 6 months, would receive a crisis stipend pay for each regularly worked shift as follows:

Shift Worked	Weekday	Weeknight	Weekend Day	Weekend Night
Stipend Amount	\$8 hourly \$96 total	\$12 hourly \$144 total	\$15 hourly \$180 total	\$20 hourly \$240 total

The total cost per period is \$49,067.52

Stipend would last until the 911 Center has been able to fill 67% of slots within the 911 Center for 3 months utilizing only 911 staff





# Additional Short-Term Strategies In Progress

- Reduction of non-911 call volume
- Implementation of Automated Alarm Dispatch System
- Contracted support for Call Taking, Training, Recruitment and Quality Assurance
- Operational and Management Support from other County Agencies
- Staff recruitment



# Long-Term Strategies

- Technology and Facility Improvements
- Improvements to Center processes and policies
- Continued recruitment
- Awareness campaign to help connect community to non-emergency lines
- Examining regular pay for 911 telecommunicators
- Looking to increase EMS capacity in the County

