911 Situational Overview and Recommendations

Presented by

Rafael Baptista

Strategy & Innovation
Agenda

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

<table>
<thead>
<tr>
<th>Shift</th>
<th>Adam Day Shift</th>
<th>Baker Night Shift</th>
<th>Charlie Day Shift</th>
<th>David Night Shift</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vacancy Rate</td>
<td>38%</td>
<td>38%</td>
<td>61%</td>
<td>38%</td>
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</tbody>
</table>
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
National Standard is 64 seconds 95% of the time
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
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:

<table>
<thead>
<tr>
<th>Shift Worked</th>
<th>Weekday</th>
<th>Weeknight</th>
<th>Weekend Day</th>
<th>Weekend Night</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stipend Amount</td>
<td>$8 hourly</td>
<td>$12 hourly</td>
<td>$15 hourly</td>
<td>$20 hourly</td>
</tr>
<tr>
<td></td>
<td>$96 total</td>
<td>$144 total</td>
<td>$180 total</td>
<td>$240 total</td>
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</tbody>
</table>

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