

Emergency Communications Center

Budget & Finance Committee
March 17, 2025

Agenda

- Mission Statement and Services
- Budget and FTE History
- FY25 Performance Agreement
- FY25 Performance Measures
- Other Service Delivery Challenges
- Accomplishments

Mission Statement and Services

As a 24/7 connection to the City of Cincinnati, the Emergency Communications Center answers calls for help, dispatches resources, and supports community safety programs, with focus on mission readiness and continuous improvement.

- Public Safety Call Taking
- Dispatching
- Alternative Response Teams (ARC, MCT)
- Customer Service Call Taking
- Quality Assurance
- Training
- Continuing Education (QI) and Certificate Maintenance
- Technology Support and Facilities Readiness
- CJIS Support
- Public Information & Alerting
- Emergency Preparedness Programs and Public Education
- Recruiting



Budget and FTE History

Emergency Communications Center General Fund	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Personnel Compensation	7,591,470	8,901,540	10,100,130	10,574,790	11,217,110
Fringe Benefits	3,656,390	4,013,180	4,079,750	4,249,620	4,527,690
Non-Personnel Expenses	151,850	160,440	206,160	1,126,020	1,182,240
General Fund Total	11,399,710	13,075,160	14,386,040	15,950,430	16,927,040

Emergency Communications Center 9-1-1 Cell Phone Fees Fund 364	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
Personnel Compensation	998,410	970,010	573,480	573,480	662,780
Fringe Benefits	-	-	243,880	243,880	283,480
Non-Personnel Expenses	613,200	619,340	625,540	631,800	638,120
9-1-1 Cell Phone Fees Fund Total	1,611,610	1,589,350	1,442,900	1,449,160	1,584,380

Emergency Communications Center - FTEs	FY 2021	FY 2022	FY 2023	FY 2024	FY 2025
	137.00	141.00	151.19	156.19	161.19

FY25 Performance Agreement

City Goal	Objective	Service Group	Service	Performance Goal
Public Safety & Health	Emergency Readiness	911 Operations Service Group Service Group	Public Safety Call Taking Dispatching	90% of 911 calls are answered within 15 seconds
	Diversion		Alternative Response Teams	75% of Echo-level (highest priority) 911 calls entered for dispatch in under two minutes
	Customer Experience	311 Operations	Customer Service Call Taking	Average at least 4 ARC responses per day per ARC team for each ARC team on duty
Excellent & Equitable Service Delivery	Data-Driven Culture	Technology	Quality Assurance	90% of 311 customer service calls are answered within 45 seconds
				3% of calls handled using police, fire, or medical 911 protocols (3% within each protocol discipline, based on annual call volume) are evaluated through quality assurance (QA)

FY25 Performance Measures

Public Safety Call Taking

Q1: July-September

Q2: October-December

Q1: July-September

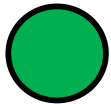
Q2: October-December

100,035

911 Calls Received

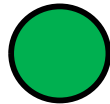
82,101

911 Calls Received

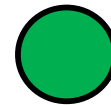


95%

90% of 911 calls are answered within 15 seconds

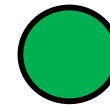


96%



81%

75% of Echo-level (highest priority) 911 calls entered for dispatch in under 2 minutes



81%

Surpassing the state call answer standard was a significant service delivery achievement, made possible by our increased staffing and the support of 311 Operators handling non-emergency public safety calls.

Although we have surpassed the goal of entering 75% of Echo-level 911 calls within 2 minutes, this remains an area for ongoing improvement.

FY25 Performance Measures

Customer Service Call Taking

Q1: July-September

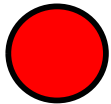
Q2: October-December

83,330

Calls received in 311 customer service queue

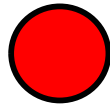
32,600

Calls received in 311 customer service queue



79%

90% of 311 customer service calls are answered within 45 seconds



82%

Alternative Response to Crisis (ARC) Team

Q1: July-September

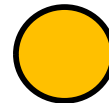
Q2: October-December

1,765

ARC eligible calls

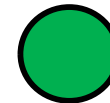
1,514

ARC eligible calls



3.98

Average at least 4 ARC responses per day per ARC team for each ARC team on duty



5.28

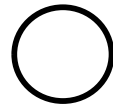
This metric has been a service delivery challenge, influenced by staffing levels and increased call volume.

FY25 Performance Measures

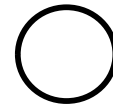
Quality Assurance

Q1: July-September

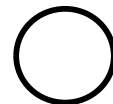
Q2: October-December



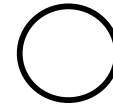
1.9%
Police



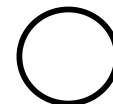
1.4%
Police



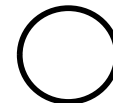
2.9%
Medical



2.5%
Medical



6.4%
Fire



5.7%
Fire

3% of calls handled using police, fire, or medical 911 protocols (3% within each protocol discipline, based on annual call volume) are evaluated through quality assurance (QA).

The measurement has changed. These types now are monitored separately

Other Service Delivery Challenges

- **Challenge 1: The current state of CSR and the web/mobile app presents a service delivery challenge. CSR often experiences delays and requires specific addresses, impacting call processing times. Additionally, discrepancies between the web and mobile app lead to increased phone calls to 311, as customers struggle to find specific service requests or search for existing ones on these self-service platforms.**
- **Challenge 2: Due to vacancies, ARC has only been able to staff one team from 7AM to 3PM, Monday through Friday. The time to hire has affected staffing into 2025.**

Accomplishments

- **Successfully onboarded four classes of E911 and 311 operators, achieving the highest number of E911 operators in ECC history.**
- **Exceeded the state 911 call answer standard.**
- **Recruited, trained, and initiated the 311 Community Responder Program.**

Questions?