

Emergency Communications Center

Budget, Finance & Governance Committee
March 16, 2026



Agenda

- Mission Statement and Services
- Budget and FTE History
- FY26 Performance Agreement
- FY26 Performance Measures
- FY27 Proposed Performance Agreement Measures
- FY27 Budget Reduction Impact on Performance
- 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.

- Alternative Response Teams (ARC, MCT)
- Criminal Justice Information System (CJIS) Support
- Continuing Education (QI) and Certificate Maintenance
- Customer Service Call Taking
- Dispatching
- Emergency Preparedness Programs (PulsePoint, Smart 911) and Public Education
- Public Information & Alerting
- Public Safety Call Taking
- Quality Assurance
- Recruiting
- Technology Support and Facilities Readiness
- Training (New hire & promotional)

Budget and FTE History

Emergency Communications Center General Fund	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Personnel Compensation	8,901,540	10,100,130	10,574,790	11,217,110	11,933,040
Fringe Benefits	4,013,180	4,079,750	4,249,620	4,527,690	4,816,760
Non-Personnel Expenses	160,440	206,160	1,126,020	1,182,240	1,261,150
General Fund Total	13,075,160	14,386,040	15,950,430	16,927,040	18,010,950

Emergency Communications Center 9-1-1 Cell Phone Fees Fund 364	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
Personnel Compensation	970,010	573,480	573,480	662,780	662,780
Fringe Benefits	-	243,880	243,880	283,480	283,480
Non-Personnel Expenses	619,340	625,540	631,800	638,120	644,500
9-1-1 Cell Phone Fees Fund Total	1,589,350	1,442,900	1,449,160	1,584,380	1,590,760

Emergency Communications Center - FTEs	FY 2022	FY 2023	FY 2024	FY 2025	FY 2026
	141.00	151.19	156.19	161.19	170.19

FY26 Performance Agreement

City Goal	Service	Performance Goal
Public Safety & Health	Public Safety Call Taking	90% of 911 calls are answered within 15 seconds
	Dispatching	90% of priority 1 and 2 incidents are dispatched within 2 minutes
Excellent & Equitable Service Delivery	Customer Service Call Taking	90% of 311 customer service calls are answered within 45 seconds
	Customer	90% of 311 call-taker experience satisfaction survey respondents are satisfied (score of 4 or 5) with their 311 call-taker experience
	Quality Assurance	3% of calls evaluated through quality assurance (within each protocol discipline)

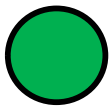
FY26 Performance Measures

Public Safety Call Taking

Q1: July-September

86,221

911 Calls Received



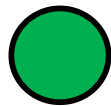
97%

90% of 911 calls are answered within 15 seconds

Q2: October-December

75,638

911 Calls Received



97%

ECC is consistently hitting this state and national standard, which was once a challenge, due to a focus on continuous improvement of 911 call-taker hiring, training, and protocols.

FY26 Performance Measures

Police Dispatching

Q1: July-September

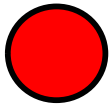
Q2: October-December

2,310

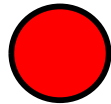
CAD Incidents

1,620

CAD Incidents



65%



67%

90% of priority 1 and 2 incidents are dispatched
within 2 minutes

This performance measure has been a data challenge for the department, and we are adjusting processes to gain additional insight into barriers and opportunities to improve. It has not been possible to assess and separate dispatch operational barriers from police officer availability. ECC and CPD are analyzing this in partnership with OPDA.

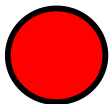
FY26 Performance Measures

Customer Service Call Taking

Q1: July-September

52,563

311 Calls Received



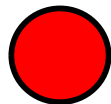
55%

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

Q2: October-December

39,572

311 Calls Received



74%

This is ECC's internal goal for the speed of answering incoming 311 customer service telephone calls. It has been a difficult standard to meet with the authorized complement of 311 call-takers.

ECC achieved full staffing for 311 call-takers in December 2025, and adjusted staffing distribution based on call volume data. This measure will be monitored for improvement with sustained full staffing and expansion of 311 self-service tools.

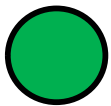
FY26 Performance Measures

Customer Service Call Taking

Q1: July-September

2,779

Satisfaction Survey
Completed



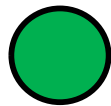
93%

90% of 311 call taker experience satisfaction survey respondents are satisfied (score of 4 or 5) with their 311 call-taker experience

Q2: October-December

2,907

Satisfaction Survey
Completed



93%

Customer satisfaction with our 311 call-takers remains exceptionally high.

ECC surveys those who have spoken with a 311 call-taker to open a service request to understand their satisfaction with the call-taking experience. This is separate from service delivery surveying performed by OPDA at the closure of a request.

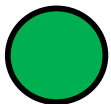
FY26 Performance Measures

Quality Assurance

Q1: July-September

2,346

Case Evaluations



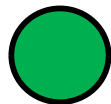
3.6%

3% of calls evaluated through quality assurance
(within each protocol discipline)

Q2: October-December

2,420

Case Evaluations



4.2%

ECC has committed to exceeding national standards for the quantity of timely quality assurance feedback to our staff, which is crucial to drive performance improvement.

Proposed FY27 Performance Measures

Public Safety Call-Taking	Customer Service Call-Taking	Police Dispatching	Fire Dispatching
No Change	No Change	Potential Modification	New
<u>Why:</u> Core to operations. Still the correct goal. <u>Measures:</u> - Answering time - Quality assurance	<u>Why:</u> Core to operations. Still the correct goal. <u>Measures:</u> - Answering time - Satisfaction	<u>Why:</u> Core to operations. Evaluating data and goal. <u>Measure:</u> - Speed of dispatch	<u>Why:</u> New to ECC agency. <u>Measure:</u> - Speed of dispatch

Budget Reduction Impact

A 5.1% budget reduction for ECC is equivalent to \$1,139,943. This will have a performance impact on FY27 service delivery in the following ways:

- **911 Call-Taking: Potential impact to hiring momentum**

To achieve a 5.1% budget reduction, ECC will not act on a number of vacancies in FY27 which would normally be filled through the hiring of Emergency 911 Operators. Reduced staffing would negatively impact 911 call answering times and processing quality.

Other Service Delivery Challenges

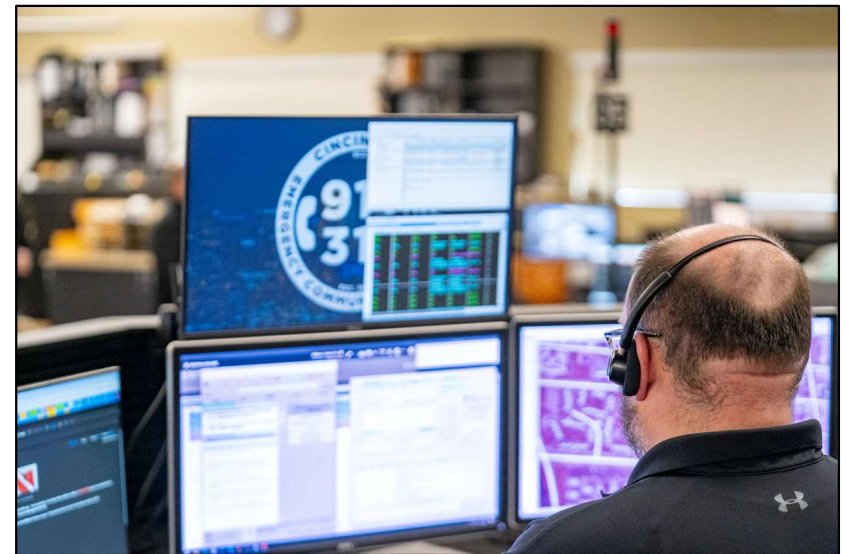
- **Challenge: CSR Internal Application and 311 Mobile Application**

The internal CSR application and public-facing 311 mobile app continue to present a service delivery challenge for ECC. Challenges with the application used by 311 call-takers results in longer call durations, which negatively impacts our capacity to meet 311 answering goals. Customer challenges with the 311 mobile app lead to increased phone calls to 311, as customers struggle to find specific service requests or search for existing ones on self-service platforms.

FY26 Accomplishments

Accomplishment 1: Fully Staffed 911 and 311 Call-Taking Operation

During this period, ECC reached highest 911 call-taker staffing in history, and full staffing for 911 and 311 call-takers.



FY26 Accomplishments

Accomplishment 2: 311 Self-Service Improvements

Redesigned 311 website and launch of new 311 chatbot, accepting broader array of non-emergencies, including public safety concerns.

311 Customer Service

311Cincy is the City of Cincinnati's overall non-emergency, customer service system. This includes our 311 call center, online service request system, mobile app, and public alerting systems.

You can open a request for many city services, 24/7, by calling **311** (or **513-765-1212** from outside the city), or by using the 311Cincy website and mobile app.

CHAT
BROWSE SERVICES
CALL 311

SEARCH EXISTING REQUESTS

You can search for existing requests by SR number or address, or view all requests on an interactive map.

SEARCH
MAP VIEW

SERVICE INFORMATION

Learn more about all of the services you can request or issues you can report through the 311 system, including: Who handles it? What is the process?

BROWSE ALL

Learn more about these collection services:

GARBAGE
RECYCLING
BULK ITEMS
YARD WASTE

311Cincy: Non-Emergency Chat

Please enter your details to get started

If this is an emergency, call 911 immediately

Name
Enter your name

Phone Number
Your number will only be used to contact you if needed.
(201) 555-0123

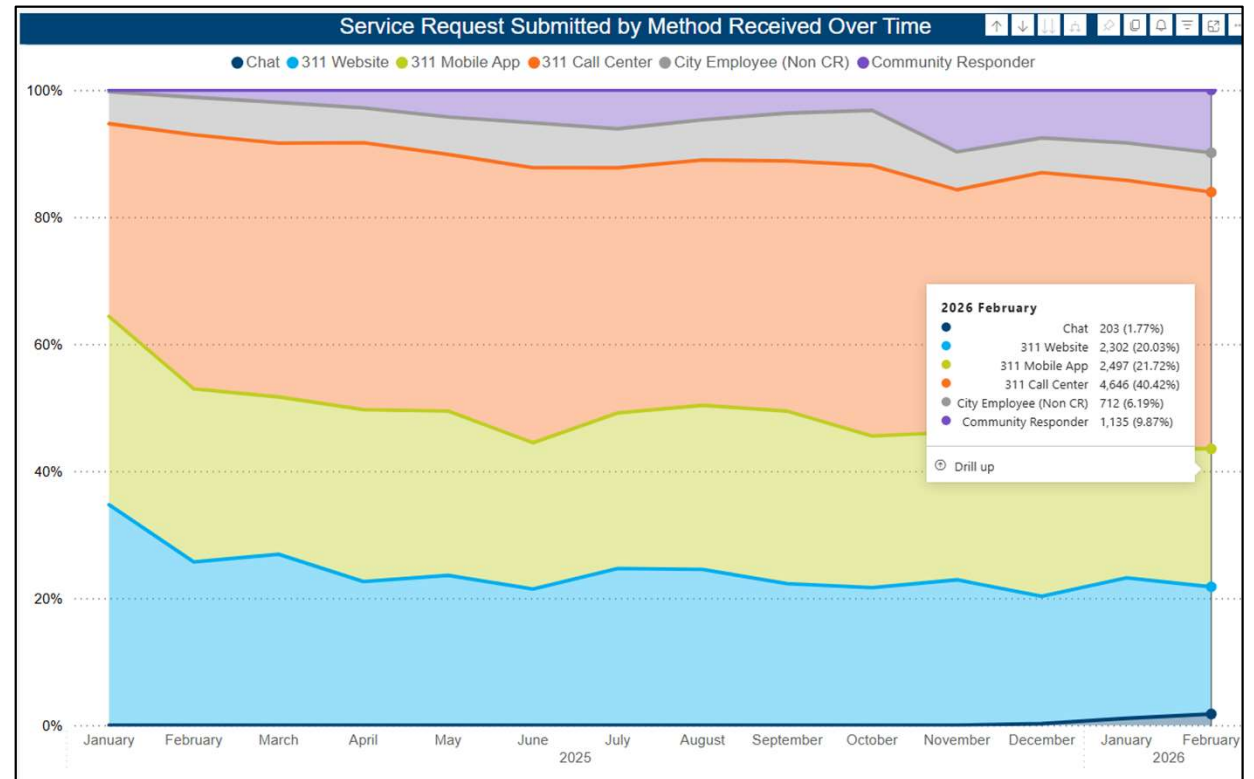
Start Chat

Powered by Aurelian

FY26 Accomplishments

Accomplishment 3: Proactivity of 311 Community Responders

Redesigned 311 website and soft-launch of new 311 chatbot, accepting broader array of non-emergencies, including public safety concerns.



Questions?