

Martinsville-Henry County 911 Center

1989-2014

*Celebrating 25 years of serving the agencies, citizens
and visitors of Martinsville and Henry County.*

- Achieved accreditation through the Virginia Department of Health, Office of Emergency Medical Services!

2013 Summary

- 154,315 Incoming Calls Received in 2013

- 8,122 calls processed by each Emergency Dispatcher.

- (The national average is 5,200 calls processed per dispatcher annually.)

- 79,407 Calls Dispatched to Emergency Responders

- (The national average is 54,000 calls annually for small/medium sized Centers.)

- 1,804–Fire Calls Total (MFD–345 , Henry County–1,459)

- 9,545–EMS Calls Total (MFD–2,464, Henry County–7,081)

- 68,058–Law Enforcement Calls Total (MPD–22,235, MSO–1,976, HCSO–43,847)

2013 Summary

- Serving 18 Agencies

- 9 Fire Departments
- 6 EMS Agencies
- 3 Law Enforcement Agencies

(The national average is 12 agencies served by small/medium sized 911 Centers.)

2013 Summary

2013 Projects and Accomplishments

- Next Generation 911 – Text to 911 deployment with Verizon Wireless.
- Deployment of Auto Attendant phone system on published non-emergency phone number to the 911 Center.
- Public education on the proper use of 911.
 - Between the Auto Attendant system and the public education efforts, the 911 Center reduced incoming calls (911 & non-emergency) by 20,064 calls in 2013.
 - This reduced the calls handled per dispatcher from 9,178 in 2012, to 8,122 per dispatcher in 2013. (National average is 5,200 per dispatcher.)

2013 Summary

2013 Projects and Accomplishments

- EMD – Processed 9,504 Emergency Medical Dispatch calls.
 - Providing life saving medical instructions over the 911 phone.
- Implemented a Quality Assurance and Quality Improvement process.
- Employee Service Awards
 - Celebrated three 911 Center employees that totaled 70 years of service in the 911 Center.

FY 2014-15

FY 2014-15 Projects

- Next Generation 911 – Continue with deployments of Text to 911 with other carriers. (Sprint, T-Mobile, AT&T, others)
- Training Programs (Mandatory training requirements for EMD)
 - In house Instructors providing remedial training for all staff.
 - In house newsletter with exams.
 - Beginning online training through PRCJTA with Central Virginia Academy.
- Working with City Emergency Services in deploying a siren warning system.

FY 2014-15

FY 2014-15 Projects

- No capital improvement projects for FY'15

FY 2014-15

FY 2014-15 Budget Summary

- \$1,486,550.20 – Total 911 Center Budget for FY 2014-15.
- New Expenses
 - \$6,456.00 – Contract with City of Martinsville for fiber connection.
 - \$5,850.00 – APCO EMD annual software maintenance fee.
 - \$1,039.00 – Critical Pre-Employment Testing Software maintenance fee.
 - **By eliminating our annual user fee for our citizens notification system and reducing other line items, the total operational expense increase was \$4,936.00 vs. \$13,345.00.**

FY 2014-15

- Cost Sharing Formula.

Henry County			
Population 2013:	53,560	*	79.62%
No. of access lines:	18,474	**	65.61%
Calls-for-service 2013:	52,387	***	65.97%
			70%
			\$1,040,585 Henry County's share costs
City of Martinsville			
Population 2013:	13,706	*	20.38%
No. of access lines:	9,684	**	34.39%
Calls-for-service 2013:	27,020	***	34.03%
			30%
			\$445,965 Martinsville's share costs
Total Population Served:			67,266
Total access lines verified 1/30/14:			28,158
Total Calls-for-service for 2013:			79,407
			\$1,486,550 Total FY '15 budget
			Last updated 2/21/2014 by JR

• Does not account for funding from the Compensation Board, Department of Taxation for 911 taxes, etc.

Thank You.

