

CITY OF MINNEAPOLIS

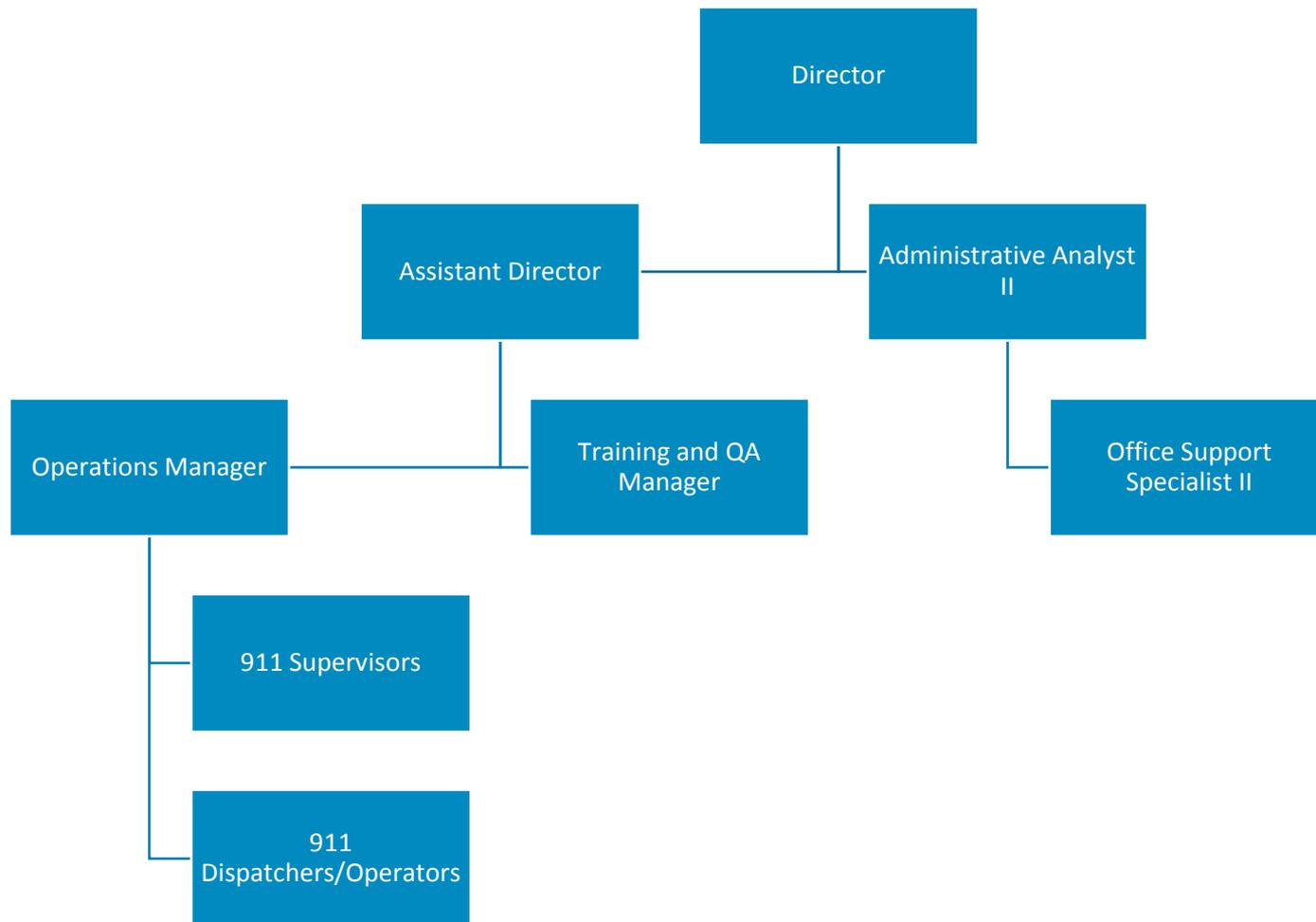
911

2016 Mayor recommended budget

October 22, 2015

Budget Book Pages F48-F53

Department Organizational Chart



Budget Summary

| Program name | 2015 adopted | | 2016 recommended funding | | Enhancements (new dollars) | | FTEs | | Select type of funding |
|-----------------------------------|--------------------|------------------|--------------------------|------------------|----------------------------|------------------|-----------|------------|------------------------|
| | General fund | Non-general fund | General fund | Non-general fund | General fund | Non-general fund | Current | Additional | One time |
| 911 Call Handling and Dispatching | \$9,052,193 | \$515,480 | \$9,212,137 | \$515,480 | \$80,000 | | 84 | | |
| | \$9,052,193 | \$515,480 | \$9,212,137 | \$515,480 | \$80,000 | | 84 | | |



Core Programs



911 Call Handling and Dispatching

Purpose and Context

911 is the single contact point for emergency services. 911 Department receives, prioritizes, dispatches and manages public safety response throughout the city.

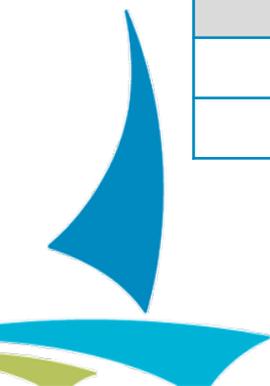
Services Provided

- 911 Call Answering and processing
- 10-digit and non emergency call answering
- Public Safety Data Requests
- Emergency and non-emergency public safety response dispatching and incident management

911 Call Handling and Dispatching

| 2015 Adopted Budget | | 2016 Recommended Funding | | FTEs | Funding |
|---------------------|------------------|--------------------------|------------------|---------|----------------------|
| General Fund | Non-General Fund | General Fund | Non-General Fund | Current | One-Time (Yes/No) |
| \$9,052,193 | \$515,480 | \$9,212,137 | \$515,480 | 84 | No |

| Goals | | | | | |
|-------------|-----------------|-------------------------------------|--------------|-------------------|--------|
| Living Well | One Minneapolis | A Hub of Innovation and Activity | Great Places | A City that Works | |
| X | | | | X | |
| Values | | | | | |
| Equity | Safety | Health | Vitality | Connectedness | Growth |
| X | X | X | X | X | X |



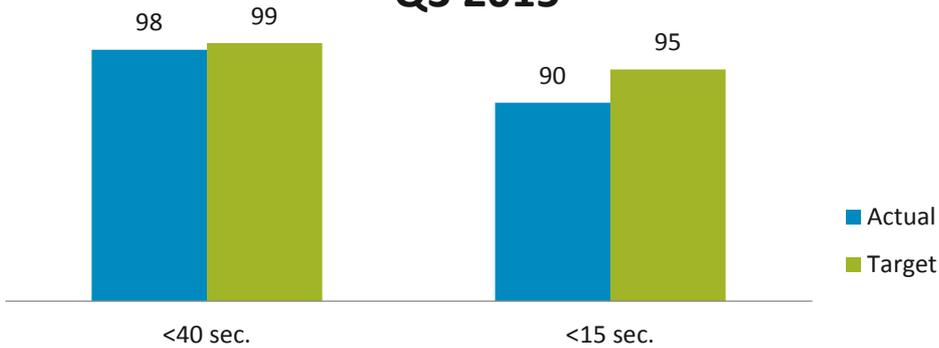
911 enhancements

The Mayor recommended \$80,000 in ongoing General Fund resources to enhance the quality assurance/ accountability activities to meet the level required for department accreditation.



911 Call Handling and Dispatching

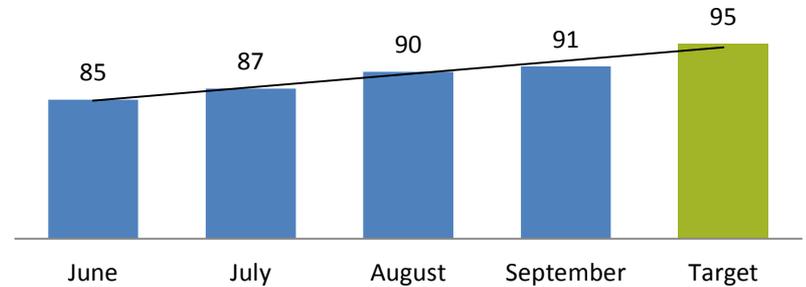
**911 Service Level*
Q3 2015**



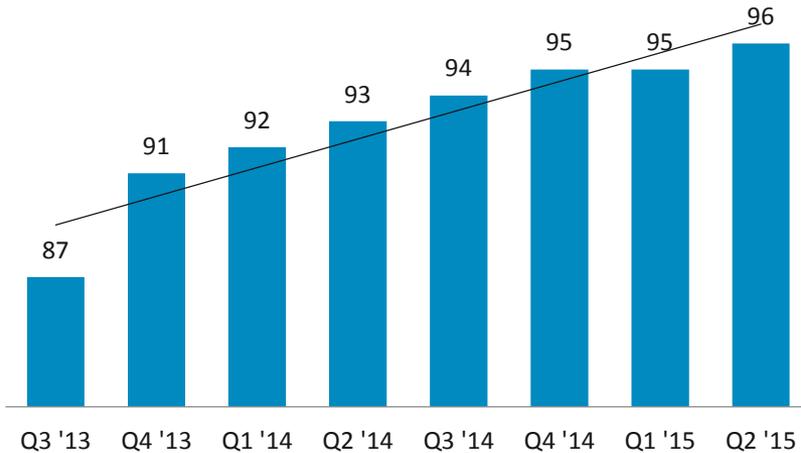
*NENA revised standard

911 Service Level 2015

176,000 calls
% of calls answered in 0-15 seconds

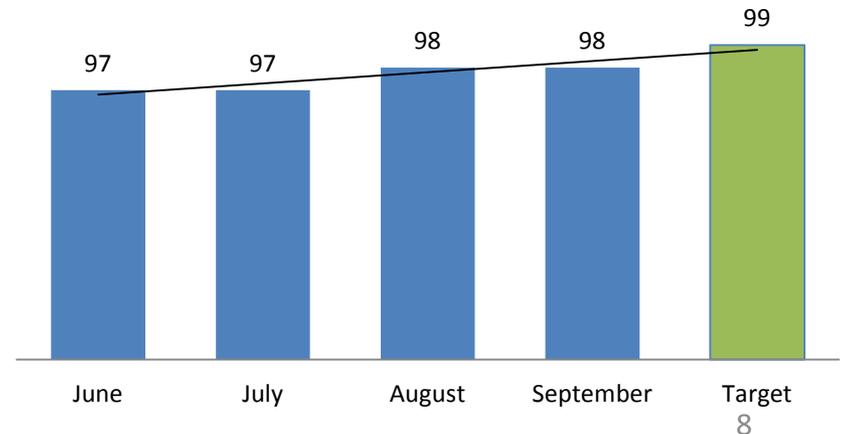


911 Quality Index



911 Service Level 2015

176,000 calls
% of calls answered in 0-40 seconds



CITY OF MINNEAPOLIS

Questions?

THANK YOU

