

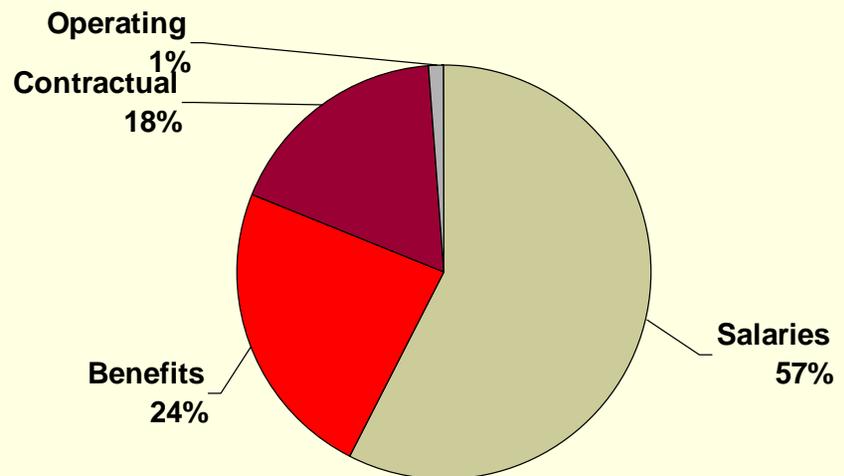
# MECC/911 2012 Budget Hearing

Department found on pages 282-285 in budget book

Presentation to Ways and Means/Budget Committee  
November 1, 2011

# Department Programs by Goal

- Describe programs included in budget
  - **911** is the key interface between the public and emergency response.
- What City goals does this program impact?
  - *Safe Place to Call Home*
- Program Budget
  - 2011 \$7,813,099
  - 2012: \$7,852,626
  - -1.1% Change



# Impact of Recommended Budget on Key Results

---

- 911 Plans to manage existing resources to maintain the 2011 service level
  - 90% of 911 calls answered on average < 10 seconds
- 2012 planned efficiencies:
  - Strategic staffing
  - Pilot program to cross train 911 personnel for greater staffing flexibility/efficiency
  - Exploring virtual consolidation of 911 Phone System with other 911 Centers
  - Conversations with other city units to discover synergies and improve business processes

# Innovations & Technology

---

- FirstWatch RealTime Early Warning System
  - Grant Funded\*
  - Shared with Police Strategic Information Center, EMS, 911
- Next-Generation 911 Readiness
  - Planning begins for IP-based Phone System
  - Potential for shared/hosted system in Metro
- Actively testing and exploring alternative means of communicating with the public in an emergency
  - Emergency social networking for citizens and deaf/hard of hearing community
    - Text, Photo, Video to 911

