Burke County 9-1-1
Strategic Implementation Update

Executive Director Report to the
Board of County Commissioners

Burke 911

BURKECOUNTY

Focus Area 1: Community Advancement

To invest in cultural capital and advancement strategies that promote participative governance that elevates a community to live, work, and play, while also positioning Burke County as a community of choice.

Focus Area 2: Economic Growth & Sustainment

To promote Burke County as a business and economic center in the region through recruitment of new industries and creating a healthy business climate for existing businesses.

Focus Area 3: Public Safety & Wellbeing

To ensure the safety of our residents through efficient and effective public safety agencies.

Focus Area 4: Fiscal Stewardship

To pursue a high-performing organization model that ensures high quality, transparency, and efficient use of public resources.

Focus Area 5: Employer of Choice

To promote a professional value-based employee centric workplace that promotes innovation, performance, integrity, and differentiation.

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Who We Are

Burke County 9-1-1 is the County's Critical Communications Infrastructure.

We are:

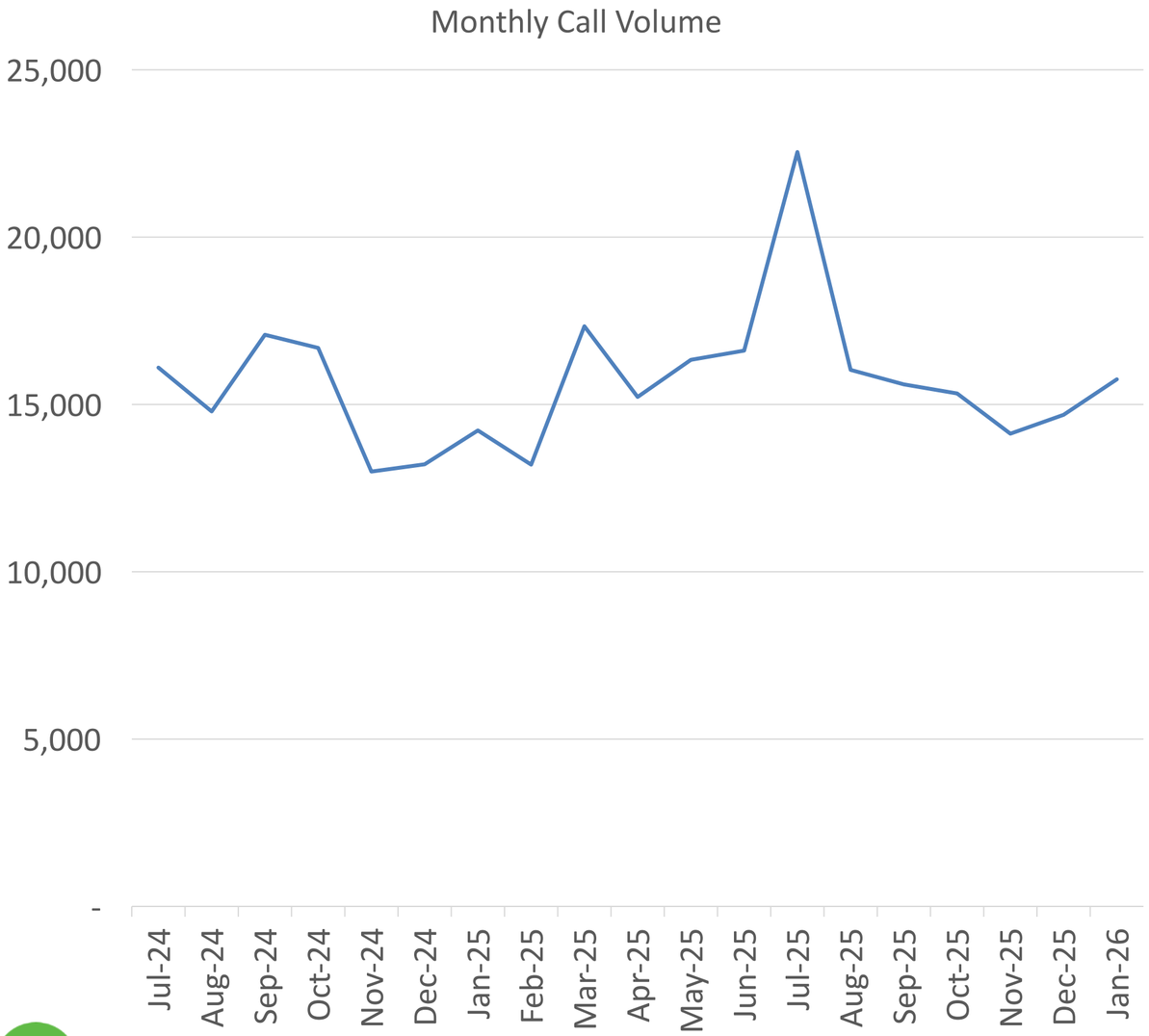
- The primary Public Safety Answering Point (PSAP) / 911 Center for Burke County
- A 24/7/365 emergency communications and coordination center - an access point for both emergency and essential non-emergency services
- The operational infrastructure serving:

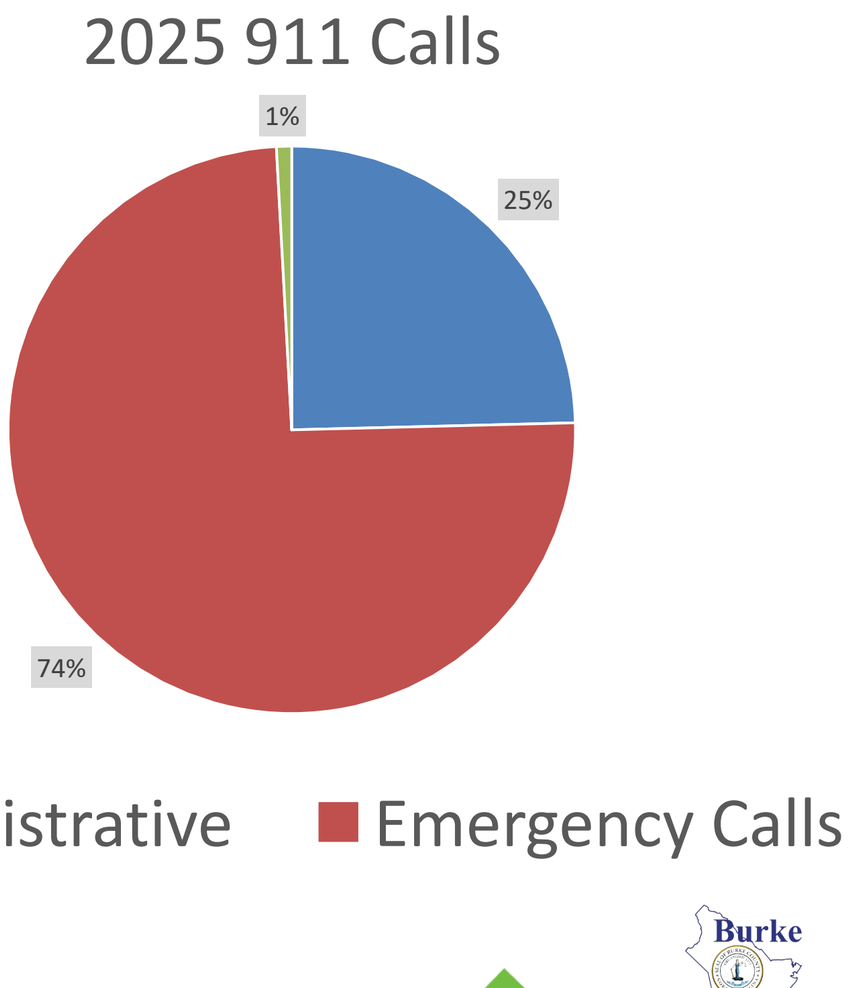
  6 Law Enforcement Agencies, 22 Fire Departments, Fire Marshal's Office, Emergency Management, Countywide EMS, State Partner Agencies, Animal Control, Public Utilities, and On-Call Social Services
- A life-safety system processing approximately 200,000 calls and facilitating nearly 2 million radio transmissions annually
- Providers of pre-arrival medical and safety instructions to citizens until help arrives

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Who We Are





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Burke County 911 Strategic Plan Review

Call Processing

- Focus on improving call processing times.

Better Utilize

- Better utilize the current CAD system, Integrate the toning system with CAD and upgrade dispatch consoles.

Retention

- Focus on retention of 9-1-1 staff.

Strengthen

- Strengthen employee training and quality assurance initiatives

Backup Center

- Establish a fully functional backup 9-1-1 center.

Relationships

- Focus on building relationships.

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Organizational Condition at Leadership Transition

Workforce:

- 23 vacancies out of 36 full-time positions (64% vacancy rate)
- Absence of a sustainable leadership infrastructure
- Supervisors without formal leadership training
- No structured CTO program
- No succession planning
- No formal onboarding with training or internal academy

Operational Systems:

- CAD project incomplete after 3 years of trying to implement
- No sustainable CTO/QA program
- Inconsistent EMD/ECHO determinant usage
- No structured performance coaching model
- 40% of current CAD usage (CS)

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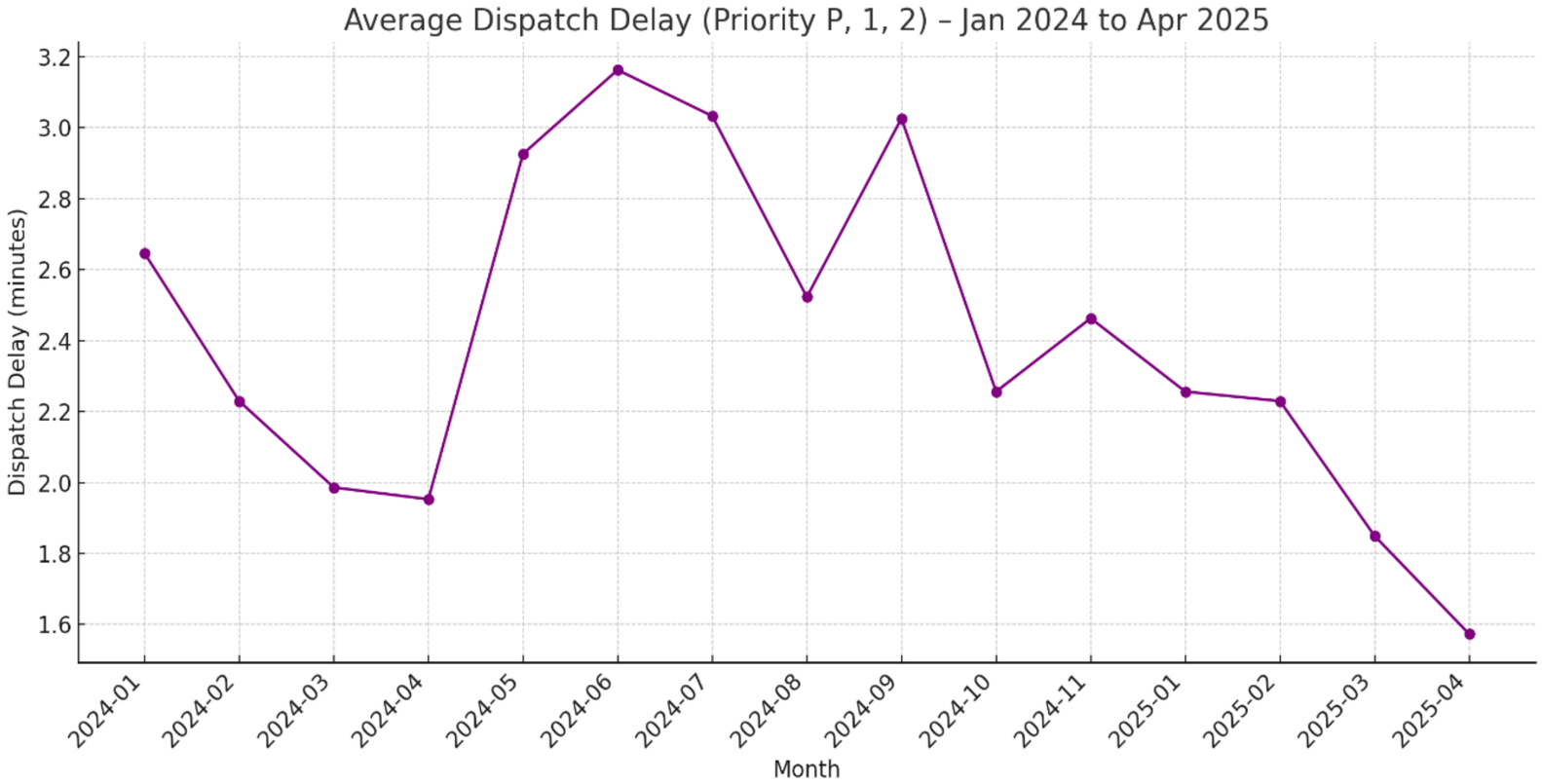
Call Processing, Quality Assurance & Technology Modernization

- Expanded certified trainers and quality assurance staff to strengthen supervision and performance coaching
- Standardized dispatch procedures across Fire, EMS, Law Enforcement, and Emergency Management to improve response accuracy and consistency
- Modernized the CAD (Computer Aided Dispatch) system and transitioned to a more reliable phone platform to improve system stability and reliability
- Enhanced fire first responder response mapping and call routing in partnership with IT and GIS to increase efficiency and reduce non-emergency workload

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Operational Improvements



Current 3 Month Average Dispatch Delay: 1.2 Minutes

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Operational Performance & Stability

- Standardized emergency dispatch procedures across Fire, Fire Marshal, EMS, Law Enforcement, and Emergency Management to improve response accuracy and consistency
- Strengthened response review and shift-based performance monitoring to support appropriate emergency deployment
- Modernized the CAD (Computer Aided Dispatch) system and are integrating auto-toning technology to improve reliability and efficiency
- Advanced backup center planning, including relocation review, fiber connectivity, security enhancements, and alignment with County emergency and operational stability plans

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Leadership Development & Workforce Stability

- Strengthened frontline leadership by reducing supervisor channel overload, leveraging Lead Telecommunicators, and holding structured monthly accountability meetings
- Launched an Internal Telecommunicator Academy to formalize onboarding, hands-on skills training, and ongoing development
- Implemented consistent performance management and individualized coaching for supervisors and staff
- Built a clear succession and leadership development pathway while monitoring workforce wellness and operational readiness

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Workforce Development & Agency Coordination

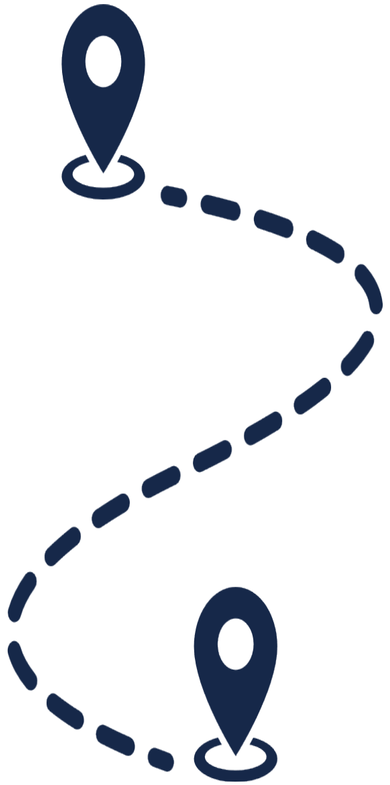


- Established a partnership with Western Piedmont Community College to launch the “Career in a Year” Telecommunicator Program and build a long-term workforce pipeline
- Developing high school outreach, certification courses, internship pathways, and succession planning to strengthen future leadership continuity
- Deployed the Freedom mobile CAD app to all served agencies and mutual aid partners to improve field coordination
- Standardized Fire, EMS, Emergency Management, and Law Enforcement policies and response plans, with ongoing collaboration through quarterly Fire Chiefs’ meetings

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Strategic Priorities: Next Phase



- Advance phased activation of the Backup 911 Center as a resiliency initiative, leveraging eligible 911 funding sources, grant opportunities, and existing capital planning allocations to minimize local budget impact
- Complete communications center upgrades in line with equipment replacement schedules to avoid unexpected repair or emergency replacement costs
- Launch the “Career in a Year” Telecommunicator Program with Western Piedmont Community College to build a steady workforce pipeline and reduce long-term hiring and training costs
- Maintain full alignment with County Emergency Operations (EOP) and Continuity of Operations (COOP) standards to ensure operational readiness during disasters, infrastructure disruptions, or critical incidents

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THANK YOU

Questions?

