911 Consolidation

Inter-Governmental Agreement

November 9, 2021

THE CITY OF ASHEVILLE



Key Takeaways

- Opportunity to consolidate and coordinate City emergency communications services and operations under one entity (AFD 911 calls already being received by the County, APD has separate system)
- Consolidating 911 services is one step in a systems approach to reimagining Public Safety.
- Inter-Governmental Agreement (IGA) addresses cost, data access and operational decisions to enhance continuity of service delivery.
- State encourages consolidated 911 services because it enhances the quality of service.

THE CITY OF ASHEVILLE

911 Services - Current

- County receives calls for all fire departments, EMS Services, Black Mountain and Montreat police departments and the Sheriff's department.
- APD co-located with Buncombe County
- The City is currently spending approximately $1.4M for these services in APD
- The City is currently paying Buncombe County approximately $210,000 to cover AFD calls.

THE CITY OF ASHEVILLE

911 Consolidation - Systems Approach

- **Consolidating** City emergency communications to more **effectively and efficiently** respond to the public.
- Develops the first stage of a systemic approach to the **appropriate** response to residents in crisis from drug overdoses, homelessness and mental illness.
- **Holistic** approach that better serves our community's emergency response needs to those that are **most vulnerable**.

THE CITY OF ASHEVILLE

Emergency Crisis Response System

Receive

911 Consolidation

- Fall 2021

Respond

Community Paramedic/ CHANGE Team

- Summer 2022

Pre-arrest Diversion

- TBD

Relief

BHUC 24/7

- Fall 2021

Emergency Shelter

- Winter 2021

Notes: Tentative dates

911 Consolidation

- Why?
  - Eliminate call transferring
  - More consistent and effective service delivery
  - Greater opportunities for interagency response and backup
  - Better data sharing between agencies and responders in the field
  - More efficient and versatile staff to respond to a wide range of emergency and service calls
  - Expanding opportunities for alternate response methods through consolidated training and procedures
  -

911 Consolidation

- How?
  - **Inter-Govermental Agreement** with Buncombe County
    - Staffing transition
    - Cost
    - Access to data
    - Operational Decisions - Communications Steering Committee
    - Termination Clause

THE CITY OF ASHEVILLE

Staffing Transition

- 19 FTE positions from the City would be under County management
- Employees will be made “whole” with no reduction in pay or benefits
- City staff will provide back up coverage for up to six months as we are able

THE CITY OF ASHEVILLE

Agreement Cost

- Cost is a percentage of population and calls for service for APD and AFD
- This is the formula that will be applied to every other community in Buncombe County
- Anticipated maximum annual costs is estimated to be $2M
- Based on actual costs of the operations and billed on a quarterly basis
- Annual costs cannot increase more than the CPI

THE CITY OF ASHEVILLE

Comparison to Current Annual Cost

Current	APD Cost	$ 1,400,000
	AFD Cost (Contract)	$ 210,000
	Total	**$ 1,610,000**
New Agreement	Consolidated (Contract)	
	Total Maximum	**$ 2,000,000**
Maximum Difference*		***$ 400,000***

** Initially funded with City 911 equipment reserve (~$800k available)*

Data

- City will have all the access to what we currently have now except for audio recordings
- Audio recordings will be provided as soon as possible but no longer than within a shift which is twelve hours

Governance/Operational Decisions

The Communications Steering Committee (CSC) will review performance and compliance data and resolve questions, issues, and disputes relating to 911 call center operations.

The CSC will consist of the following membership for a total of 8 members:

- Buncombe County Director for 911 Communications,
- Sheriff or designee,
- Chief of Asheville Police Department or designee,
- Asheville Fire Chief or designee,
- Buncombe County Management designee,
- A representative from among other municipalities' law enforcement agencies dispatched through the 911 Call Center,
- A representative from among other municipal and county fire departments dispatched through the 911 Call Center and
- 1 community member at large

THE CITY OF ASHEVILLE

Governance/Operational Decisions

- **Final decisions regarding call receipt, call processing and response plans will be made by the City of Asheville staff for for all City Police and Fire calls.**

- The County will work directly with the City to ensure that call taking and processing operations align with accreditation requirements and do not impede overall operations of the consolidated center or the City.

- Any decisions that would impact multiple agencies shall be brought before the Communications Steering Committee for recommendation.

THE CITY OF ASHEVILLE

Termination

- Either party may terminate this Agreement by giving the other party written notice six (6) months in advance of the July 1st renewal date.
- Upon termination:
  - The City will reinstate the call center at 100 Court Plaza.
  - The County will transfer equipment to the City.

THE CITY OF ASHEVILLE

Key Takeaways

- Opportunity to consolidate and coordinate City emergency communications services and operations under one entity (AFD 911 calls already being received by the County, APD has separate system)
- Consolidating 911 services is one step in a systems approach to reimagining Public Safety.
- Inter-Governmental Agreement (IGA) addresses cost, data access and operational decisions to enhance continuity of service delivery.
- State encourages consolidated 911 services because it enhances the quality of service.

THE CITY OF ASHEVILLE

Next Steps

- City Action- November 9, 2021
- County Action- November 16, 2021
- Implementation - January 1, 2022

THE CITY OF ASHEVILLE

Questions

THE CITY OF ASHEVILLE