

# Emergency Communications

***Mission: To provide the people of Sedgwick County the vital communications link to emergency services, personnel, and equipment by asking the right questions, in order to send the right people, to the right place, in the right amount of time, safely.***

**Elora Forshee**  
Director

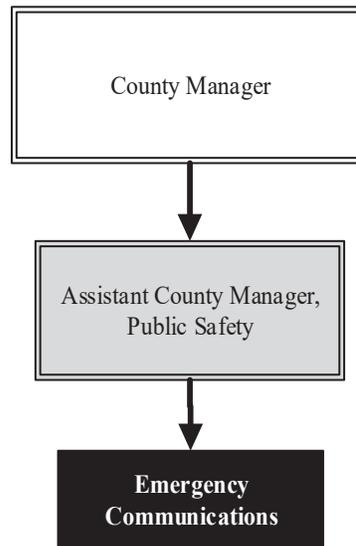
714 N. Main  
Wichita, KS 67203  
316.660.4982

[elora.forshee@sedgwick.gov](mailto:elora.forshee@sedgwick.gov)

## Overview

Sedgwick County Emergency Communications serves as the primary answering point for 911 calls and provides dispatching services for 31 public safety agencies, including the Sheriff's Office, Sedgwick County EMS, Fire District 1, and the Wichita Police and Fire Departments.

The Division consists of an Operations Team, a Support Services Team, and the Radio Shop. The Operations Team is responsible for the day-to-day operations of the communications center. The Support Services team is responsible for the training of all employees, reviewing emergency calls to ensure quality service is provided. The Radio Shop is responsible for maintaining and installing the radio systems for all Public Works and Public Safety vehicles within Sedgwick County.

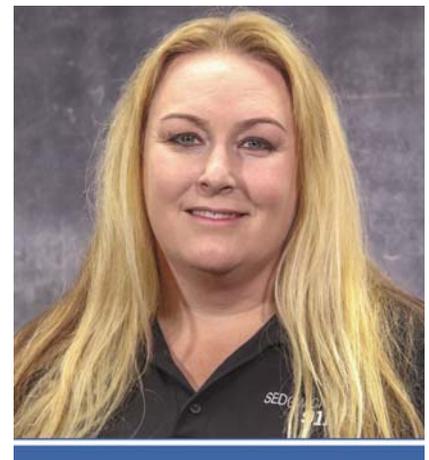


## Strategic Goals:

- *To answer 90.0 percent of all 911 calls within ten seconds*
- *Send the right units, to the right place, at the right time, safely*
- *Develop staff through encouragement, recognition, empowerment, and training in order to foster an environment of creativity and innovation in delivering quality public services*
- *Stay current with emerging technologies and remain responsive to changing needs of the community*

## Highlights

- Answered 720,793 calls in 2017, with 528,488 being emergency calls, and processed almost 7.2 million radio transmissions
- Completed 33 emergency equipment vehicle installs, programmed over 350 radios, and completed approximately 250 radio installs or repairs
- Performed a quality assurance review of over 10,600 events to ensure that performance standards were met
- Monitored the flow of traffic on all Sedgwick County area highways utilizing 65 cameras and over 50 roadway signs to post information to move drivers through areas safely



# Accomplishments and Priorities

## Accomplishments

In October of 2017, Emergency Communications began accepting text-to-911 calls, allowing citizens to utilize SMS (Short Message Service) technology to reach emergency services when a voice call is not possible or places them in danger.

## Strategic Results

Emergency Communications seeks to adhere to industry standards, as developed by the National Emergency Number Association (NENA), so that 90.0 percent of all 911 calls shall be answered within ten seconds during the busy hour (the hour of each day with the greatest call volume). Emergency Communications began capturing data on this standard in September of 2017 with the implementation of a new 911 phone system. Emergency Communications averaged, in that period, an answer rate of 68.5 percent of 911 calls answered within ten seconds.

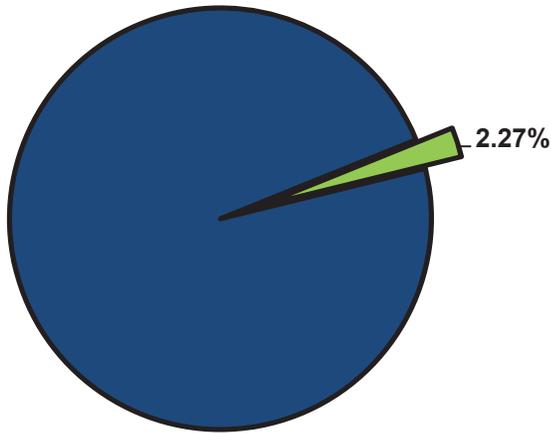


## Significant Budget Adjustments

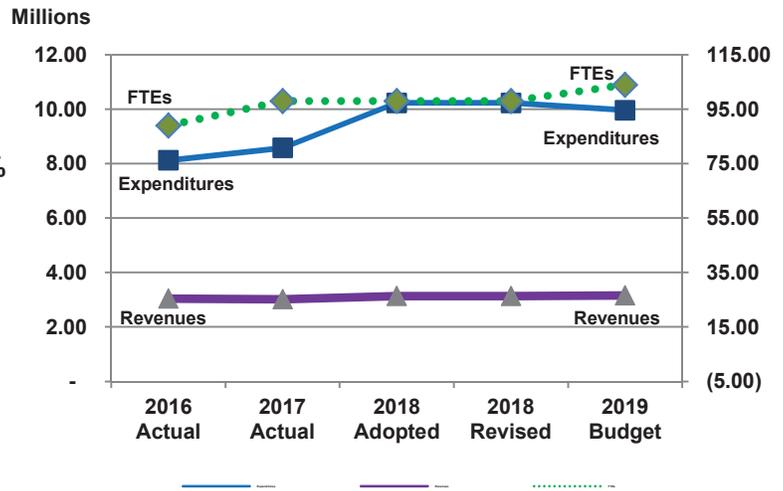
Significant adjustments to the Emergency Communications 2019 budget include a \$1,000,000 reduction in interfund transfers for Computer Aided Dispatch (CAD) replacement and an increase of \$320,690 for 6.0 FTE Call Taker positions.

**Divisional Graphical Summary**

**Emergency Communications**  
Percent of Total County Operating Budget



**Expenditures, Program Revenue & FTEs**  
All Operating Funds



**Budget Summary by Category**

	2016 Actual	2017 Actual	2018 Adopted	2018 Revised	2019 Budget	Amount Chg '18 Rev.-'19	% Chg '18 Rev.-'19
<b>Expenditures</b>							
Personnel	4,908,042	5,250,239	5,867,488	5,867,488	6,591,528	724,040	12.34%
Contractual Services	2,436,085	2,477,655	2,585,397	2,584,397	2,586,214	1,817	0.07%
Debt Service	-	-	-	-	-	-	-
Commodities	99,427	103,112	130,904	126,504	130,904	4,400	3.48%
Capital Improvements	-	-	-	5,400	-	(5,400)	(1.00)
Capital Equipment	25,040	-	-	-	-	-	-
Interfund Transfers	655,598	750,585	1,653,066	1,653,066	653,910	(999,156)	-60.44%
<b>Total Expenditures</b>	<b>8,124,192</b>	<b>8,581,591</b>	<b>10,236,855</b>	<b>10,236,855</b>	<b>9,962,556</b>	<b>(274,299)</b>	<b>-2.68%</b>
<b>Revenues</b>							
Tax Revenues	2,918,138	2,886,438	3,006,266	3,006,266	3,003,050	(3,216)	-0.11%
Licenses and Permits	-	-	-	-	-	-	-
Intergovernmental	114,160	115,128	114,149	114,149	136,357	22,208	19.5%
Charges for Services	4,170	5,995	9,408	9,408	11,330	1,922	20.43%
All Other Revenue	3,097	4,145	5,609	5,609	6,283	674	12.02%
<b>Total Revenues</b>	<b>3,039,565</b>	<b>3,011,706</b>	<b>3,135,431</b>	<b>3,135,431</b>	<b>3,157,020</b>	<b>21,588</b>	<b>0.69%</b>
<b>Full-Time Equivalents (FTEs)</b>							
Property Tax Funded	89.00	98.00	98.00	98.00	104.00	6.00	0.06
Non-Property Tax Funded	-	-	-	-	-	-	-
<b>Total FTEs</b>	<b>89.00</b>	<b>98.00</b>	<b>98.00</b>	<b>98.00</b>	<b>104.00</b>	<b>6.00</b>	<b>6.12%</b>

**Budget Summary by Fund**

Fund	2016 Actual	2017 Actual	2018 Adopted	2018 Revised	2019 Budget	Amount Chg '18 Rev.-'19	% Chg '18 Rev.-'19
General Fund	5,043,729	5,472,439	7,006,201	7,006,201	6,731,058	(275,143)	-3.93%
911 Tax Fund	3,080,463	3,109,151	3,230,654	3,230,654	3,231,498	844	0.03%
<b>Total Expenditures</b>	<b>8,124,192</b>	<b>8,581,591</b>	<b>10,236,855</b>	<b>10,236,855</b>	<b>9,962,556</b>	<b>(274,299)</b>	<b>-2.68%</b>

**Significant Budget Adjustments from Prior Year Revised Budget**

	Expenditures	Revenues	FTEs
Reduction in interfund transfers for revised Computer Aided Dispatch (CAD) replacement	(1,000,000)		
Addition of 6.0 FTE Call Taker positions	320,690		6.00
<b>Total</b>	(679,310)	-	6.00

**Budget Summary by Program**

Program	Fund	2016 Actual	2017 Actual	2018 Adopted	2018 Revised	2019 Budget	% Chg '18 Rev.-'19	2019 FTEs
Administration	110	432,286	437,479	465,580	465,580	515,406	10.70%	6.00
Communications Center	110	4,263,933	4,725,202	6,189,571	6,189,571	5,865,302	-5.24%	95.00
Radio Maintenance	110	347,511	309,759	351,050	351,050	350,351	-0.20%	3.00
Em. Telephone Serv.	210	3,080,463	3,109,151	3,230,654	3,230,654	3,231,498	0.03%	-
<b>Total</b>		<b>8,124,192</b>	<b>8,581,591</b>	<b>10,236,855</b>	<b>10,236,855</b>	<b>9,962,556</b>	<b>-2.68%</b>	<b>104.00</b>

**Personnel Summary By Fund**

Position Titles	Fund	Grade	Budgeted Compensation Comparison			FTE Comparison		
			2018 Adopted	2018 Revised	2019 Budget	2018 Adopted	2018 Revised	2019 Budget
Director of Emergency Communications	110	GRADE141	75,792	85,557	85,557	1.00	1.00	1.00
Deputy Director of Emergency Comm.	110	GRADE132	55,141	59,607	59,607	1.00	1.00	1.00
911 Support Services Major	110	GRADE130	52,875	56,805	56,805	1.00	1.00	1.00
Communication Equipment Supervisor	110	GRADE129	57,246	58,679	58,679	1.00	1.00	1.00
Electronic Technician III	110	GRADE127	46,172	43,206	43,206	1.00	1.00	1.00
Electronic Technician II	110	GRADE126	40,968	41,993	41,993	1.00	1.00	1.00
Emergency Communications Supervisor	110	GRADE124	461,121	452,502	452,503	10.00	10.00	10.00
Administrative Specialist	110	GRADE123	32,371	35,556	35,556	1.00	1.00	1.00
Emergency Service Dispatcher II	110	GRADE122	1,412,462	1,045,392	1,045,392	36.00	27.00	27.00
Emergency Service Dispatcher I	110	GRADE121	328,523	364,483	364,483	11.00	11.00	11.00
Emergency Service Dispatcher Trainee	110	GRADE120	207,494	370,365	370,365	6.00	12.00	12.00
Emergency Services Call Taker	110	GRADE120	390,308	367,919	367,919	11.00	11.00	17.00
Emergency Service Call Taker Trainee	110	GRADE119	589,283	675,149	863,038	17.00	20.00	20.00
<b>Subtotal</b>					<b>3,845,102</b>			
Add:								
Budgeted Personnel Savings					-			
Compensation Adjustments					184,296			
Overtime/On Call/Holiday Pay					240,756			
Benefits					2,321,374			
<b>Total Personnel Budget</b>					<b>6,591,528</b>	<b>98.00</b>	<b>98.00</b>	<b>104.00</b>

### • Administration

911 Administration provides support for all operations of Emergency Communications and is responsible for ensuring the delivery of quality services in each program.

#### Fund(s): County General Fund 110

Expenditures	2016 Actual	2017 Actual	2018 Adopted	2018 Revised	2019 Budget	Amnt. Chg. '18 - '19	% Chg. '18 - '19
Personnel	432,286	437,479	465,580	465,580	515,406	49,826	10.7%
Contractual Services	-	-	-	-	-	-	-
Debt Service	-	-	-	-	-	-	-
Commodities	-	-	-	-	-	-	-
Capital Improvements	-	-	-	-	-	-	-
Capital Equipment	-	-	-	-	-	-	-
Interfund Transfers	-	-	-	-	-	-	-
<b>Total Expenditures</b>	<b>432,286</b>	<b>437,479</b>	<b>465,580</b>	<b>465,580</b>	<b>515,406</b>	<b>49,826</b>	<b>10.7%</b>
<b>Revenues</b>							
Taxes	-	-	-	-	-	-	-
Intergovernmental	-	-	-	-	-	-	-
Charges For Service	4,170	4,540	4,381	4,381	4,816	435	9.9%
All Other Revenue	-	-	2,000	2,000	-	(2,000)	-100.0%
<b>Total Revenues</b>	<b>4,170</b>	<b>4,540</b>	<b>6,381</b>	<b>6,381</b>	<b>4,816</b>	<b>(1,565)</b>	<b>-24.5%</b>
<b>Full-Time Equivalents (FTEs)</b>	<b>6.00</b>	<b>6.00</b>	<b>6.00</b>	<b>6.00</b>	<b>6.00</b>	<b>-</b>	<b>-</b>

### • Emergency Communications Center

The Communications Center, located on the second floor of the Public Safety Center, is the centralized location where all 911 calls are answered. Staff members are trained to handle emergency and non-emergency calls and help determine which agencies should respond, how much equipment should be sent, and how quickly a response is needed. As the first responders, staff members also support the medical needs of callers by providing them instructions on patient care.

#### Fund(s): County General Fund 110

Expenditures	2016 Actual	2017 Actual	2018 Adopted	2018 Revised	2019 Budget	Amnt. Chg. '18 - '19	% Chg. '18 - '19
Personnel	4,250,167	4,605,645	5,163,992	5,163,992	5,839,723	675,731	13.1%
Contractual Services	7,559	12,145	15,929	14,929	15,929	1,000	6.7%
Debt Service	-	-	-	-	-	-	-
Commodities	6,207	8,862	9,650	5,250	9,650	4,400	83.8%
Capital Improvements	-	-	-	5,400	-	(5,400)	-100.0%
Capital Equipment	-	-	-	-	-	-	-
Interfund Transfers	-	98,550	1,000,000	1,000,000	-	(1,000,000)	-100.0%
<b>Total Expenditures</b>	<b>4,263,933</b>	<b>4,725,202</b>	<b>6,189,571</b>	<b>6,189,571</b>	<b>5,865,302</b>	<b>(324,269)</b>	<b>-5.2%</b>
<b>Revenues</b>							
Taxes	-	-	-	-	-	-	-
Intergovernmental	114,160	115,128	114,149	114,149	136,357	22,208	19.5%
Charges For Service	-	-	5,027	5,027	5,000	(27)	-0.5%
All Other Revenue	-	95	459	459	97	(362)	-78.9%
<b>Total Revenues</b>	<b>114,160</b>	<b>115,223</b>	<b>119,635</b>	<b>119,635</b>	<b>141,454</b>	<b>21,819</b>	<b>18.2%</b>
<b>Full-Time Equivalents (FTEs)</b>	<b>80.00</b>	<b>89.00</b>	<b>89.00</b>	<b>89.00</b>	<b>95.00</b>	<b>6.00</b>	<b>6.7%</b>

### • Radio Maintenance

Radio Maintenance provides maintenance for communications equipment used by the Communications Center and other public safety agencies throughout Sedgwick County, including the City of Wichita, using the 800 MHz system.

#### Fund(s): County General Fund 110

Expenditures	2016 Actual	2017 Actual	2018 Adopted	2018 Revised	2019 Budget	Amnt. Chg. '18 - '19	% Chg. '18 - '19
Personnel	225,589	207,116	237,916	237,916	236,400	(1,516)	-0.6%
Contractual Services	34,632	41,993	21,880	29,880	22,697	(7,183)	-24.0%
Debt Service	-	-	-	-	-	-	-
Commodities	62,250	60,651	91,254	83,254	91,254	8,000	9.6%
Capital Improvements	-	-	-	-	-	-	-
Capital Equipment	25,040	-	-	-	-	-	-
Interfund Transfers	-	-	-	-	-	-	-
<b>Total Expenditures</b>	<b>347,511</b>	<b>309,759</b>	<b>351,050</b>	<b>351,050</b>	<b>350,351</b>	<b>(699)</b>	<b>-0.2%</b>
<b>Revenues</b>							
Taxes	-	-	-	-	-	-	-
Intergovernmental	-	-	-	-	-	-	-
Charges For Service	-	1,455	-	-	1,514	1,514	-
All Other Revenue	-	-	-	-	-	-	-
<b>Total Revenues</b>	<b>-</b>	<b>1,455</b>	<b>-</b>	<b>-</b>	<b>1,514</b>	<b>1,514</b>	<b>18.2%</b>
<b>Full-Time Equivalents (FTEs)</b>	<b>3.00</b>	<b>3.00</b>	<b>3.00</b>	<b>3.00</b>	<b>3.00</b>	<b>-</b>	<b>-</b>

### • Emergency Telephone Service

Emergency Telephone Service is funded through the local 911 fee; a per month charge is assessed to residential and business phone lines. In addition, during the 2004 legislative session, the Legislature approved a \$0.50 fee to wireless cell phone users to be used to support enhanced wireless 911 services. The Kansas Legislature restructured the funding mechanism for 911 taxes, and new rates took effect on January 1, 2012. The new rates equalized wired and wireless charges supporting 911 systems at \$0.53 per line. On July 1, 2016, the Legislature increased the fee to \$0.60 per line.

#### Fund(s): Emergency Telephone Services 210

Expenditures	2016 Actual	2017 Actual	2018 Adopted	2018 Revised	2019 Budget	Amnt. Chg. '18 - '19	% Chg. '18 - '19
Personnel	-	-	-	-	-	-	-
Contractual Services	2,393,894	2,423,517	2,547,588	2,539,588	2,547,588	8,000	0.3%
Debt Service	-	-	-	-	-	-	-
Commodities	30,971	33,600	30,000	38,000	30,000	(8,000)	-21.1%
Capital Improvements	-	-	-	-	-	-	-
Capital Equipment	-	-	-	-	-	-	-
Interfund Transfers	655,598	652,035	653,066	653,066	653,910	844	0.1%
<b>Total Expenditures</b>	<b>3,080,463</b>	<b>3,109,151</b>	<b>3,230,654</b>	<b>3,230,654</b>	<b>3,231,498</b>	<b>844</b>	<b>0.0%</b>
<b>Revenues</b>							
Taxes	2,918,138	2,886,438	3,006,266	3,006,266	3,003,050	(3,216)	-0.1%
Intergovernmental	-	-	-	-	-	-	-
Charges For Service	-	-	-	-	-	-	-
All Other Revenue	2,347	1,602	3,150	3,150	6,186	3,035	96.3%
<b>Total Revenues</b>	<b>2,920,485</b>	<b>2,888,040</b>	<b>3,009,416</b>	<b>3,009,416</b>	<b>3,009,235</b>	<b>(181)</b>	<b>0.0%</b>
<b>Full-Time Equivalents (FTEs)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>