

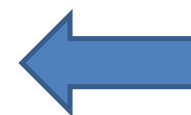
## Franklin County Emergency Communications

- Primary PSAP
- Population: 57,332
- Square Miles: 492
- 4 Telecommunicators per shift
- 2009 Call Volume (CAD Calls): 62,169
- 2009 Phone Call Volume: 129,812
  - 911 – 34,691
  - Administrative – 95,121



- Agencies we serve:
  - Sheriff's Office
  - 6 Police Department
  - 5 Rescue Squads
  - County EMS
  - 11 Fire Departments
  - County Forestry Service
  - Others including Animal Control, Public Utilities, etc.



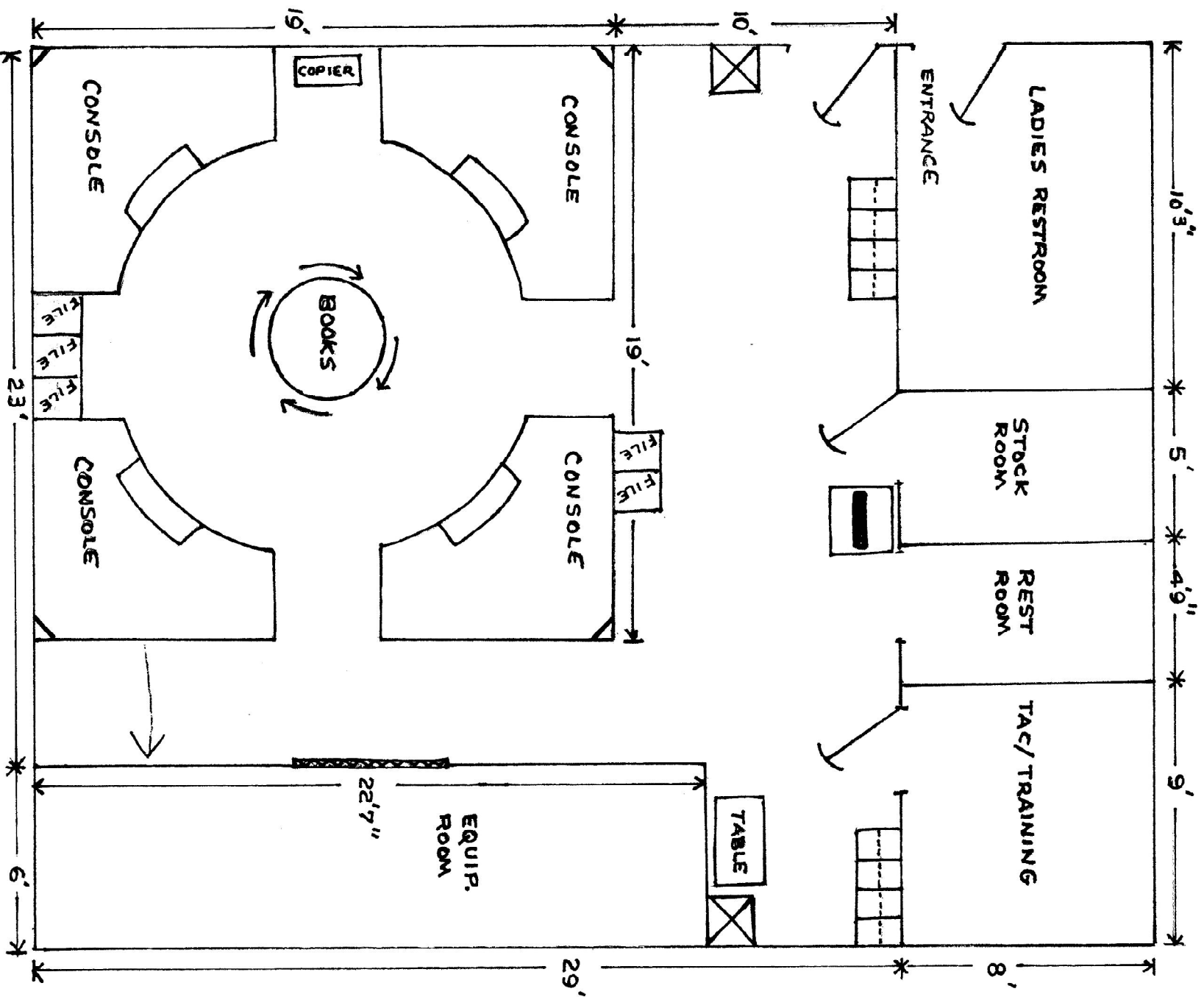


Generates  
10 to 30  
calls



Generates  
5 to 20  
calls

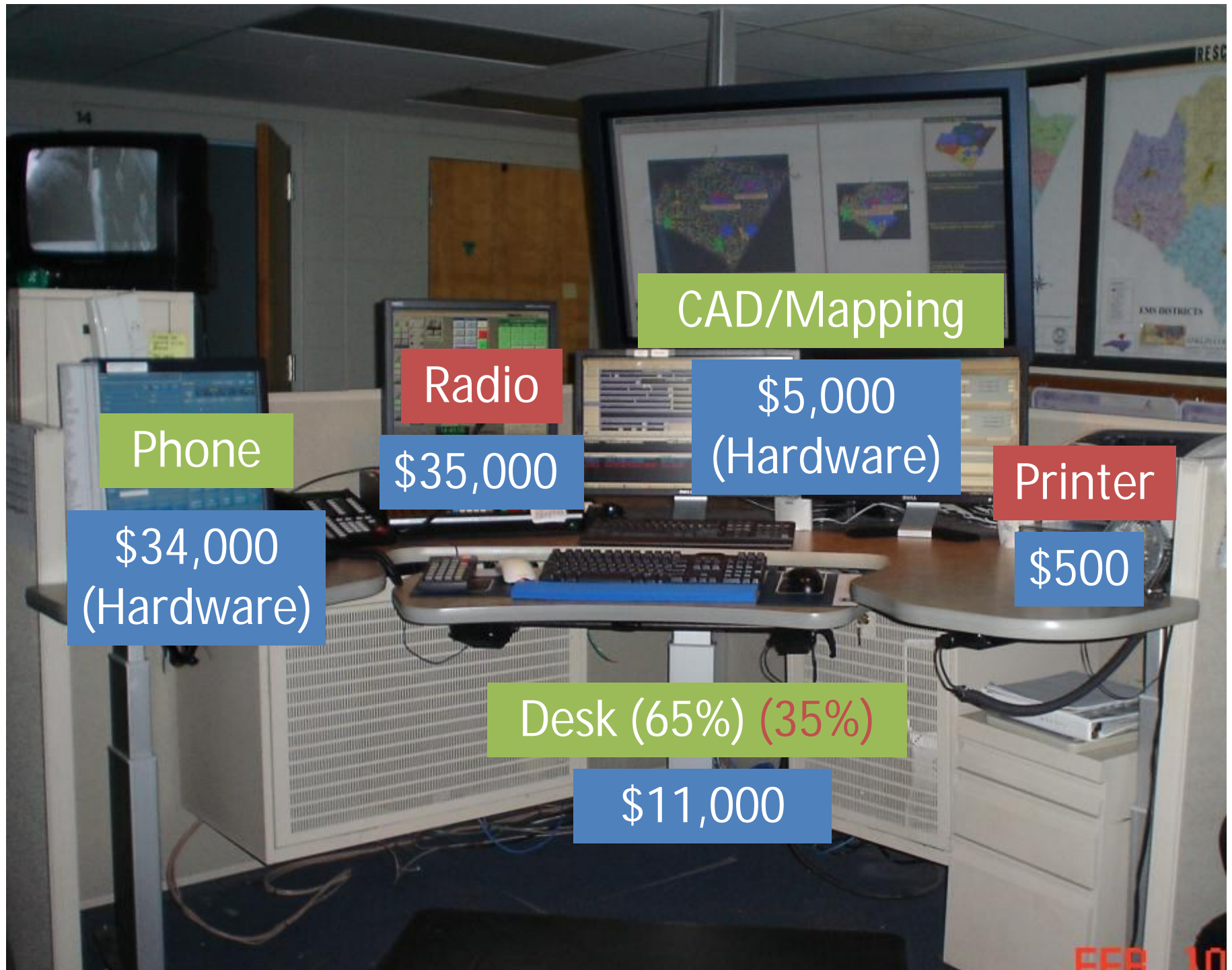












Phone

\$34,000  
(Hardware)

Radio

\$35,000

CAD/Mapping

\$5,000  
(Hardware)

Printer

\$500

Desk (65%) (35%)

\$11,000

FEB 10

Compose History

ALI RTX TTY

Shearin, Christy 2/10/2010 09:04:53 Alarms ABOUT

Lines 1/5

1. 911-1 2. 911-2 3. 911-3

4. 911-4 5. 911-5 6.

7. 8. 9.

10. 11. 12. 1242

13. 14. 15. Ext 4340

16. 17. LPD 18.

19. 20. 21.

22. 23. 24.

25. 26. 27.

28. 29. 30.

Tel. # 919 853- Ext. Class RESD

Caller BRANDY Main # 853-

Address 161, RD, NC, UNIT

Exact ESN 1415

Tell Tale FRANKLIN CNTY SHERIFF 496-2186  
WHITE LEVEL FIRE 853-3550  
WHITE LEVEL RESCUE 853-3550

Lat: Long:

Play back Saved/UnSaved Hook Switch

Stop Player

Redial 919-853-

9-1-1 ADM

Release CONF X HOLD

XFRS (Rclick Open) County Num (Rclick Open) Law(State) (Rclick Open) Wreckers (Rclick Open) SO Staff (Rclick Open)

Comm Ctrs (Rclick Open) Misc (Rclick Open) Wake Mobile Lang Line ID 917089 SHP

Release CONF X HOLD



Geo-Trak CAD 4.50.10 - [Data Entry]

File Tools Admin Window Help

New Call

Add Search

Call History

Master Name

Reports

Paging

911

02 - CSHEARIN

09:53:43 02/10/10

Officer Init

Aug. Status

Save

Clear Screen

Close Call

Primary/Key Unit

Add Location

Notes

Check Info

Prior Calls

FMP

Run Card

Call Detail

Refresh

Location of Occurrence

St #

Dir

Street Name

Loc/Apt

Occ Landmark

Location of Caller

Occ City

Caller Name (l, f m)

Phone

District/Beat

ESN

Map Grid

Cross Street Low

Cross Street High

From - To Directions

Initial Statement (Comments)

Call Type

Unit

Call Status

Priority

Alarm

Status

Fire

EMS

Other

102

1050

1320

1322

14

150

1523

16

163

166

167

1903

201

203

205

3

401

403

Active Units

A21

A23

C25

CFD1

DOT

EMS5

F34

1. Active Calls

2. Active Units

3. Zones | Vehicles | People

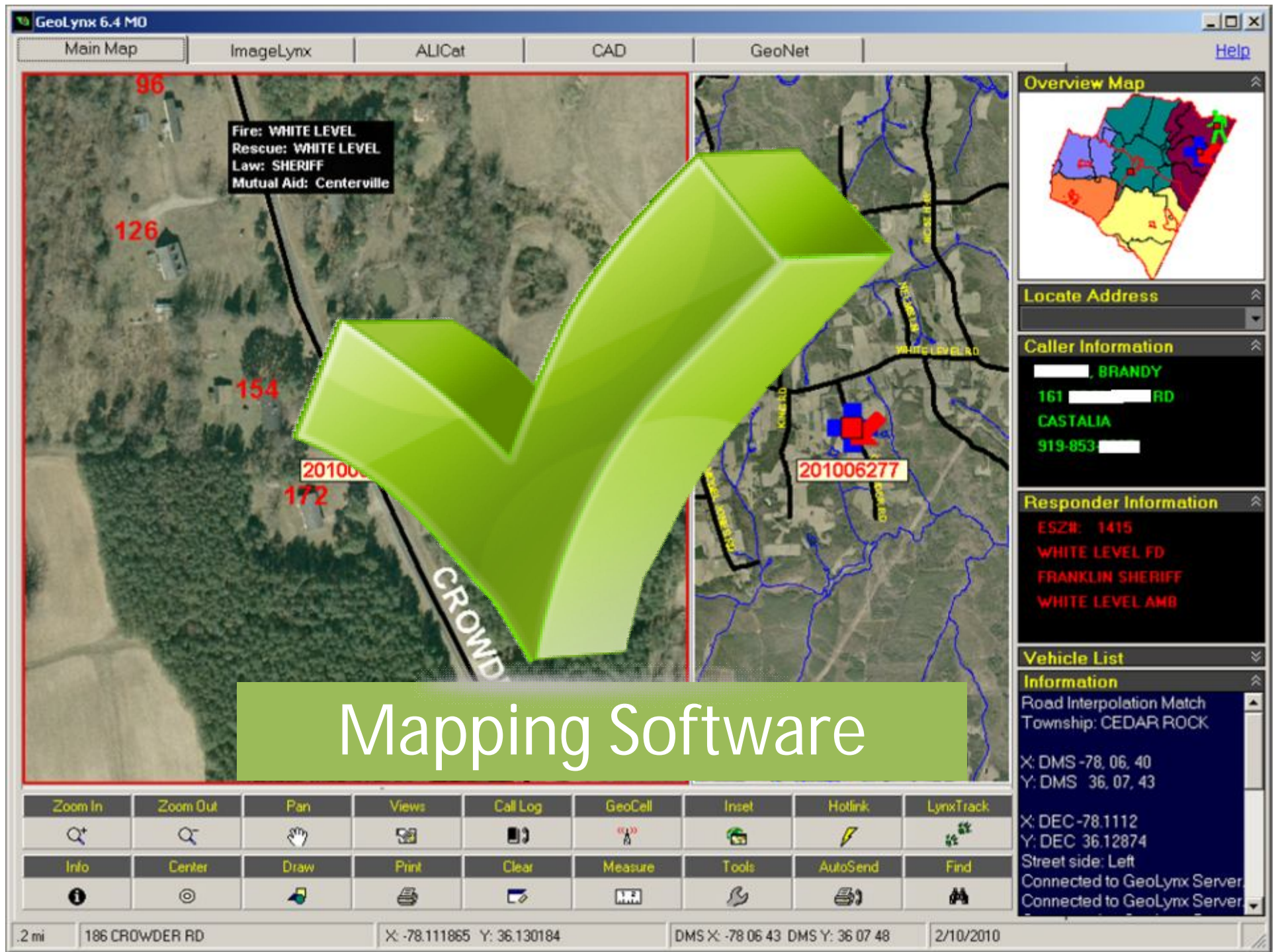
4. NCIC

5. Net Display

6. EMD/FD/LD

Call #	Location	Call Type	Time	Unit(s)	Primary Unit
201006277	161 CROWDER RD, CASTALIA	SICK PERSON	09:04	EMS5	EMS5-LEFT SCENE
201006282	572 WOOD CHURCH RD, LOUISBURG	TREE IN ROADWAY	09:45	CFD1,DOT,F34	DOT-DISPACHED
201006284	MOORES POND/TARBORO,	DISABLED VEH	09:53	A23	A23-ON SCENE

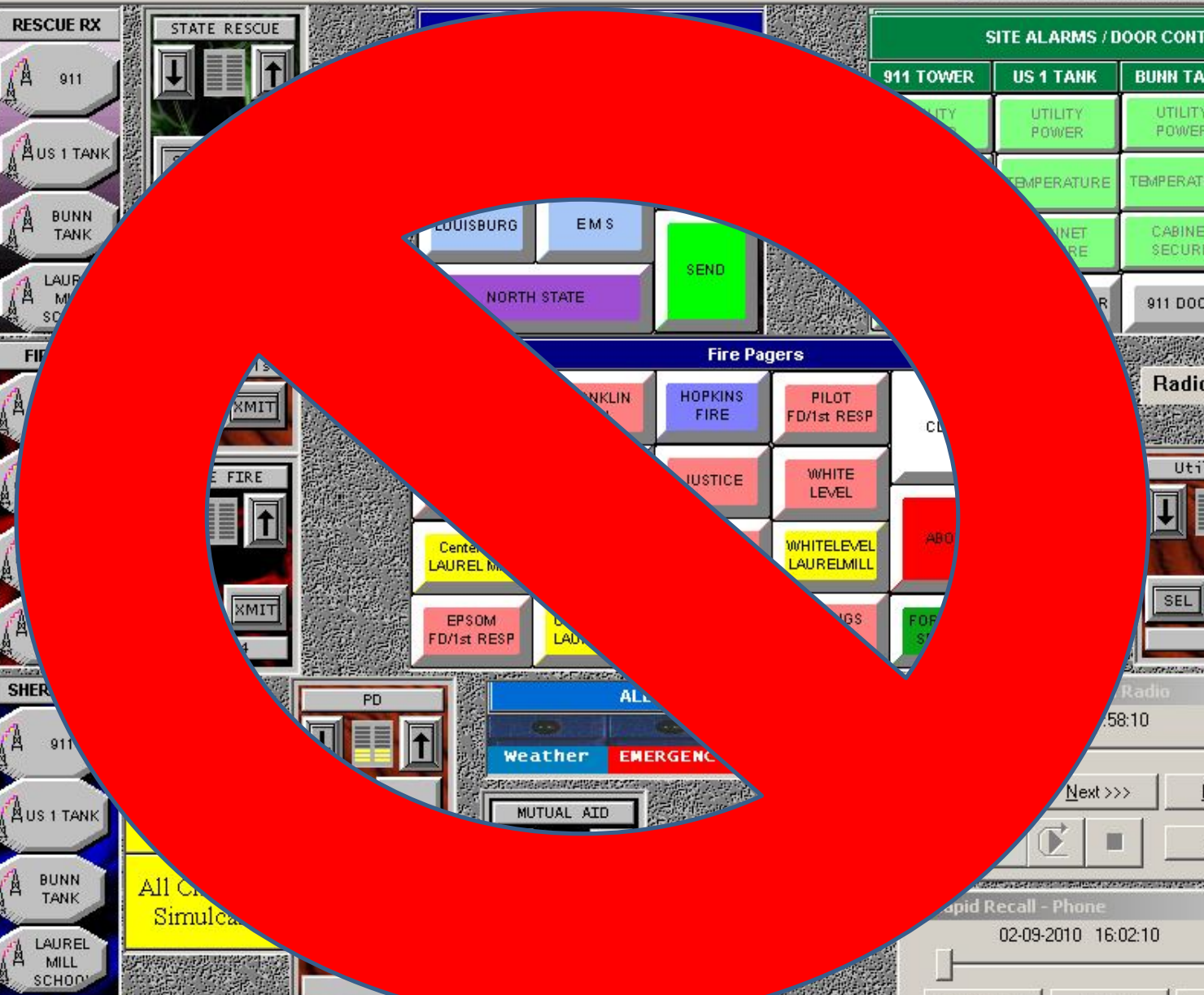
CAD Software







Emergency Medical  
Dispatch (EMD)  
Software and Card set



**RESC WPGV972**

**RESCUE RX**

911

US 1 TANK

BUNN TANK

LAUREL MILL SCHOOL

T/O

SEL

XMIT

2031

**STATE RESCUE**

LOUISBURG

EMS

NORTH STATE

SEND

**SITE ALARMS / DOOR CONTROLS**

911 TOWER	US 1 TANK	BUNN TANK	LAUREL MILL
UTILITY	UTILITY POWER	UTILITY POWER	UTILITY POWER
TEMPERATURE	TEMPERATURE	TEMPERATURE	TEMPERATURE
NET	CABINET SECURE	CABINET SECURE	CABINET SECURE
911 DOOR	NIGHT LOCK		

**Fire Pagers**

FRANKLIN	HOPKINS FIRE	PILOT FD/1st RESP
JUSTICE	WHITE LEVEL	
Center LAUREL MILL	WHITELEVEL LAURELMILL	
EPSOM FD/1st RESP		

**Utilities**

SEL

XMIT

**Radio**

Aux

58:10

0073

Next >>>

Latest

Save

**Rapid Recall - Phone**

02-09-2010 16:02:10 0048

<<< Previous

Next >>>

Latest

Save

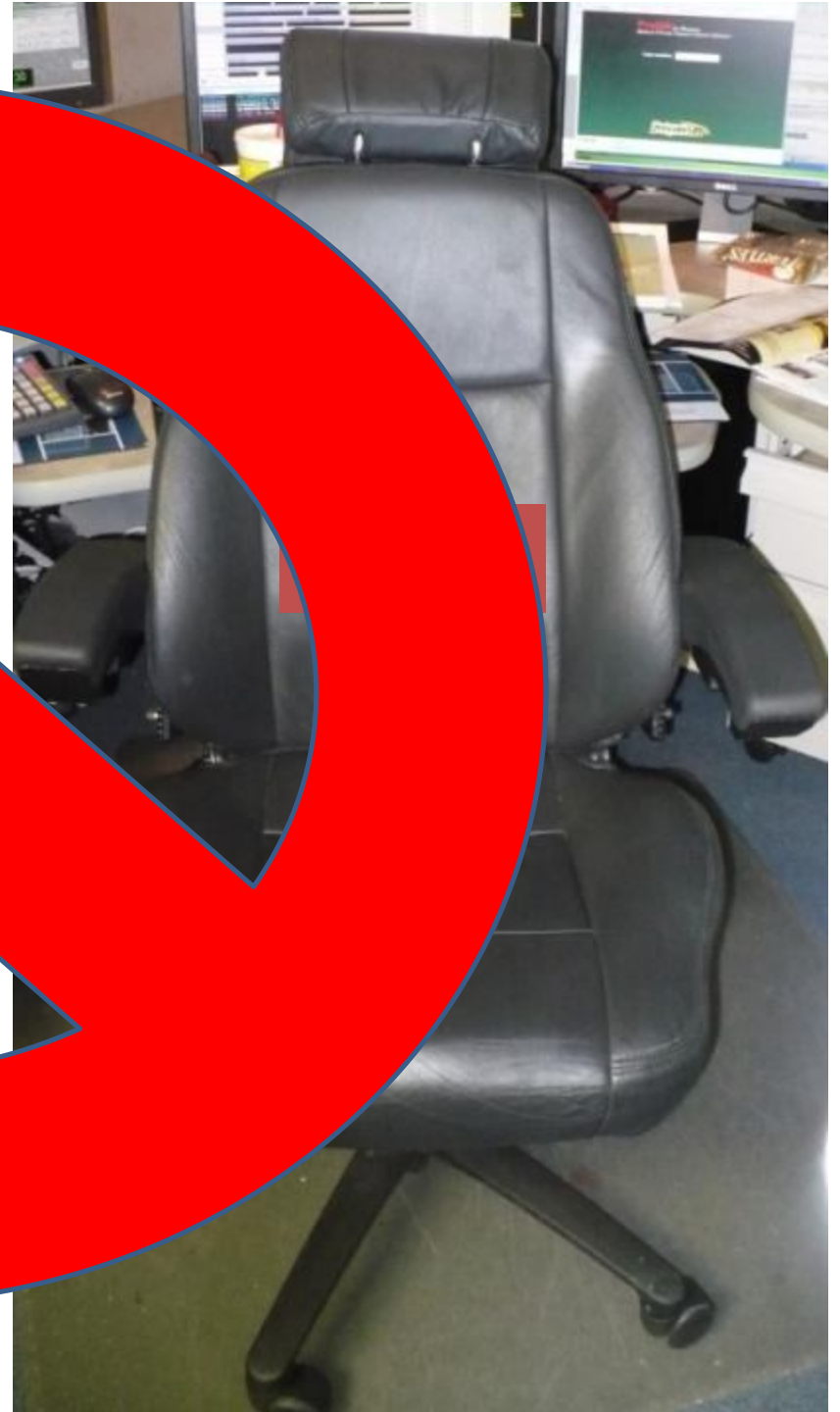
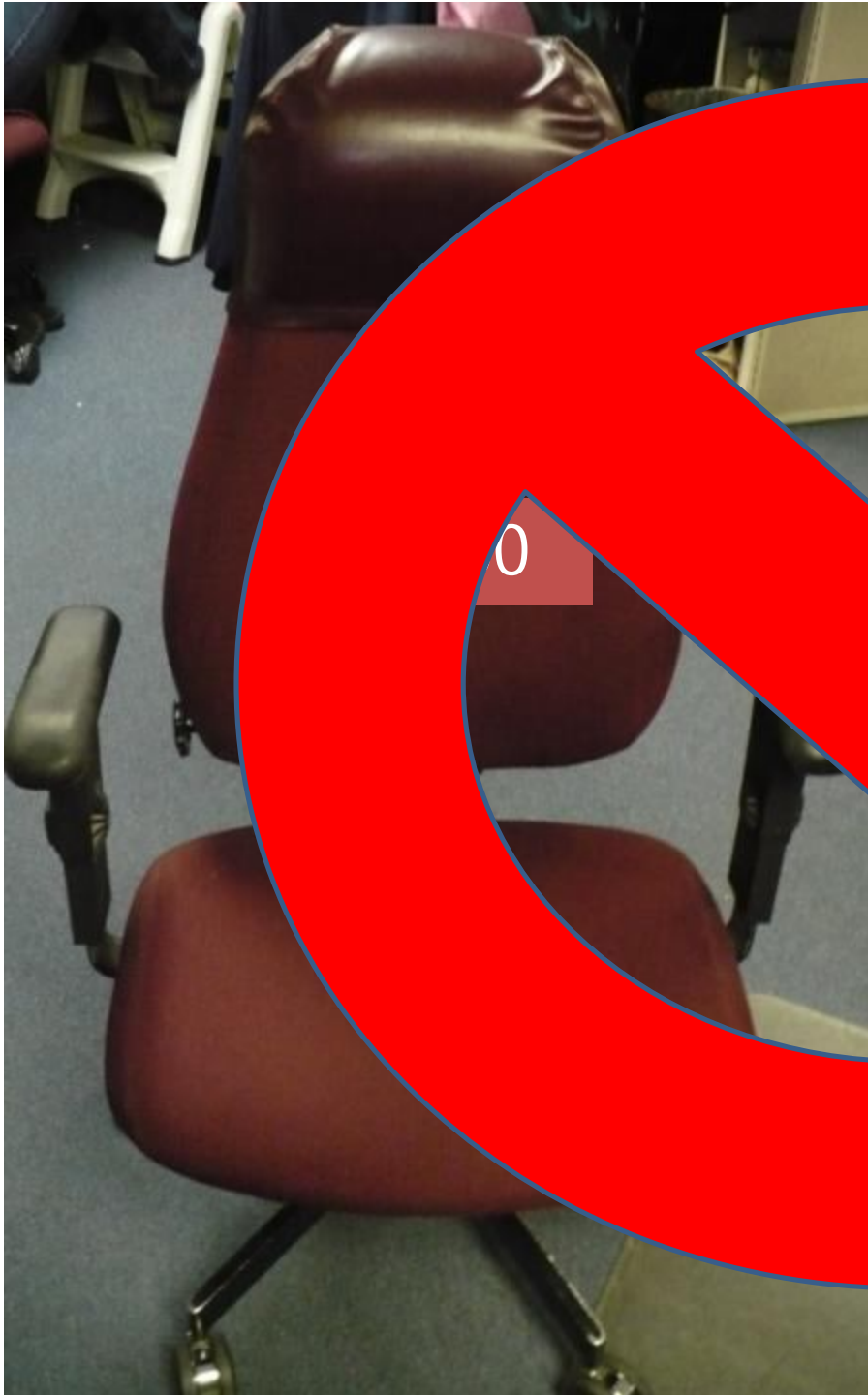
**08:55:13**

02-10-2010 Wed

RX

-20 -10 -4 -2 0 +2 +4







# Equipment Room



Uninterrupted  
Power Supply  
(UPS)


\$20,000





ANI/ALI  
Controller

\$65,000  
(1992)



Upgrade to VoIP  
Controller  
\$114,000



## Phone System Server

Workstation  
Upgrades Total Cost:  
\$150,000

Voice Recorder \$25,000

CAD Server \$20,000





# Radio System C.E.B. (Central Electronics Bank)

Radio System Upgrade in 2003:

Total Cost: \$700,000

Power  
Shelter

20





er

nstructed in 2

+: \$200,0







# Reoccurring Eligible Expenditures

Monthly:

- Language Line (Interpretation Services)
  - Average \$95.00
- Administrative Lines (1 per position)
  - 4 lines = \$450.00



# Reoccurring Eligible Expenditures

## Monthly:

- 911 Telephone Charges = \$8,000
  - Monthly Service Charges = \$93.05
    - PBX/PBAX trunk – 911 = \$86.55
    - Mileage signal – [2@3.25](#) = \$6.50
  - Additional Charges = \$6030.00
    - 911 ANI/ALI – [10@176.00](#) = \$1,760.00
    - 911 ANI/ALI/SR – [16@230.00](#) = \$3,680.00
    - 911 ANI/ALI/SR (AT&T) – [2@226.00](#) = \$452.00
    - 911 DBMS Prep/Maint ILEC – [2@69.00](#) = \$138.00
    - Local Private Line = \$13.00
  - Wireless Charges - \$1840.00
    - E911 Wireless Service – [8@230.00](#)





# Reoccurring Eligible Expenditures

Annually:

- Equipment Maintenance:
  - Phones/911 - \$21,000
  - Software Maintenance
    - CAD - \$9,000
    - Mapping - \$6,000
    - EMD/ProQA - \$8,000
- Training: \$8,000
  - EMD initial = \$295; Recertification = \$50
  - Other eligible classes (i.e. Telecommunicator training)



# Reoccurring Non-Eligible Expenditures

## Monthly:

- Additional Administrative Lines - \$168
- Radio Loops (provides connectivity to backup) - \$700

## Annually:

- Training - \$4,500
- Equipment Maintenance: \$35,000
  - Includes maintenance for radio system, fax, copier and paging/text messaging software
- Access Fees to DCI - \$1,200
- Public Education Materials - \$2,000
- Salaries/Benefits - \$843,435

**North Carolina 911 Board**  
**PSAP Revenue/Expenditure Report**  
**For the period July 1, 2008 - June 30, 2009**



**Fund Balance 6/30/2008**

\$ 493,745.18

**REVENUE**

**Total Amount of 911 Funds Received from NC 911 Board**  
*(Modified accrual basis - 911 fee collections attributed to  
July 1, 2008 - June 30, 2009 on 911 fund disbursements)*

\$ 450,013.00

**Total Amount of Interest Earned on 911 Funds**  
*(July 2008 - June 2009)*

\$ 1,235.00

**EXPENDITURES**

*List detailed expenditures on Page 2*

Total 911  
Expenditures

\$ 119,262.40

**FUND BALANCE**

**Balance of 911 Funds as of June 30, 2009**

\$ 825,730.78



**North Carolina 911 Board**  
**PSAP Revenue/Expenditure Report**  
For the period July 1, 2008 - June 30, 2009

**EXPENDITURES**

Vendor	Product/Service	Total Cost
Language Line	Interpreter Services	\$1,240.76
National Academy of Emergency Dispatch	Magazine Articles - Continuing Education	\$315.00
	EMD QA Class	\$550.00
	Recertification Fees	\$175.00
	ProQA/AQUA Maintenance Renewal	\$1,603.50
Nash Community College	Initial EMD Class Fees	\$590.00
Southern Software	Maintenance Agreement Renewal (CAD, AMS, Maps, Hardware)	\$17,707.00
	Map Software Upgrade	\$1,337.50
Priority Dispatch	Cardset Maintenance	\$156.00
	QA Guides and QA Forms	\$250.00
Embarq	ANI/ALI Charges	\$90,658.86
Comfort Telecommunications	Headsets	\$1,519.95
Embarq	Administrative Line Fees (4 positions = 4 lines)	\$2,286.49
Travel Expense Reimbursement	Initial EMD Class travel expenses (2 Employees)	\$692.59
	EMD Refresher Class - Version 12 Update - travel expenses (7 Employees)	\$167.75
Janet Helseth	CPR Recertification Cards	\$12.00
To be reported on cover page:		Total
		\$119,262.40

**NO Capital  
Expenditures  
in FY2009**