



*City of* **GREENSBORO** *North Carolina*

## **Guilford Metro 9-1-1 City Council Committee - Public Safety**

**City of Greensboro  
November 2015**



# Guilford Metro Divisions

- **Administrative Division**  
Training/Quality Assurance/Public Relations/Public Requests
  - 6 staff members
- **Emergency Communications Division (9-1-1 Center)**
  - 93 staff members
- **Technical Services Division**
  - 9 staff members
- **Support Services Division**
  - 5 staff members



# Guilford Metro Overview

## Administration

- Guilford Metro 911 Administration Division includes the Director, HR Representative, and Administrative Support Specialist. (Oversees budget, grants, project oversight, planning, and personnel management.)
- The Administration Division keeps the City and County informed of federal and state legislatures affecting 9-1-1 service delivery.
- The Administration Division also oversees the Training and Quality Assurance section. This section is responsible for training all new Emergency Communications employees through an in-house Rookie School, and providing continuing in-service training on a quarterly basis to all existing employees.



# Guilford Metro-Communications

- Serves as the Primary Public Safety Answering Point (PSAP) for 911 in Guilford County.
- Provides dispatch and radio services for other cities, towns, and unincorporated areas in Guilford County.
- This division provides citizen support by answering calls for service for emergencies and non-emergencies on a 24-hour basis.
- The Emergency Communications Division receives approximately 575,000 incoming calls and nearly 800,000 total telephone transactions.



# Guilford Metro- Communications

- The Emergency Communications Division had close to 3.5 million radio transmissions, while dispatching over 435,000 calls for service.
- In the event of a natural or man-made disaster, or during maintenance and upgrades, Guilford Metro 911 employees can evacuate the Justice site and continue operations at the fully equipped back up center.
- GM911 has the ability for the two sites to seamlessly operate as a 44 position center or as two completely separate sites in case of disaster.



# Guilford Metro- Technical Services

- GM911 Technical Services Division supports the daily operations, maintenance and repair of the Guilford County / City of Greensboro, Regional Public Safety 800 MHz Trunked Simulcast two way radio communications system and all related systems. Our system also supports the City of High Point's Public Safety radio system.
- Technical Services provides drive up bay services for mobile units such as law enforcement vehicles, solid waste vehicles, tractors and motorcycles. These services are offered to support the maintenance and operation of mobile two way radio units mounted in vehicles.
- Technical services fully supports the maintenance and operations for communications at three 911 operations centers; the primary PSAP site (Justice), back up PSAP site (Meadowood), and the City of Burlington's PSAP 911 center.



# Guilford Metro-Technical Services

- GUILFORD METRO TECHNICAL SERVICES  
DIVISION SERVICES THE FOLLOWING AGENCIES:
- A&T Campus Police
- Alcohol, Tobacco, Firearms (ATF)
- Archdale
- Carelink Of Moses Cone Health System
- City of Burlington
- Drug Enforcement Agency (DEA)
- GCO Animal Control
- GCO Dive Team
- GCO Emergency Services
- GCO Facilities/General Services
- GCO HAZ-MAT
- GCO Parks and Recreation
- GCO Public Health/DSS
- GCO Security
- GCO Fire Departments
- GCO Sheriff
- GSO-Fire
- GSO-Greensboro General Government
- GSO-GTA
- GSO-Police
- High Point City
- High Point Regional Hospital
- Moses Cone Health System
- National Parks Service
- NC Department of Transportation
- Piedmont Triad Airport Authority
- Piedmont Triad Ambulance & Rescue
- University NC-Greensboro Campus Police



# Guilford Metro-Support Services

- The Support Services Division (SSD) is responsible for: technical research, data analysis, reporting, implementing special projects, acquisition of equipment, and ongoing maintenance and operation of all hardware and software. SSD provides highly reliable technology to support the operations of Guilford Metro 911 at both the primary and backup facilities.
- Technologies supported by SSD include the following:
  - 911 and Administrative Phone systems
  - Telephone and Radio Recording Systems
  - Computer Aided Dispatch (CAD)
  - Records Management Systems (RMS)
  - Mobile Communications Terminals (MCT)
  - Geographic Information Systems (GIS)
  - Networks, Servers, and Workstations
  - Desktop and Server Virtualization
  - Security Cameras, Websites, and Remote Access
  - Disaster Recovery and Data Replication





# Guilford Metro Highlights

- One of 115 9-1-1 Centers Nationwide accredited in Medical Dispatch Protocols by International Academy of Emergency Dispatch-
- One of 26 9-1-1 Centers Nationwide accredited in Fire Dispatch Protocols International Academy of Emergency Dispatch-
- We maintain and are responsible for a part of Guilford County EMS' CAAS accreditation
- We maintain and are responsible for a part of the Greensboro Police Department's CALEA Accreditation
- We maintain and are responsible for a part of the Greensboro Fire Department's Class 1 ISO rating
- We are a part of all Guilford County Fire Department's ISO ratings



# Guilford Metro Highlights

- **We are a high performing department –**
  - Partner with the National Center for Missing and Exploited Children (NCMEC)
    - Training and Certification required for all Telecommunicators
  - Performance measurement – voluntary
    - North Carolina School of Government benchmarking



# Guilford Metro Highlights

- Average time for call received to dispatch of high priority calls: 56 seconds
- Answer incoming 911 calls in 10 seconds or less 99% of the time (we routinely lead the State in this category)
- Recognized for 38 life saves by Guilford County EMS in 2014



# Guilford Metro- Moving Forward

## 1. Technology Upgrades

- Next Generation 911 Equipment (State 911 Funds will cover this cost)
- Automated Secure Alarm Protocol- allows for alarm entry directly into the system. (will significantly reduce processing times)

## 2. Conversion of current 800 MHz Trunked Radio System to an IP Based P25 Radio System. The current radio infrastructure will reach obsolescence in 2018

# Questions

