

FY 16 REQUEST FOR ADDITIONAL PERSONNEL WITHIN THE COMMUNICATIONS DIVISION

The call volume for the Wise County Sheriff's Office continues to substantially increase each year. There has been a 14% increase just from 2012 to 2014 in documented calls for service and we have not had a staff increase in several years. It is extremely difficult to staff all positions and handle emergencies in a timely manner, especially during peak times. We are staffing the minimum amount of personnel during non-peak times but this makes it almost impossible for anyone to be able to get up from their station for any reason. With the minimum staffing, there are times that if someone takes a short break, it leaves one person to handle all of the 9-1-1 calls & radio traffic on all channels. This is just not feasible with the call volume and types of calls we receive on a regular basis. The citizens of this county are suffering and our first responders aren't getting the attention they need which causes safety concerns. We also continue to struggle to keep up with the training that is required by the State. We will also have additional radio channels to monitor in the next couple of months and this will cause additional struggles

A staff increase will help ensure that we have more adequate staffing and during down time, they will be able to help with other tasks (warrant entry, open records requests) while remaining at their positions to be ready for emergency situations. This will help ensure the safety of our first responders and handle emergencies more efficiently. We will also be able to attend the required training as well as specialized training on an occasional basis.

Here is the breakdown of the calls that come into our center through our 9-1-1 equipment, however; there is not a way to track all of the calls that we receive and process on a daily basis. I have also attached a copy of the guidelines that CSEC uses to determine 9-1-1 answering positions for PSAPS. Last year we averaged 71.80 per day which suggests we should have seven 9-1-1 answering positions. We currently have four positions and are requesting additional personnel to staff the additional position that has been approved through CSEC.

<u>Year</u>	<u>Admin calls</u>	<u>9-1-1 Calls</u>	<u>Avg. Calls per day</u>
2014	97,293	26,208	338
2013	89,707	23,025	308
2012	86,653	24,004	303
2011	81,993	24,433	291
2010	91,687	22,455	312