

# Emergency Communications Center

Budget, Finance & Governance Committee  
March 16, 2026



# Agenda

- Mission Statement and Services
- Budget and FTE History
- FY26 Performance Agreement
- FY26 Performance Measures
- FY27 Proposed Performance Agreement Measures
- FY27 Budget Reduction Impact on Performance
- Other Service Delivery Challenges
- Accomplishments

# Mission Statement and Services

**As a 24/7 connection to the City of Cincinnati, the Emergency Communications Center answers calls for help, dispatches resources, and supports community safety programs, with focus on mission readiness and continuous improvement.**

- Alternative Response Teams (ARC, MCT)
- Criminal Justice Information System (CJIS) Support
- Continuing Education (QE) and Certificate Maintenance
- Customer Service Call Taking
- Dispatching
- Emergency Preparedness Programs (PulsePoint, Smart 911) and Public Education
- Public Information & Alerting
- Public Safety Call Taking
- Quality Assurance
- Recruiting
- Technology Support and Facilities Readiness
- Training (New hire & promotional)

# Budget and FTE History

<b>Emergency Communications Center General Fund</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>	<b>FY 2026</b>
Personnel Compensation	8,901,540	10,100,130	10,574,790	11,217,110	11,933,040
Fringe Benefits	4,013,180	4,079,750	4,249,620	4,527,690	4,816,760
Non-Personnel Expenses	160,440	206,160	1,126,020	1,182,240	1,261,150
<b>General Fund Total</b>	<b>13,075,160</b>	<b>14,386,040</b>	<b>15,950,430</b>	<b>16,927,040</b>	<b>18,010,950</b>

<b>Emergency Communications Center 9-1-1 Cell Phone Fees Fund 364</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>	<b>FY 2026</b>
Personnel Compensation	970,010	573,480	573,480	662,780	662,780
Fringe Benefits	-	243,880	243,880	283,480	283,480
Non-Personnel Expenses	619,340	625,540	631,800	638,120	644,500
<b>9-1-1 Cell Phone Fees Fund Total</b>	<b>1,589,350</b>	<b>1,442,900</b>	<b>1,449,160</b>	<b>1,584,380</b>	<b>1,590,760</b>

<b>Emergency Communications Center - FTEs</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>	<b>FY 2026</b>
	141.00	151.19	156.19	161.19	170.19

# FY26 Performance Agreement

City Goal	Service	Performance Goal
<b>Public Safety &amp; Health</b>	Public Safety Call Taking	90% of 911 calls are answered within 15 seconds
	Dispatching	90% of priority 1 and 2 incidents are dispatched within 2 minutes
<b>Excellent &amp; Equitable Service Delivery</b>	Customer Service Call Taking	90% of 311 customer service calls are answered within 45 seconds
	Customer	90% of 311 call-taker experience satisfaction survey respondents are satisfied (score of 4 or 5) with their 311 call-taker experience
	Quality Assurance	3% of calls evaluated through quality assurance (within each protocol discipline)

# FY26 Performance Measures

## Public Safety Call Taking

Q1: July-September

Q2: October-December

**86,221**

911 Calls Received

**75,638**

911 Calls Received



90% of 911 calls are answered within 15 seconds

ECC is consistently hitting this state and national standard, which was once a challenge, due to a focus on continuous improvement of 911 call-taker hiring, training, and protocols.

# FY26 Performance Measures

## Police Dispatching

Q1: July-September

Q2: October-December

**2,310**  
CAD Incidents

**1,620**  
CAD Incidents

 **65%**

 **67%**

**90% of priority 1 and 2 incidents are dispatched within 2 minutes**

This performance measure has been a data challenge for the department, and we are adjusting processes to gain additional insight into barriers and opportunities to improve. It has not been possible to assess and separate dispatch operational barriers from police officer availability. ECC and CPD are analyzing this in partnership with OPDA.

# FY26 Performance Measures

## Customer Service Call Taking

Q1: July-September

Q2: October-December

**52,563**

311 Calls Received

**39,572**

311 Calls Received

 **55%**

 **74%**

**90% of 311 customer service calls are answered within 45 seconds**

This is ECC's internal goal for the speed of answering incoming 311 customer service telephone calls. It has been a difficult standard to meet with the authorized complement of 311 call-takers.

ECC achieved full staffing for 311 call-takers in December 2025, and adjusted staffing distribution based on call volume data. This measure will be monitored for improvement with sustained full staffing and expansion of 311 self-service tools.

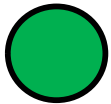
# FY26 Performance Measures

## Customer Service Call Taking

Q1: July-September

**2,779**

Satisfaction Survey  
Completed



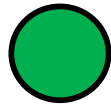
**93%**

90% of 311 call taker experience satisfaction survey respondents are satisfied (score of 4 or 5) with their 311 call-taker experience

Q2: October-December

**2,907**

Satisfaction Survey  
Completed



**93%**

Customer satisfaction with our 311 call-takers remains exceptionally high.

ECC surveys those who have spoken with a 311 call-taker to open a service request to understand their satisfaction with the call-taking experience. This is separate from service delivery surveying performed by OPDA at the closure of a request.

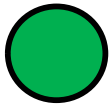
# FY26 Performance Measures

## Quality Assurance

Q1: July-September

2,346

Case Evaluations

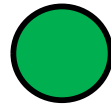


3.6%

Q2: October-December

2,420

Case Evaluations



4.2%

3% of calls evaluated through quality assurance  
(within each protocol discipline)

ECC has committed to exceeding national standards for the quantity of timely quality assurance feedback to our staff, which is crucial to drive performance improvement.

# Proposed FY27 Performance Measures

Public Safety Call-Taking	Customer Service Call-Taking	Police Dispatching	Fire Dispatching
No Change	No Change	Potential Modification	New
<p><b>Why:</b> Core to operations. Still the correct goal.</p> <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>- Answering time</li> <li>- Quality assurance</li> </ul>	<p><b>Why:</b> Core to operations. Still the correct goal.</p> <p><b>Measures:</b></p> <ul style="list-style-type: none"> <li>- Answering time</li> <li>- Satisfaction</li> </ul>	<p><b>Why:</b> Core to operations. Evaluating data and goal.</p> <p><b>Measure:</b></p> <ul style="list-style-type: none"> <li>- Speed of dispatch</li> </ul>	<p><b>Why:</b> New to ECC agency.</p> <p><b>Measure:</b></p> <ul style="list-style-type: none"> <li>- Speed of dispatch</li> </ul>

## Budget Reduction Impact

A 5.1% budget reduction for ECC is equivalent to \$1,139,943. This will have a performance impact on FY27 service delivery in the following ways:

- **911 Call-Taking: Potential impact to hiring momentum**

To achieve a 5.1% budget reduction, ECC will not act on a number of vacancies in FY27 which would normally be filled through the hiring of Emergency 911 Operators. Reduced staffing would negatively impact 911 call answering times and processing quality.

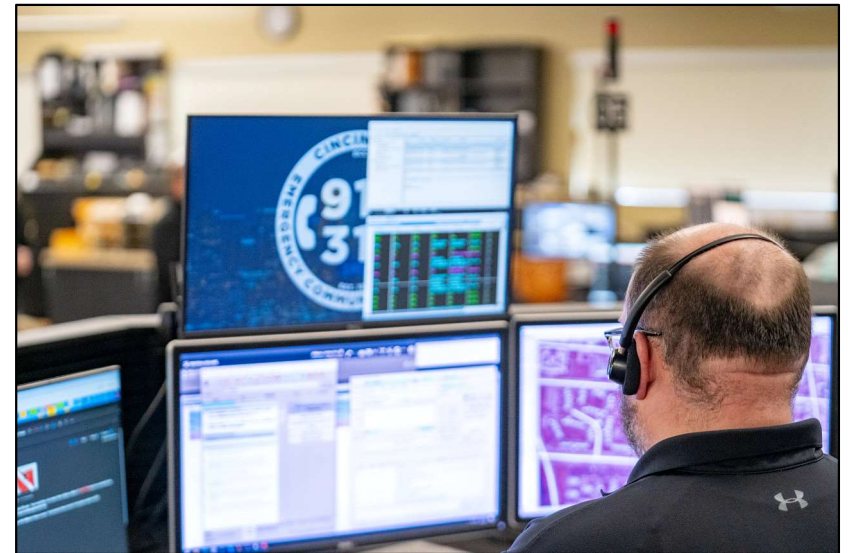
## Other Service Delivery Challenges

- **Challenge: CSR Internal Application and 311 Mobile Application**  
The internal CSR application and public-facing 311 mobile app continue to present a service delivery challenge for ECC. Challenges with the application used by 311 call-takers results in longer call durations, which negatively impacts our capacity to meet 311 answering goals. Customer challenges with the 311 mobile app lead to increased phone calls to 311, as customers struggle to find specific service requests or search for existing ones on self-service platforms.

# FY26 Accomplishments

## **Accomplishment 1: Fully Staffed 911 and 311 Call-Taking Operation**

During this period, ECC reached highest 911 call-taker staffing in history, and full staffing for 911 and 311 call-takers.



# FY26 Accomplishments

## Accomplishment 2: 311 Self-Service Improvements

Redesigned 311 website and launch of new 311 chatbot, accepting broader array of non-emergencies, including public safety concerns.

### 311 Customer Service

**311Cincy** is the City of Cincinnati's overall non-emergency, customer service system. This includes our 311 call center, online service request system, mobile app, and public alerting systems.

You can open a request for many city services, 24/7, by calling **311** (or **513-765-1212** from outside the city), or by using the 311Cincy website and mobile app.

[CHAT](#) | [BROWSE SERVICES](#) | [CALL 311](#)

#### SEARCH EXISTING REQUESTS

You can search for existing requests by SR number or address, or view all requests on an interactive map.

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#### SERVICE INFORMATION

Learn more about all of the services you can request or issues you can report through the 311 system, including: Who handles it? What is the process?

[BROWSE ALL](#)

Learn more about these collection services:

[GARBAGE](#) | [RECYCLING](#) | [BULK ITEMS](#) | [YARD WASTE](#)

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### 311Cincy: Non-Emergency Chat

Please enter your details to get started

*If this is an emergency, call 911 immediately*

**Name**

**Phone Number**

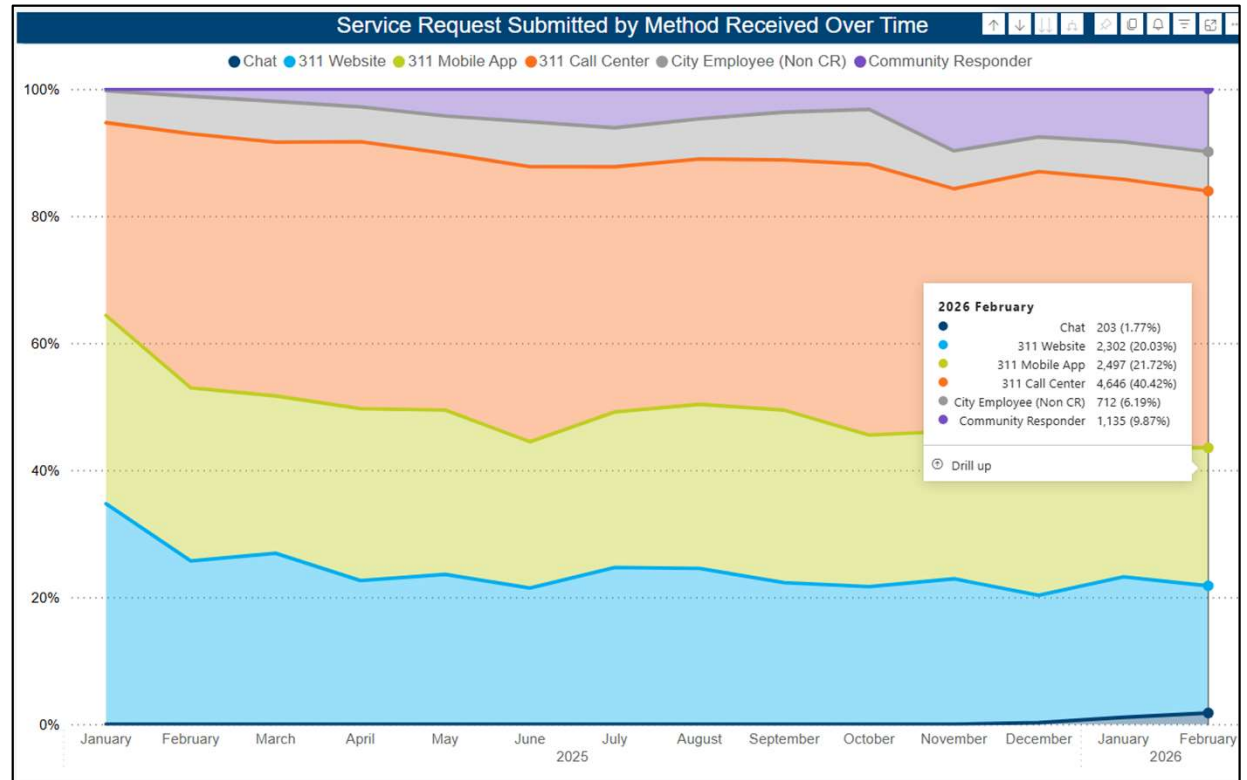
Your number will only be used to contact you if needed.

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# FY26 Accomplishments

## Accomplishment 3: Proactivity of 311 Community Responders

Redesigned 311 website and soft-launch of new 311 chatbot, accepting broader array of non-emergencies, including public safety concerns.



# Questions?