



# Joint 911 Communications Center Services

A Path Forward

08.15.25

# Call To Action

"Together, we can build an emergency communication system that not only meets today's needs but positions our community for a safer, more connected future. This joint emergency communication center represents our commitment to putting public safety and health first, maximizing taxpayer value, and ensuring that help is always just a phone call away."

# Background & History

- **Three failed attempts** to consolidate PSAPs since 2007
- **Previous failures** due to disagreements over governance and control between city and county
- **2016/2017 attempt** included consultant studies but still failed over facility control issues
- **Established pattern** of recognizing benefits but inability to agree on governance structure

# Current Direction

- **Public Safety Working Group**
  - **Inaugural meeting** - March 31, 2025
- **Committee Composition**
  - Municipal Fire and Police Chiefs
  - Sheriff's Office representatives
  - Volunteer Fire Department representatives
  - Current PSAP managers from both jurisdictions
  - Cape Fear Valley EMS representatives

# Recommendation

- **Full consolidation** of both PSAPs into single entity
- **Facility use** of existing Cumberland County Center at 500 Executive Place
- **Enhanced governance structure** for long-term success
- **Mental health crisis response capabilities** as core component

# Key Differentiators

- **21st century emergency response** addressing full spectrum of community needs
- **Mental health crisis focus** - previous attempts focused only on operational efficiency
- **Governance model** allows collaborative structure and control
- **Paradigm shift** to comprehensive, health-centered approach
- **Licensed mental health professionals** embedded directly within PSAP
- **Cost model** reflects a shared one (50-50) versus call volume

# Organizational Structure

## Leadership and Management

- **Consolidated Center Director:** Recommend Ms. Lisa Reid as consolidated center director, with provision for qualified alternative if unavailable
- **Communications Advisory Board:** Includes public safety agency heads, volunteer fire representatives, Sheriff, EMS Chief, and elected official liaisons from both governments. Provides Policy and procedure

## Facility and Infrastructure

- **Backup Center Planning:** Include backup PSAP planning and modeling for future resilience

# Other

## Workforce:

- **No Job Losses:** Guarantee no job losses during consolidation process
- **Salary Parity:** Establish staff salary parity between jurisdictions
- **Program Continuity:** Maintain all current dispatch accreditations and agency programs

## Technology & Operations:

- **Technology Modernization:** Prioritize Digital Dispatch and advanced technologies to improve efficiency
- **Standardized Training:** Implement consistent training protocols across all staff
- **Service Level Improvements:** Focus on reducing transfer times, improving response coordination, and eliminating duplication



# Integrating Mental Health Crisis Professionals

Embed mental health professionals directly within our consolidated PSAP using Durham HEART's proven framework enhanced with California's crisis response system. Through partnerships with local health, education, and social service agencies, this provides three key benefits: supporting 911 operators with behavioral calls, improving outcomes via immediate de-escalation, and reducing unnecessary emergency dispatches

# Integrated Crisis Response Framework

**Crisis Call Diversion:** Licensed mental health clinicians embedded directly in the PSAP provide immediate intervention for suicide threats and mental health crises, working alongside telecommunicators with full CAD system access for real-time crisis counseling and resource coordination.

**Mobile Crisis Teams:** Unarmed three-person teams (clinician, peer support specialist, EMT) respond to non-violent behavioral health calls.

# Integrated Crisis Response Approach

**Foundation Phase:** Begin with embedded mental health clinicians in the PSAP during peak hours, providing immediate crisis intervention and establishing baseline operations with comprehensive staff training for all telecommunicators. Integrate Health Department and DSS consultation protocols.

**Expansion Phase:** Deploy mobile crisis response teams with extended embedded PSAP clinician coverage, launch school-based crisis response capabilities, and establish community partnerships for enhanced services.

# Cost Model

## 50-50 Shared Cost Model

- Equal partnership approach - all jurisdictions contribute equally regardless of usage
- Simplified budgeting - straightforward 50% split of all operational costs
- Predictable expenses - each entity knows exact annual contribution
- Political equity - demonstrates equal commitment to joint operation
- Capital Expansion - 50% split or as defined in joint agreement

# Governance Structure

*Elected bodies to determine best governance structure*

## Examples:

- Durham County & City: Joint emergency communications center
- Watauga County & Boone: Consolidated 911 operations
- Multi-county regional: Dare, Tyrrell, Hyde emergency communications

## Models:

- Joint Emergency Communications Board
  - With admin support
- Single Entity Control (County or City)

# Next Steps

- Move to individual board to brief at October worksession/agenda
- Mayor and Chairman call Joint Meeting (City-County) in October
- If "concept" approved
  - City/County Managers hire integrator to guide the process and develop timeline
  - Establish "joint committee" for oversight during integration planning and execution

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# Example Governance Structure

## Joint Board Composition (15 Members)

- Cumberland County Commissioner (x2)
- Cumberland County Manager or designee
- Sheriff or law enforcement representative
- Cumberland County Fire Chief Association (x2)
- City of Fayetteville Council member (x2)
- City of Fayetteville Manager or designee
- City of Fayetteville Chief of Police
- City of Fayetteville Fire Chief
- Town Manager (Spring Lake / Hope Mills) (x2)
- Licensed Mental Health Professional (Alliance Member)
- EMS Director (CFV)

**Leadership:** *Chairman/Vice-Chairman: Alternates annually between county/city representatives*