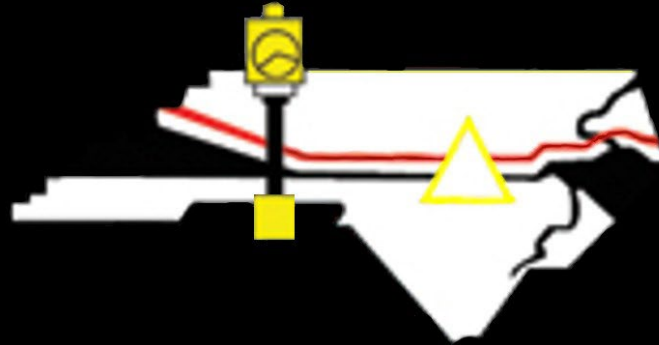


Cary 911



Communications

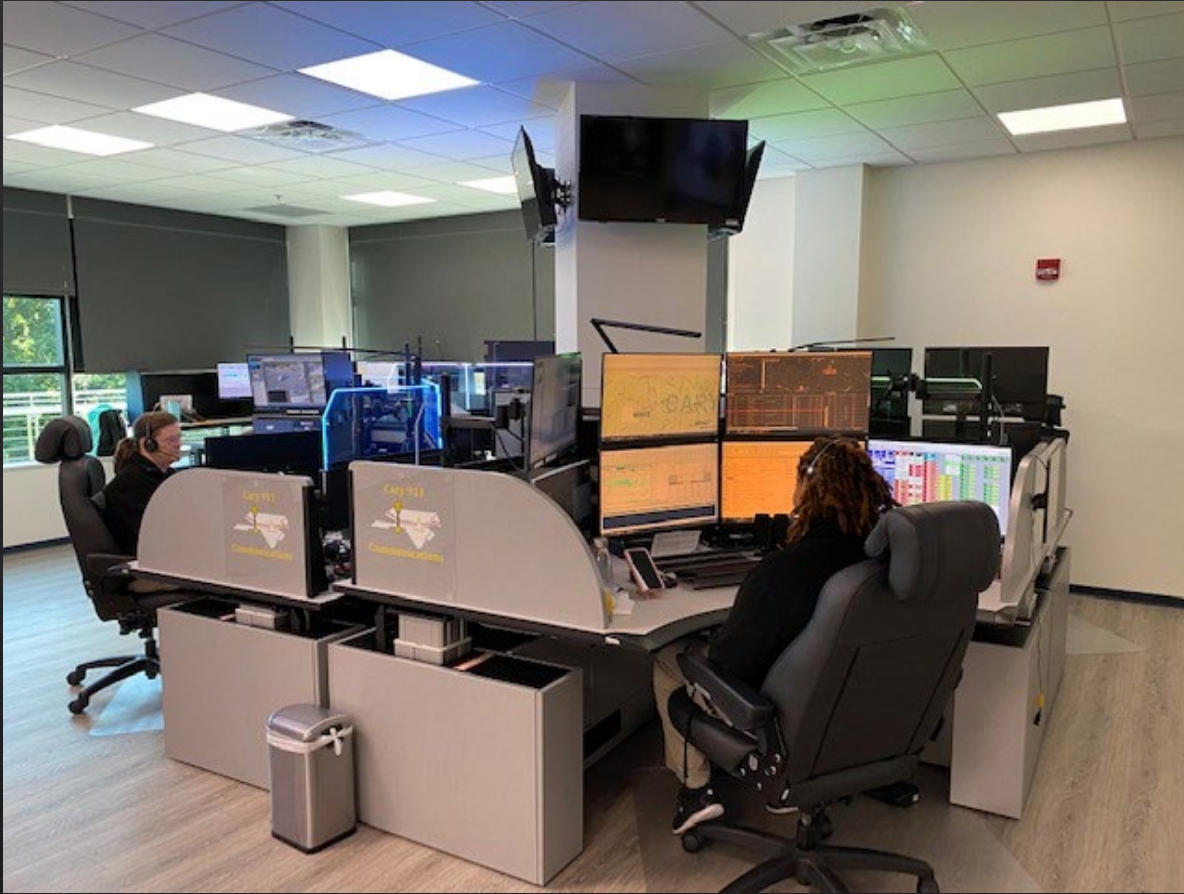
- ◆ Jeremy Schwartzman
(Jeremy.Schwartzman@carync.gov)
- ◆ Emergency Communications Center Operations Supervisor
- ◆ B.A. in Political Science from UNCG, M.A. in International Affairs from George Washington University
- ◆ Discovered 911 through the Citizen's Police Academy
- ◆ With the town since 2016

EMERGENCY

COMMUNICATIONS OFFICERS

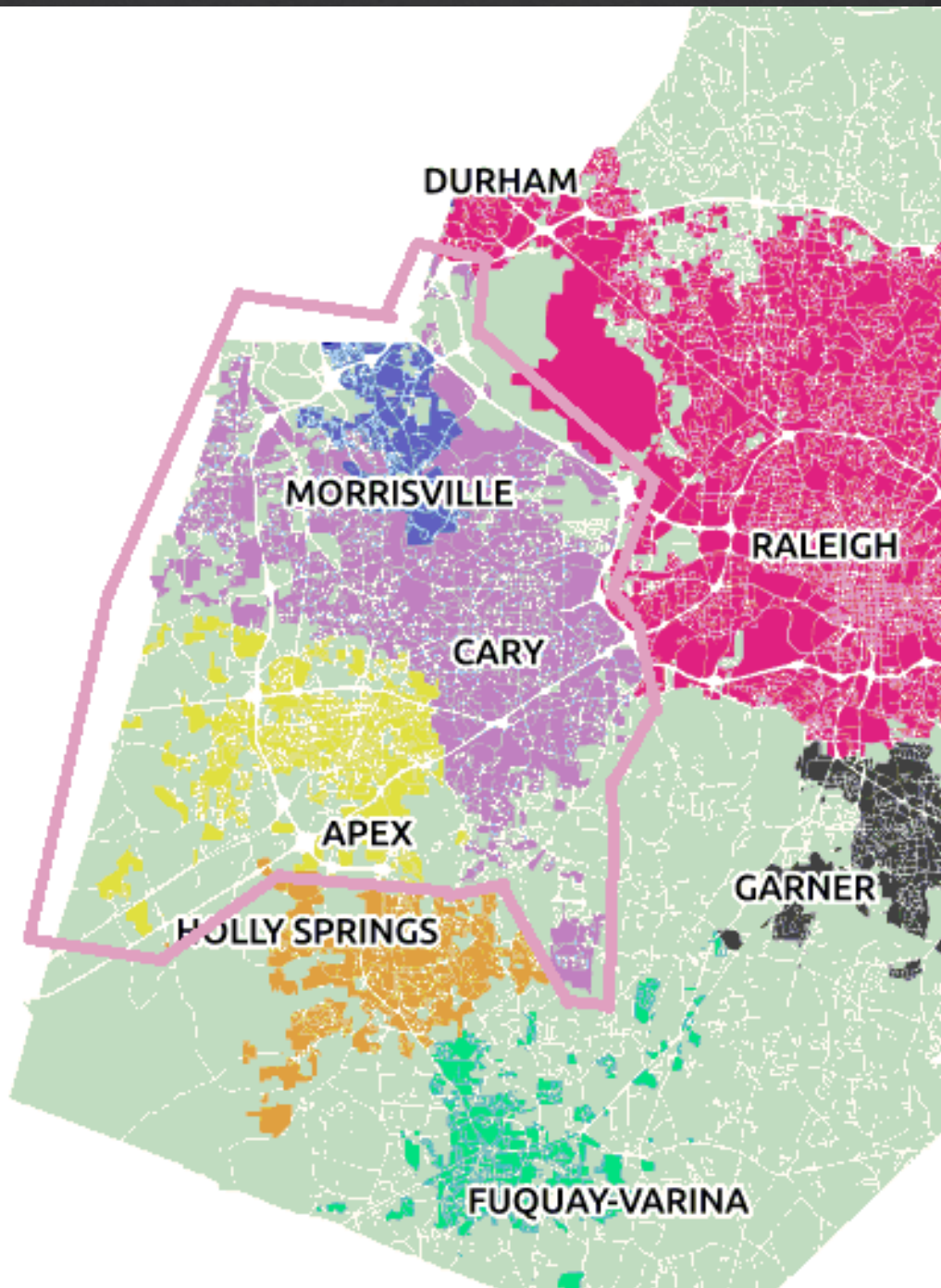
THE GOLDEN LINK THAT HOLDS IT ALL TOGETHER

Who We Are



- ◆ 30 employees
 - ◆ 23 Emergency Communications Officers (ECOs)
 - ◆ 4 Shift Supervisors
 - ◆ 1 Logistics Specialist
 - ◆ 1 Operations Supervisor
 - ◆ 1 Center Manager

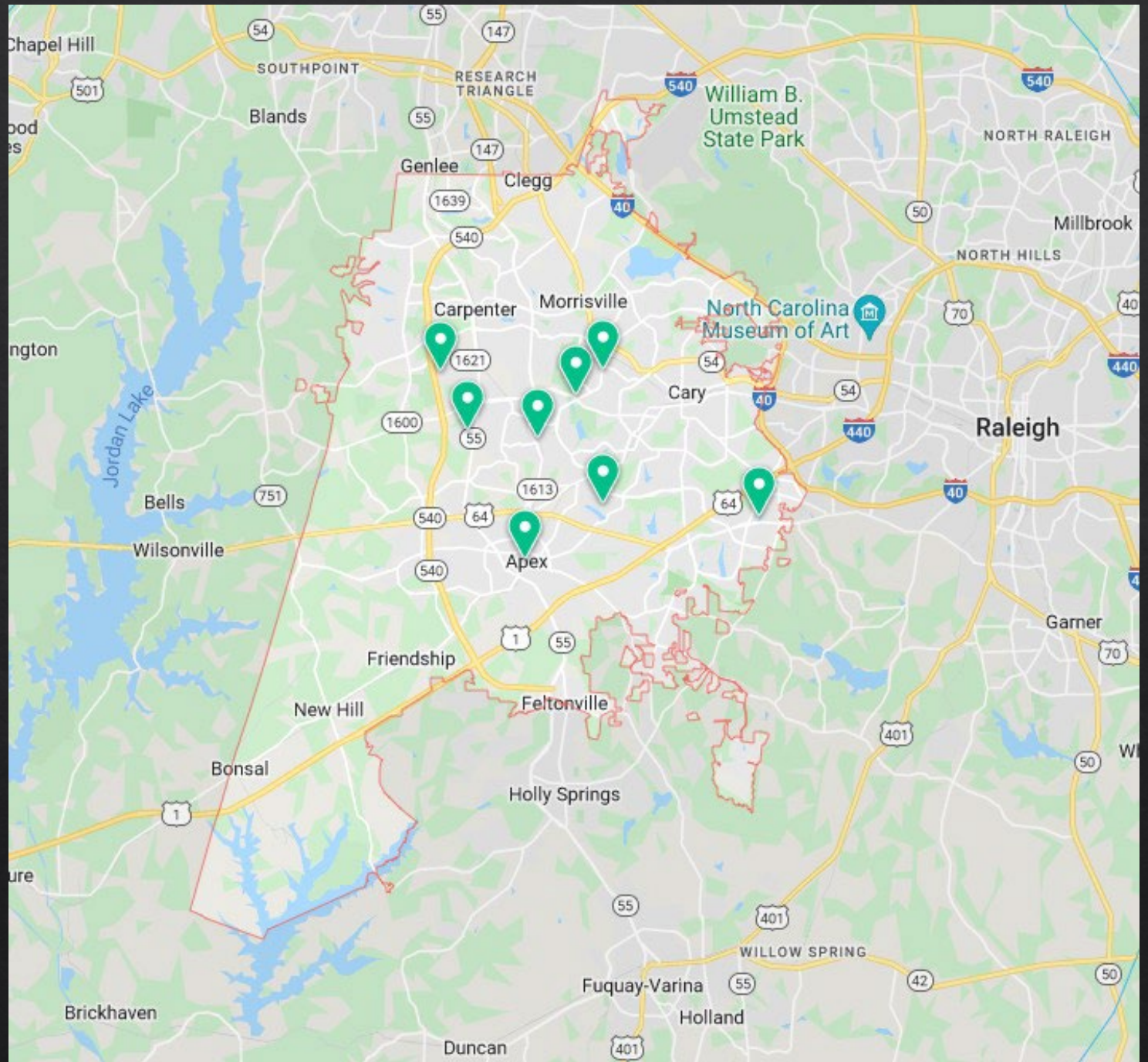
What We Cover



- ◆ Primary answering point for ~275,000 people
 - ◆ Cary Police
 - ◆ Cary Fire
 - ◆ Morrisville Police
 - ◆ Morrisville Fire
 - ◆ Apex Fire
 - ◆ *Some* Wake EMS
 - ◆ *Some* Cary PWUT
- ◆ Area known collectively as CAM (Cary-Apex-Morrisville)

Another View

- ◆ This is a generalized view of the area we cover, using a program called RapidSOS
- ◆ Each of the green dots is an active or very recent 911 call at the time this image was captured.



What We Do - Part 1

◇ Answer calls and:

1. *Refer* to the proper resource (another jurisdiction, another department, pest control; ~30% of calls).
2. *Filter* by handling matters ourselves (911 misdials, questions; ~20% of calls).
3. *Process* by translating the information into a consumable format for responders (~50% of calls).

Calls from the public



Referred, filtered or processed into a call



Calls dispatched to responding units

What We Do - Part 2

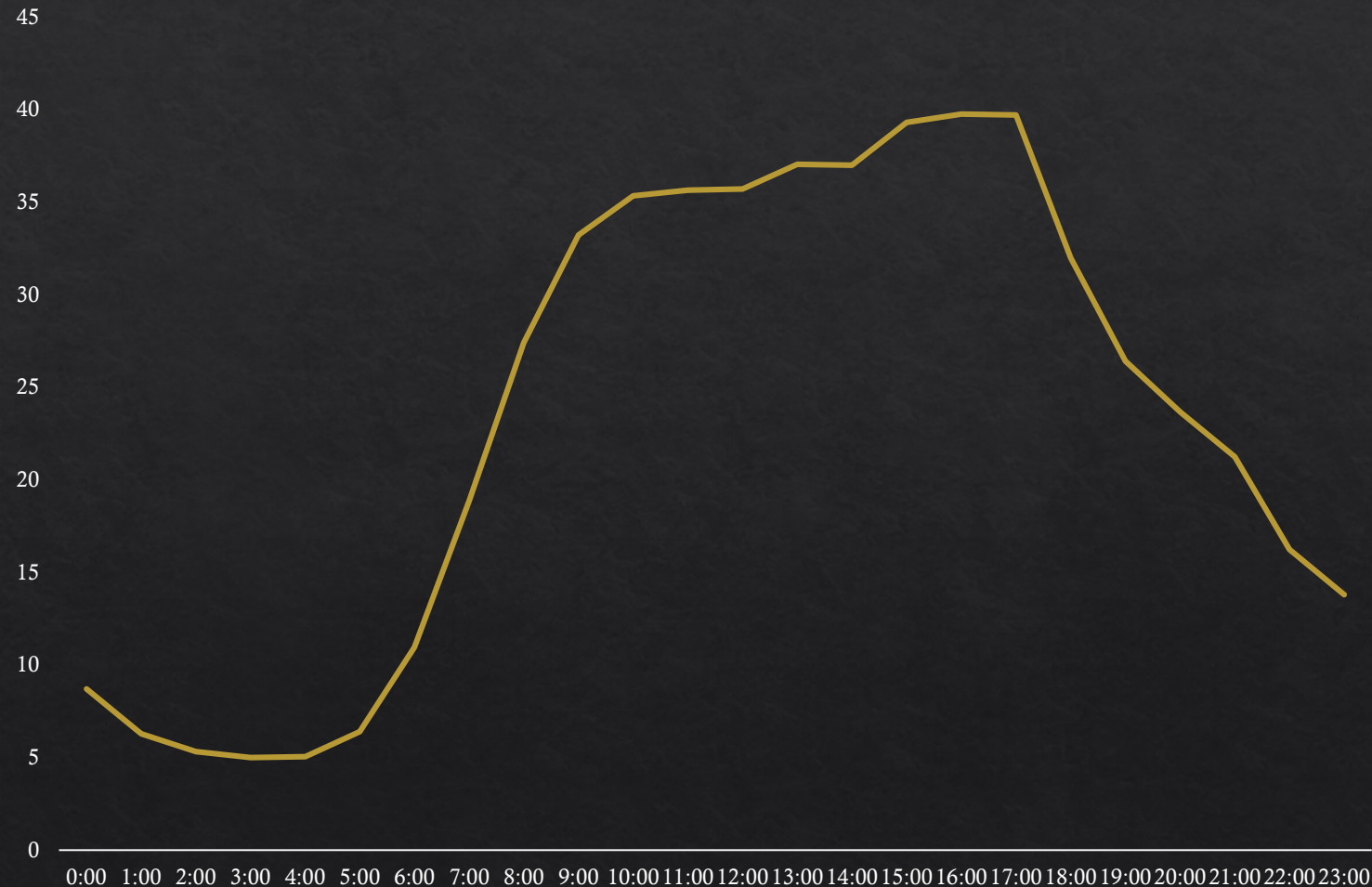
- ◆ After processing:
 - ◆ Continue to provide support and instructions to callers (CPR, de-escalation, safety)
 - ◆ Dispatch the call to the appropriate agency and provide units with information
 - ◆ Monitor units for safety, provide continuing logistical support as needed



A “Normal” Day

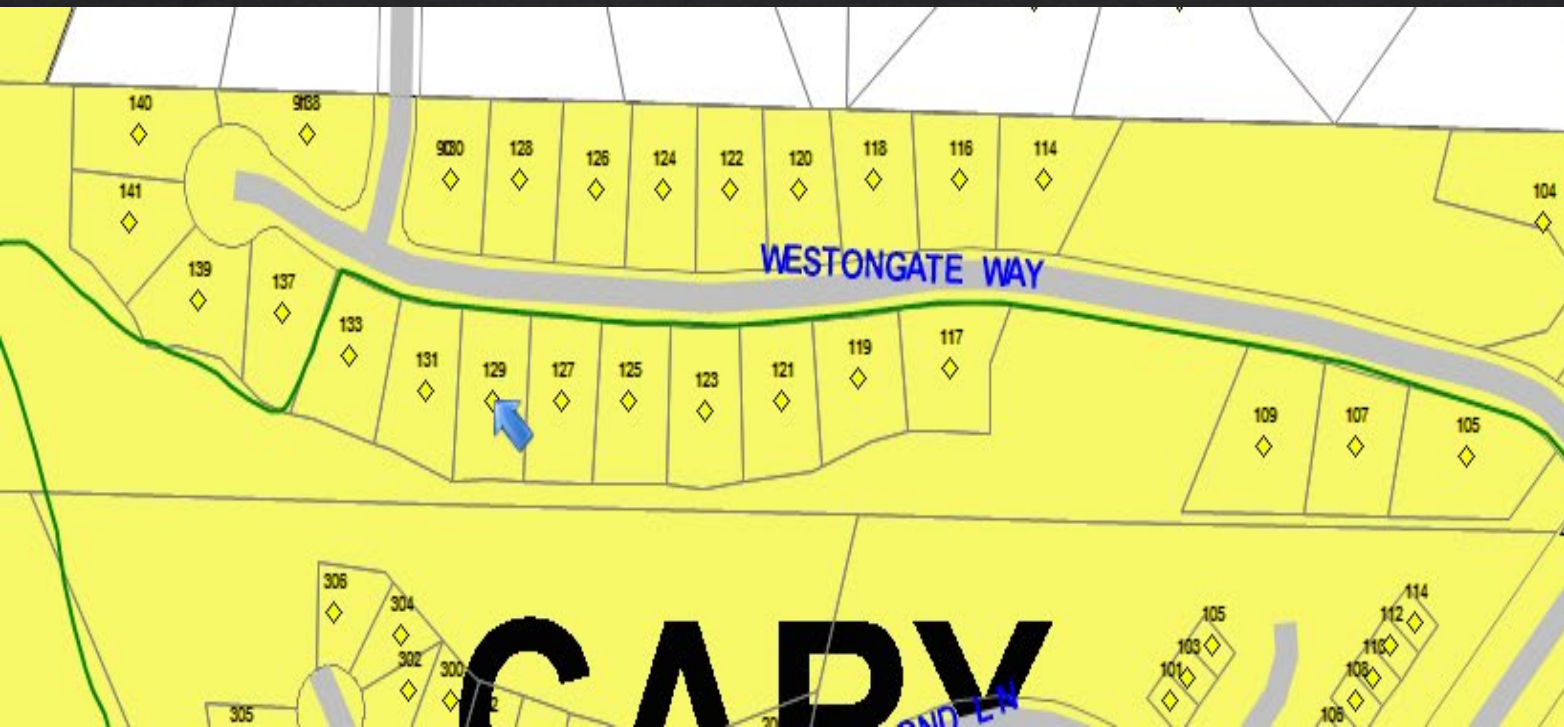
- ◆ Two 12-hour shifts (0600-1800; 1800-0600)
- ◆ ~350 911/1911 calls
- ◆ ~200 non-emergency calls
- ◆ ~150 outbound calls
- ◆ ~750 total calls per day
- ◆ ~275,000 calls per year
- ◆ Typically as call volume *decreases*, call severity *increases*

Average Call Volume per Hour



The Importance of “Where”

“We can’t send anyone anywhere to do anything until we find out where you are”



Other Essentials

If you misdial,
stay on the line

The caller we
want is on scene

Don't wait to call

Every medical or
fire call should be
on 911

Learn CPR

We're not 911 for
everyone,
although we're
happy to help