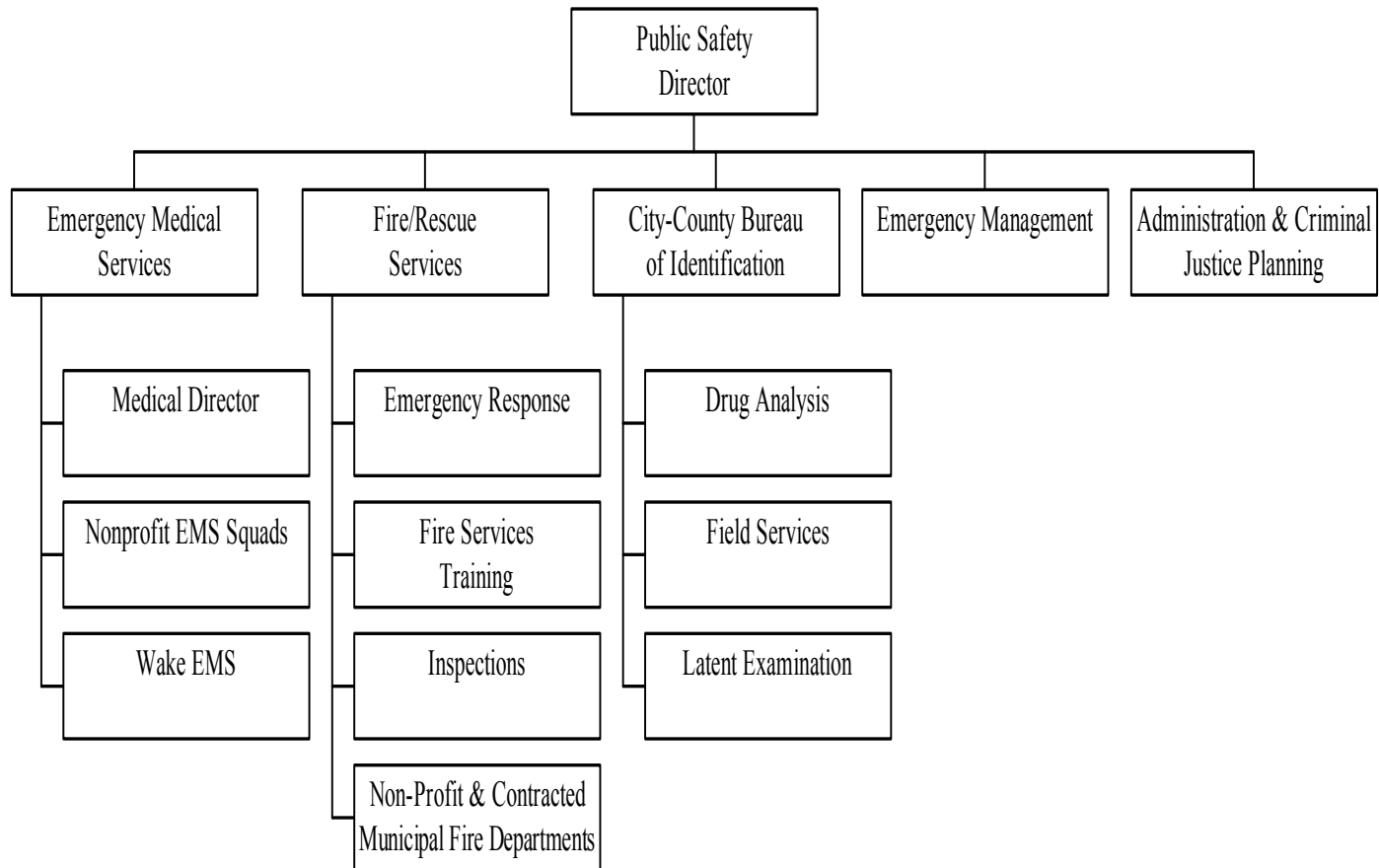


# Public Safety

---



## Public Safety

### Department Summary

		<b>FY 2003 Actual</b>	<b>FY 2004 Adopted Budget</b>	<b>FY 2004 Current Budget</b>	<b>FY 2005 Adopted Budget</b>
Personal Services	\$	11,616,317	11,863,294	12,283,657	12,770,855
Operating Expenses		5,519,695	7,270,939	9,350,687	9,860,500
Capital Outlay		543,845	207,430	1,250,418	1,150,137
<b>Expenditure Totals</b>	<b>\$</b>	<b>17,679,857</b>	<b>19,341,663</b>	<b>22,884,762</b>	<b>23,781,492</b>
Intergovernmental Revenue	\$	648,677	583,118	3,392,877	2,995,131
Fees & Other Revenues		6,581,914	6,052,741	6,332,741	7,205,376
<b>Revenue Totals</b>	<b>\$</b>	<b>7,230,591</b>	<b>6,635,859</b>	<b>9,725,618</b>	<b>10,200,507</b>
<b>Number of FTEs</b>		<b>209.00</b>	<b>209.00</b>	<b>209.00</b>	<b>217.00</b>

### Department Description

The Public Safety department has four primary service delivery divisions: Emergency Medical Services, Fire/Rescue Services, City-County Bureau of Identification (CCBI), and Emergency Management. In addition, the Public Safety department is responsible for general coordination of public safety issues among the county, municipalities, criminal justice system and appropriate outside agencies.

### List of Major Services

- Emergency Medical Services (EMS) Division
- Fire/Rescue Division
- City County Bureau of Identification (CCBI)
- Emergency Management Division
- Administration Division

## Public Safety

### Division Summary - Emergency Medical Services

		FY 2003 Actual	FY 2004 Adopted Budget	FY 2004 Current Budget	FY 2005 Adopted Budget
Personal Services	\$	6,947,640	7,124,042	7,337,781	7,647,995
Operating Expenses		2,802,402	3,195,482	3,402,528	4,036,860
Capital Outlay		187,578	67,000	0	0
<b>Expenditure Totals</b>	<b>\$</b>	<b>9,937,620</b>	<b>10,386,524</b>	<b>10,740,309</b>	<b>11,684,855</b>
Intergovernmental Revenue	\$	1,096	0	105,633	105,633
Fees & Other Revenues		4,761,896	4,612,095	4,612,095	5,181,093
<b>Revenue Totals</b>	<b>\$</b>	<b>4,762,992</b>	<b>4,612,095</b>	<b>4,717,728</b>	<b>5,286,726</b>
<b>Number of FTEs</b>		<b>116.00</b>	<b>116.00</b>	<b>116.00</b>	<b>122.00</b>

**The Emergency Medical Services (EMS) division** is responsible for the administration, training and support of EMS operations in the county. These responsibilities include providing basic and advanced life support services and transporting persons to area medical facilities in emergency situations. EMS services are provided to sick or injured individuals that live, work, visit, or travel in Wake County. In addition to responding to calls for emergency dispatches, the EMS division maintains continuing medical education activities and currently oversees billing users of ambulance services, filing insurance claims for Medicare and Medicaid and marketing the membership/subscription program in the county. In addition to Wake EMS, there are eight non-profit EMS squads with whom the County contracts to provide services across Wake County.

### Business Plan Priorities

#### Emergency Medical Services

- Staff recruitment and retention
- Continuing medical education
- Resource deployment options
- Achievement and maintenance of "model system" status
- Integration of CAD, 800 MHz and Automatic Vehicle Location (AVL) systems into EMS operations

## Public Safety

### Emergency Medical Services (continued)

#### Highlights

#### Emergency Medical Services

- The Wake County EMS System continues to provide high-quality pre-hospital care under the direction of a NCOEMS approved Model EMS System plan
- Implemented a new fee schedule for services that mirrors categories of care by Medicare definition.
- Implemented a new CAD (Computer Assisted Dispatch) system on October 21, 2003.
- Assisted contracted Rescue/EMS agencies as needed.
- Expanded utilization of an automated scheduling program for per-

sonnel.

- Relocated two Wake EMS ambulances and three EMS supervisors to effectively address underserved areas
- Monitored system resource utilization and public safety using a system of emergency/non-emergency dispatching.
- Implemented the 800MHz Smartzone system for EMS in April 2004
- Reassigned EMS unit to the new Stony Hill Fire Station in March 2004

### Division Summary -Fire/Rescue

		<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2004</b>	<b>FY 2005</b>
		<b>Actual</b>	<b>Adopted</b>	<b>Current</b>	<b>Adopted</b>
			<b>Budget</b>	<b>Budget</b>	<b>Budget</b>
Personal Services	\$	1,104,996	1,127,994	1,164,044	1,079,759
Operating Expenses		532,946	563,720	563,720	595,703
Capital Outlay		5,564	1,600	1,600	3,300
<b>Expenditure Totals</b>	<b>\$</b>	<b>1,643,506</b>	<b>1,693,314</b>	<b>1,729,364</b>	<b>1,678,762</b>
Intergovernmental Revenue	\$	0	0	0	0
Fees & Other Revenues		391,233	394,206	394,206	341,225
<b>Revenue Totals</b>	<b>\$</b>	<b>391,233</b>	<b>394,206</b>	<b>394,206</b>	<b>341,225</b>
<b>Number of FTEs</b>		<b>22.00</b>	<b>22.00</b>	<b>22.00</b>	<b>21.00</b>

# Public Safety

---

**The Fire/Rescue division** has four key program areas: emergency response, fire/rescue training, fire code enforcement/fire prevention and fire suppression. The division provides 24-hour/365-day-a-year emergency response staff to assist volunteer fire departments, EMS squads and local law enforcement agencies. Staff responds to emergency scenes to provide scene management, technical expertise, and fire investigations services. Fire/Rescue staff operate the Fire/Rescue Training Center to provide training in emergency operations and management to career and volunteer firefighters. The division inspects new and existing commercial facilities within the County's jurisdiction and the contracting municipalities and in all public school buildings countywide. The division also administers, monitors and supports all fire protection and emergency service contracts with 19 fire protection providers throughout the county, and serves as a liaison between Wake County government and the rural departments to provide system-wide planning and coordination. The Fire/Rescue division also provides personnel for fire suppression services for several rural fire districts and coordinates countywide HAZMAT services. Through a collaborative arrangement with contracting agencies, the division provides weekday staffing for fire and emergency response in the Rolesville, Western Wake and Stony Hill fire districts.

## Business Plan Priorities

### Fire/Rescue

- Fire code enforcement
- Emergency response to major incidents and fire origin and cause investigations
- Management services in support of contractual fire services
- Staff support of Wake County Fire Commission
- Fire and rescue training
- Fire suppression personnel agreement management

## Highlights

### Fire/Rescue

- Developed Open Burning Permit requirements.
- Implemented the recommendations of the USFA Fire Investigation Study.
- Continued to manage regulatory compliance in fire services.
- Provided continuing support to the Wake County Fire Commission.
- Provided end-user support to maintenance of the new Computer Assisted Dispatch (CAD) System
- Maintained expanded fire insurance district boundaries.
- Provided inspections for increased construction by the Public School System.
- Identified need for fire service capital improvement planning.
- Continued to implement the 800 MHz radio system.
- Revised Wake County's Fire Protection Ordinance. The State Building Code Council has adopted the International Fire Code as its model fire prevention code. Because of this transition to the International Fire Code and given the need to address local fire protection needs, staff will continue work to revise the County's fire protection ordinance.
- Increased use of portable live fire training props throughout Wake County.
- Developed standardized salary structure for fire service.

## Public Safety

### Division Summary - City-County Bureau of Identification

	FY 2003 Actual	FY 2004 Adopted Budget	FY 2004 Current Budget	FY 2005 Adopted Budget
Personal Services	\$ 2,912,774	2,938,564	3,051,023	3,276,132
Operating Expenses	385,103	495,417	502,197	527,560
Capital Outlay	7,694	11,841	30,295	14,300
<b>Expenditure Totals</b>	<b>\$ 3,305,571</b>	<b>3,445,822</b>	<b>3,583,515</b>	<b>3,817,992</b>
Intergovernmental Revenue	\$ 0	0	0	0
Fees & Other Revenues	1,018,930	1,022,000	1,022,000	1,069,943
<b>Revenue Totals</b>	<b>\$ 1,018,930</b>	<b>1,022,000</b>	<b>1,022,000</b>	<b>1,069,943</b>
<b>Number of FTEs</b>	<b>61.00</b>	<b>61.00</b>	<b>61.00</b>	<b>63.00</b>

**The City County Bureau of Identification (CCBI)** provides identification services to county law enforcement agencies with partial funding support from the City of Raleigh. CCBI services vary from managing and circulating arrest information, investigating crime scenes and photographing evidence, to laboratory analysis of suspected illegal drugs, administration of “breathalyzer” chemical tests for alcohol, maintenance of criminal fingerprint cards, and giving of expert court testimony. Customers of these services include law enforcement agencies, the judicial system, attorneys, the general public and other governmental agencies. CCBI investigation services include responding to crime scenes to identify, photograph, collect and analyze physical evidence, preparing evidence and developing crime scene videos, diagrams, courtroom exhibits and computer graphs for court. CCBI prepares and analyzes latent fingerprints, tire and shoe tracks and glove

impressions against those of suspects. The division also completes computerized entry of latent prints for comparison with state files via an automated fingerprint identification system, and analyzes unknown controlled drug substances in the drug lab. Staff also testify as experts in court on all findings. In addition to criminal identification and investigation services, CCBI offers fingerprint and photograph services to civilians for various licensing, job requirements and legal mandates.

### Business Plan Priorities

#### CCBI

- Forensic crime scene investigation
- Latent fingerprint examination
- Arrestee processing and chemical breath tests for alcohol

## Public Safety

### CCBI (continued)

- Laboratory services (includes forensic drug testing)  
Identification services for civilians (fingerprinting, backgrounds checks)
- Investigation support for local law enforcement agencies (line-ups, mug shots, computerized criminal histories)

- Bureau of Investigation's 90-day turnaround for the same service.
- Maintained a standard of two-week turnaround for all manual fingerprint comparison requests
- Added powerful case-management software by CCBI's Technical Unit that automatically tracks and explains any enhancements made to digitized images of fingerprints.
- Continued to make a high rate of fingerprint identifications using AFIS system.

### Highlights

#### CCBI

- Improved average response time over the first seven months of FY04 to within-one-hour response 70.5% of the time.
- Maintained a one-week turnaround by CCBI's Forensic Drug Chemist on controlled substance analysis, compared to the State

### Division Summary - Emergency Management

	<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2004</b>	<b>FY 2005</b>
	<b>Actual</b>	<b>Adopted</b>	<b>Current</b>	<b>Adopted</b>
		<b>Budget</b>	<b>Budget</b>	<b>Budget</b>
Personal Services	\$ 399,355	442,764	493,098	488,393
Operating Expenses	1,191,627	1,842,510	3,677,077	3,546,957
Capital Outlay	343,009	27,989	1,218,523	1,132,537
<b>Expenditure Totals</b>	<b>\$ 1,933,991</b>	<b>2,313,263</b>	<b>5,388,698</b>	<b>5,167,887</b>
Intergovernmental Revenue	\$ 413,048	240,204	2,941,789	2,544,043
Fees & Other Revenues	371,209	0	280,000	582,553
<b>Revenue Totals</b>	<b>\$ 784,257</b>	<b>240,204</b>	<b>3,221,789</b>	<b>3,126,596</b>
<b>Number of FTEs</b>	<b>7.00</b>	<b>7.00</b>	<b>7.00</b>	<b>7.00</b>

# Public Safety

---

## Emergency Management (continued)

**The Emergency Management division** coordinates and plans for emergencies that occur in Wake County, including each of its municipalities. Through emergency response and preparedness training, the division responds to emergencies on a 24-hour basis. These response efforts are focused on maintaining the continuity of fire, law enforcement, EMS/rescue, and municipalities in emergency situations. Activities may include maintaining readiness of 9-1-1 telephone system/dispatch, emergency radio systems, coordinating efforts in an emergency operations center, evacuating persons from homes or businesses whose lives or property are threatened by an emergency situation, and giving informed recommendations on emergency protective actions and emergency response procedures. Key program areas involve the Harris Nuclear Power Plant, the County's homeland security programs and public safety communications projects.

## Business Plan Priorities

### Emergency Management

- Domestic Preparedness Program
- Metropolitan Medical Response System
- Volunteer “Citizens Corp” program for Wake County

- Municipal Partner Planning and Exercise Program
- Facilitator/technical-manager role in 800 MHz radio system development
- AVL system design

## Highlights

### Emergency Management

- Continued response planning for Harris Nuclear Power Plant
- Performed a 100% quality assurance check on all Tier II facilities for Hazardous Materials Response Planning
- Continued to work with the Wake County Domestic Preparedness Task Force to plan and coordinate preparedness enhancements using federal homeland security grant funds
- Implemented the 800 MHz communications system, including equipment installation and radio programming
- Planned, trained, and responded to significant incidents, including Hurricane Isabel

## Public Safety

### Division Summary - Administration

		<b>FY 2003</b>	<b>FY 2004</b>	<b>FY 2004</b>	<b>FY 2005</b>
		<b>Actual</b>	<b>Adopted</b>	<b>Current</b>	<b>Adopted</b>
			<b>Budget</b>	<b>Budget</b>	<b>Budget</b>
Personal Services	\$	251,552	229,948	237,711	278,576
Operating Expenses		607,617	1,173,792	1,208,365	1,152,006
Capital Outlay		0	0	0	0
<b>Expenditure Totals</b>	<b>\$</b>	<b>859,169</b>	<b>1,403,740</b>	<b>1,446,076</b>	<b>1,430,582</b>
Intergovernmental Revenue	\$	234,533	342,914	348,655	345,455
Fees & Other Revenues		38,646	24,440	24,440	30,562
<b>Revenue Totals</b>	<b>\$</b>	<b>273,179</b>	<b>367,354</b>	<b>373,095</b>	<b>376,017</b>
<b>Number of FTEs</b>		<b>3.00</b>	<b>3.00</b>	<b>3.00</b>	<b>4.00</b>

**The Administration division** manages and directs the implementation of policies and activities necessary to achieve broad public safety goals for Wake County. The division also controls detention costs through criminal justice planning efforts with various community partners.

## Public Safety

Performance Measures	FY 2003 Actual	FY 2004 Actual	FY 2005 Objective
<b>EMERGENCY MEDICAL SERVICES*</b>			
90% Response time for an ambulance (Wake EMS only, emergency responses)	13:53 min	13:42 min	11:59 min
90% Response time for an ambulance (all Wake Co. service providers, emergency responses)	14:37 min	14:20 min	11:59 min
Number of treatments and/or transports (Wake EMS only)	11,411	12,500	13,750
Number of treatments and/or transports (all Wake Co. service providers)	27,682	30,500	33,550
Rate of Cardiac Survival (Utstein model)**	22%	21%	20%
<b>FIRE/RESCUE SERVICES</b>			
Percent of fire incidents in inspectable occupancies not caused by a condition in violation of State Code	7%	0%	5%
Percent of Fire Training Center Students that scored below 70% on pre-test and above 70% on post test	100%	97%	95%
Number of fire and medical incidents responded to by contracting fire departments	20,162	19,824	21,806
<b>CCBI</b>			
Response time from Officer request to CCBI agent arrival	Within 1 hour 67.7% of time	Within 1 hour 72.7% of time	Within 1 hour 75% of time
Percent of time staff evidence is admitted at trial	98%	100%	95%
Number of crime scene calls answered	8,935	9,197	10,000
<b>EMERGENCY MANAGEMENT</b>			
Rating percentage of emergency management programs, plans, and/or procedures above average	91%	90%	90%
Emergency Operations Center exercises and drills	5	5	3

\* A new computer-aided dispatch system became operational in October 2003. Differences exist between the data collection structures in the old and new programs that preclude direct comparison of 2003 and 2004 response time data.

\*\* The Utstein model measures success of cardiac arrest survival to discharge home for patients in ventricular fibrillation. This is the accepted standard in pre-hospital medicine.