

# 91 Department of Emergency Communications

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## Administrative Line of Business

The purpose of the Administrative Line of Business is to provide legal and support services for the prosecution of criminal cases.

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## Leadership and Accreditation Program

The purpose of the Leadership and Accreditation Program is to provide key results and accreditation products as well as education and community involvement products to the public so their needs are met using the highest industry standards.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
GSD General Fund	1,442,300	1,445,500	1,729,700	2,130,800	401,100	23.2%
Total	\$1,442,300	\$1,445,500	\$1,729,700	\$2,130,800	\$401,100	23.2%

# 91 Department of Emergency Communications

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## Information and Non-Emergency Services Line of Business

The purpose of the Communications Operational Support Line of Business is to provide systems management, results management, Human Resources, Finance, Payroll, and emergency communications training and information products to our emergency communications professionals and our 1st responder partners so they can deliver quick, appropriate emergency and non-emergency assistance to the public.

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### Hub Program

The purpose of hubNashville is to provide equitable, efficient access to non-emergency Metro services and information while also providing data to support data-driven decision making for Metro Government.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
GSD General Fund	0	0	906,100	1,001,300	95,200	10.5%
Total	\$0	\$0	\$906,100	\$1,001,300	\$95,200	10.5%

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### Non-Emergency Responses Program

The purpose of the Non-Emergency Services Program is to provide directory assistance, media inquiries and other general information service products to the public, news reporters, Metro departments, and other outside agencies so they can more conveniently get answers to their questions and/or obtain a non-emergency service response.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
GSD General Fund	7,038,600	6,984,504	8,960,000	9,513,600	553,600	6.2%
Total	\$7,038,600	\$6,984,504	\$8,960,000	\$9,513,600	\$553,600	6.2%

# 91 Department of Emergency Communications

## Communications Operational Support Line of Business

The purpose of the Communications Operational Support Line of Business is to provide systems management, results management, Human Resources, Finance, Payroll, and emergency communications training and information products to our emergency communications professionals and our 1st responder partners so they can deliver quick, appropriate emergency and non-emergency assistance to the public.

### 911 Communications Systems and Equipment Management Program

The purpose of the 911 Communications Systems and Equipment Management Program is to provide troubleshooting, maintenance and administration products to internal and external first responders so they can save lives, protect property, and reduce risk without technology-related delays.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
GSD General Fund	1,026,600	1,095,416	849,700	1,148,700	299,000	35.2%
Total	\$1,026,600	\$1,095,416	\$849,700	\$1,148,700	\$299,000	35.2%

### Training Academy Program

The purpose of the Training Academy Program is to provide public safety communications certification, professional development, and other emergency communications training products to the department, our 1st responder partners, and other emergency communications professionals so they can deliver quick, appropriate emergency and non-emergency assistance to the public.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
GSD General Fund	506,000	598,096	506,000	635,700	129,700	25.6%
Total	\$506,000	\$598,096	\$506,000	\$635,700	\$129,700	25.6%

### Quality Assurance Program

The purpose of the Quality Assurance Program is to provide quality assurance and organizational performance measurement products to the department, Metro stakeholders, and the public so they can receive the best possible response to their Public Safety Communications needs.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
GSD General Fund	489,800	416,115	488,900	220,200	(268,700)	-55.0%
Total	\$489,800	\$416,115	\$488,900	\$220,200	-\$268,700	-55.0%

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## Leadership and Accreditation Program

The purpose of the Leadership and Accreditation Program is to provide key results and accreditation products as well as education and community involvement products to the public so their needs are met using the highest industry standards.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
GSD General Fund	1,442,300	1,445,500	1,729,700	2,130,800	401,100	23.2%
Total	\$1,442,300	\$1,445,500	\$1,729,700	\$2,130,800	\$401,100	23.2%

# 91 Department of Emergency Communications

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## Life Safety Line of Business

The purpose of the Operations Public Life Safety Program is to provide emergency assistance products to individuals in need of emergency assistance and to provide critical dispatch products to Police, Fire, EMS, and other first responders so they can respond quickly to save lives, protect property and reduce risk for everyone involved

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## Operations Public Life Safety Program

The purpose of the Operations Public Life Safety Program is to provide emergency assistance products to individuals in need of emergency assistance and to provide critical dispatch products to Police, Fire, EMS, and other first responders so they can respond quickly to save lives, protect property and reduce risk for everyone involved.

<b>Budget Summary</b>	<b>FY22 Budget</b>	<b>FY22 Actual</b>	<b>FY23 Budget</b>	<b>FY24 Budget</b>	<b>FY23-FY24 Difference</b>	<b>FY23-FY24 % Change</b>
GSD General Fund	7,028,100	6,983,090	8,949,400	9,467,000	517,600	5.8%
Total	\$7,028,100	\$6,983,090	\$8,949,400	\$9,467,000	\$517,600	5.8%