

# Audit Committee



## Audit of 9-1-1 Operations

Presented by: Mark Bigler, Audit Manager

December 16, 2024

# Objective and Conclusion

## 9-1-1 Operations

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### **Audit Objective**

Determine if 9-1-1 operations are effective, efficient, and comply with national standards.

### **Overall Conclusion**

Overall, 9-1-1 operations are effective, efficient, and comply with national standards. Both the San Antonio Police Department (SAPD) and the San Antonio Fire Department (SAFD) are meeting current National Emergency Number Association (NENA) standards for call answering times.

# Results

## 9-1-1 Operations

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### **SAPD Quality Assurance**

SAPD Quality Assurance specialists are not consistently reviewing 9-1-1 calls and follow-up is not always documented.

# Results

## 9-1-1 Operations

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### SAFD

- **Staffing Levels:** SAFD's methodology of considering call handling times and workload to determine staffing needs is not sufficient to meet the NENA standard of answering 90% of calls within 10 seconds.
- **Quality Assurance Program:** SAFD is not consistently documenting communication of failed call reviews.
- **Operations Continuity Procedures:** SAFD is not performing periodic operations continuity procedures for ensuring 9-1-1 calls can be taken at the City's emergency backup facility.

# Results

## 9-1-1 Operations

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### Joint SAPD/SAFD/ITSD Findings

- **Abandoned Calls (SAPD/SAFD):** Call center staff may not be consistently calling back calls that are abandoned by the caller. An abandoned call is a call placed to 9-1-1 in which the caller disconnects before the call can be answered by the 9-1-1 call center.
- **Badge Access (ITSD/SAPD/SAFD):** 9-1-1 call center badge access reviews are not being performed consistently.
- **Computer Aided Dispatch (CAD) User Access (ITSD/SAPD/SAFD):** User access to CAD is not sufficiently restricted.

# 9-1-1 Operations

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SAPD, SAFD, and Information Technology Services Department (ITSD) management agreed with the audit findings and developed positive action plans to address them.

Anticipated Completion: March 2025

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