



Legislation Text

File #: 19-0700, **Version:** 1

Agenda Item Name:

Funding for 911Logix Management Information System (MIS)

Presenter:

Keith Godwin, 911 Coordinator, 352-338-3285

Description:

911Logix is a management information system that provides on-demand and scheduled reports of all 911 call activity in the Combined Communications Center (CCC).

Recommended Action:

Approve budget amendment #2020-535 transferring \$17,570 from 911 reserves to operating in order to reimburse the Alachua County Sheriff's Office for the purchase of 911Logix MIS

Prior Board Motions:

N/A

Fiscal Consideration:

Currently, Fund 126 reserves are \$1,318,512. If the budget amendment and identified use of funds is approved, the remaining reserve balance will be \$1,300,942. (126.04.0440.590.99.23)

Background:

911Logix is a management information system (MIS) program that creates reports on 911 call activity to include date and time of call, call back number, length of call, ring time, and hold time to mention a few. The current MIS product developer requires additional funding each time a new report is requested and the current MIS product will only calculate and create the needed reports one (1) hour after the end time of the report. CCC shift supervisors need to see call statistics immediately, not after an hour delay. Additionally, 911 center management reports the current product does not consistently report accurate data. The 911 center runs a report on the 911 Operators call activity every three (3) hours. If the 911 call answer times are below standards (answer 90% of all 911 calls within 10 seconds), supervisors initiate the necessary staff adjustments to remedy any shortcomings.