



**Marion County 9-1-1 Management  
5 Year Operational Plan  
2021 – 2025**

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# Executive Summary

The 9-1-1 Management Department plays a vital role in the everyday lives of Marion County citizens and visitors by providing the foundation for life-saving emergency services within our community. We take great pride delivering a reliable, robust Enhanced 9-1-1 System, recognizing how essential and important it is to get it right.

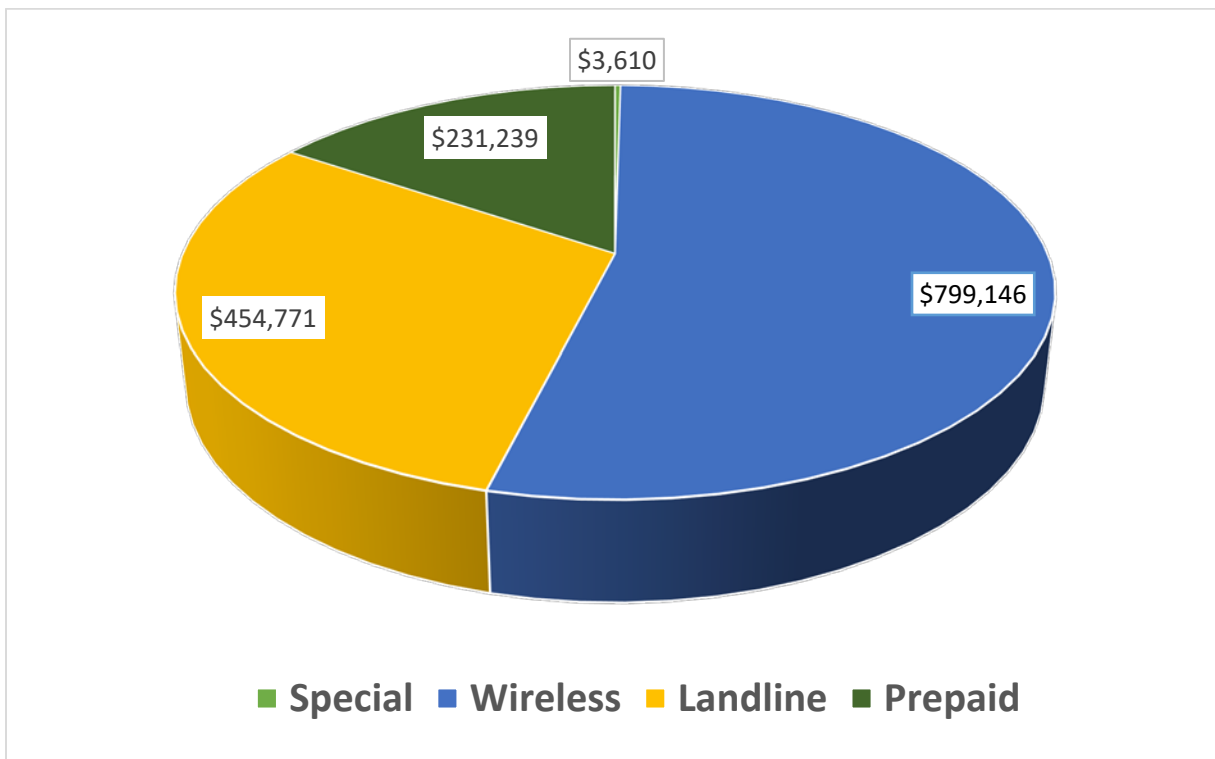
As the public safety industry moves toward new technology, states, regions, and local jurisdictions must continually search for ways to keep up with technology, improve communication, and replace legacy call routing equipment with Next Generation 9-1-1 (NG9-1-1) systems. Our mission over the next five years is to position Marion County for the implementation of these technologies while maintaining our commitment to improving customer service and increasing efficiencies where possible.



# Current State

## Funding Sources

The 9-1-1 Management Department is funded solely by 9-1-1 fees, currently \$0.40 per month, assessed to every phone registered in Marion county that can access the 9-1-1 System. These revenues are generated from landline fees, wireless fees, prepaid fees and special disbursements. The Florida Department of Management Services collects the fees, keeps a small percentage for administrative costs, then remits the fees to the county.



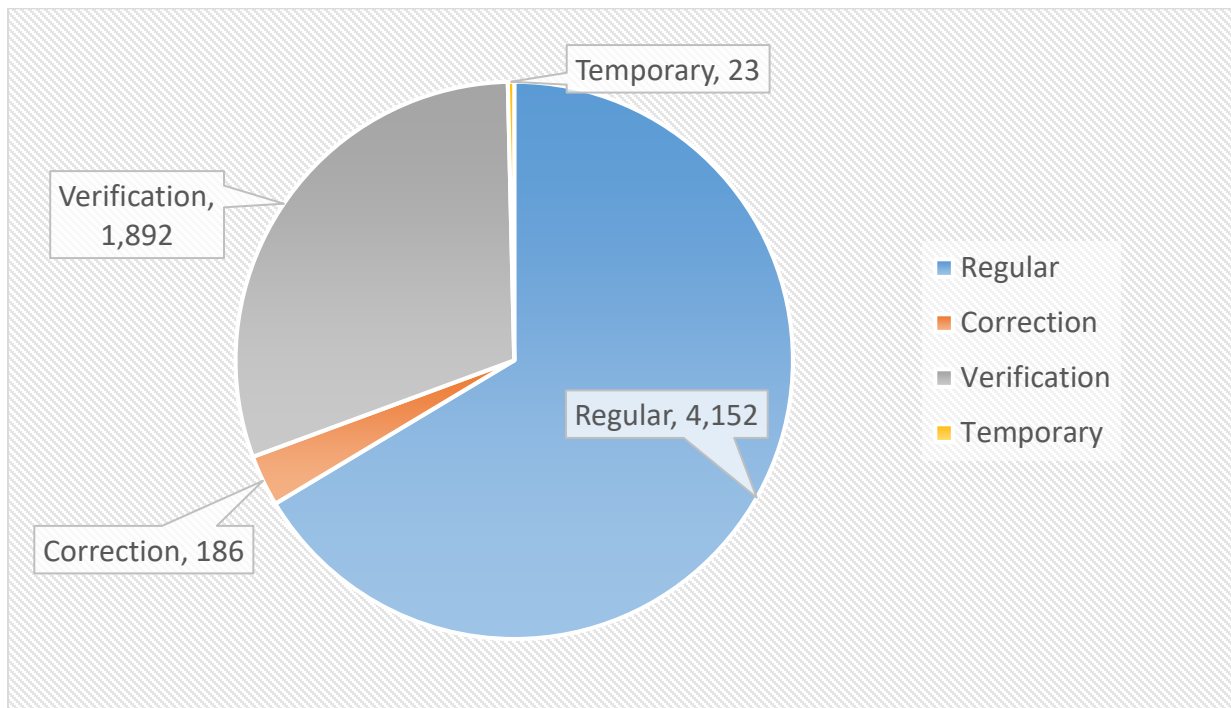
The current funding is not enough to support the 9-1-1 System in its entirety, therefore the General and municipal funds provide approximately 57% of the allowable expenditures.

## Primary Workload

The 9-1-1 Management Departments primary purpose is to ensure that when a citizen dials 9-1-1 the call is routed to the correct Public Safety Answering Point (PSAP) and the correct information appears on the call-takers enhanced 9-1-1 screen – specifically, the caller’s name, address and telephone number. In support of this mission, this department is responsible for county wide addressing, road naming (the foundation of the 9-1-1 System), street sign requests, 9-1-1 error resolution and emergency services Geographic Information Systems (GIS) mapping.

### Addressing:

#### **Total Address Letters Processed – 6,253**



#### **Ledger Updates – 127**

We utilize ledgers to update our Master Street Address Guide (MSAG) which is a tabular database of every street segment within Marion County with their corresponding high address, low address, community, and emergency service routing number.

## Development Review:

### Plats

ANNUAL PLAT REVIEW NUMBERS		
	COUNTY	OCALA
TOTAL REVIEWS	524	106
ROADS NAMED	127	39
ROADS VERIFIED	2109	331
LOTS PREAMBITTED	636	0
TOTAL STAFF TIME TO REVIEW	654hrs	150hrs

### Waivers

- Development Review Committee Waivers – 180
- Family Division – 35

### Street Sign Requests – 66

## 9-1-1 System:

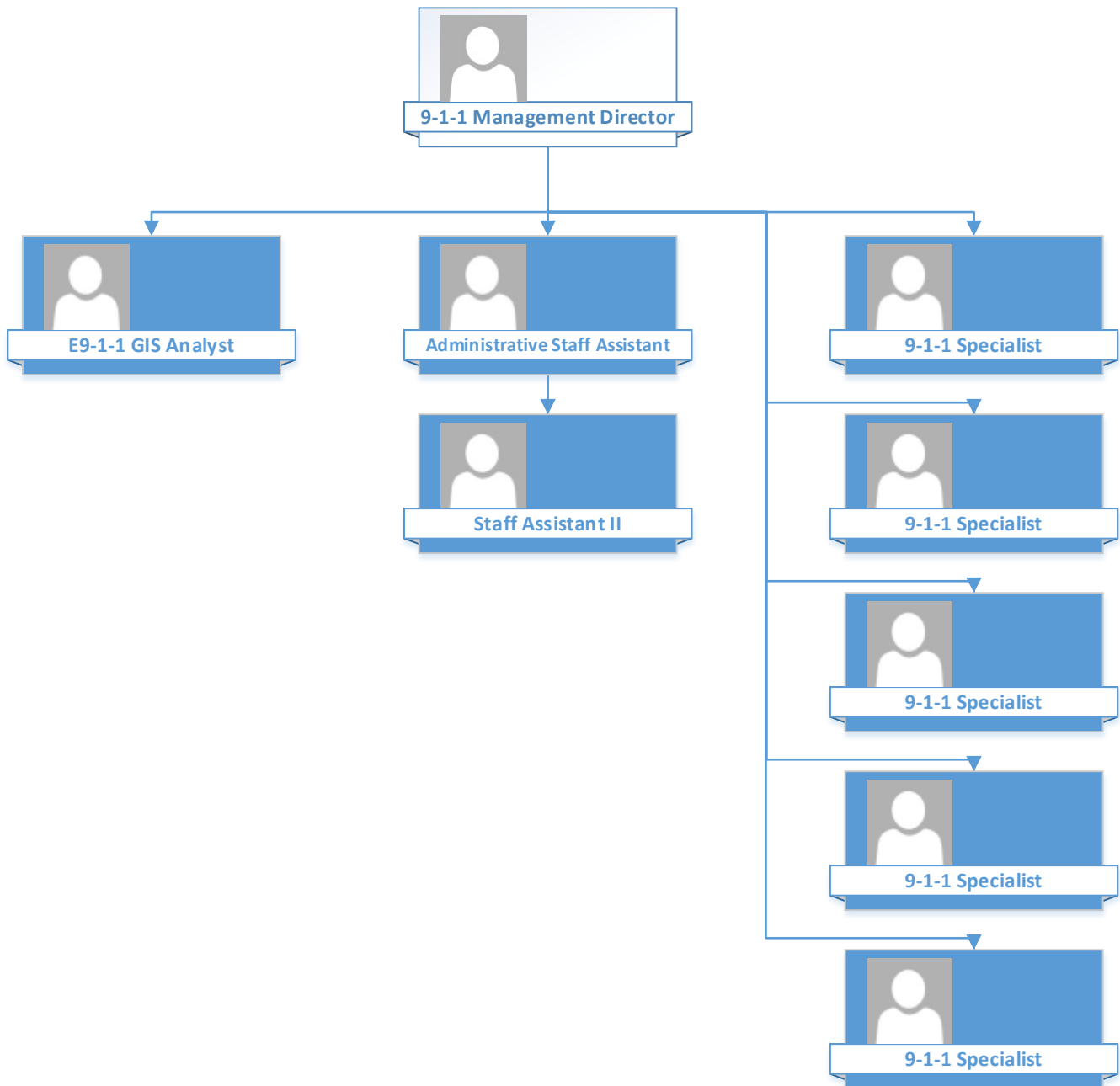
**Error Resolution** – Staff investigates and resolves issues with 9-1-1 call routing, wrong address displays, etc.

- 9-1-1 Problems – 1
- Daily Service Orders – 6
- PSAP Inquiries – 121
- Wireless Inquiries – 68

**Mapping** - 9-1-1 Management is responsible for the creation and continual maintenance of the map layers that the first responders use to locate citizens in need of emergency services.

- Address Point Theme Updates – 157,595
- GIS Map Updates – 8,676

# Current Organizational Chart



## Future State

9-1-1 Management's primary responsibilities are not projected to change substantially over the next five years but the demand for services will increase proportionally as our population continues to grow. We will continue to provide the citizens and visitors of Marion County with the most reliable 9-1-1 system available to eventually include an Emergency Services IP Network (ESInet) and Next Gen Core Services (NGCS) – emergency voice and text call routing, location based routing, network integration and disaster recovery.

### **Funding Source**

Future funding sources and changes to the current funding source will be necessary to continue to provide critical 9-1-1 infrastructure and services. The 9-1-1 system is on a 5-6 year replacement schedule with the next upgrade tentatively scheduled for 2025. Raising the 9-1-1 fee is a current Legislative Priority and will be necessary to keep up with emerging public safety technologies. Funding opportunities such as charging for addressing and plat review is also an option that can be explored. Last fiscal year approximately \$1,644,883 dollars were spent to support 9-1-1 from general and municipal funds.

### **Workload Changes**

It is not anticipated that our workload will change drastically over the next five years. Current staffing should be able to handle the workload demands while continuing to deliver exceptional customer service. It is probable that when the Staff Assistant II position becomes vacant in the next few years we will request a reclassification of that position to a 9-1-1 Specialist position to ensure any increase in workload is accommodated.

Our processes are continually scrutinized in order to increase efficiencies and provide better customer service. We are hopeful that with the upcoming implementation of EnerGov, we will be able to capitalize on decreasing permit review times.



# Future State Organizational Chart

