

Overflow Position Policy

G.S. 143B-1406 requires distributions to primary PSAPs on a monthly basis to fund eligible operations and expenses of such operations. PSAP staffing, and work duty assignments, are made by local governments. It is the policy of the 911 Board to provide funding to primary PSAPs for achieving call taking metrics established by applicable rules and standards. Primary PSAPs may, from time to time, need to increase the number of personnel assigned, the number of call-taking positions, or other changes impacting positions within the primary PSAP. Non call-taking duties shall not be considered when determining staffing or positions. It is the further policy of the 911 Board to enable necessary changes by allocating funds as permitted by law for such necessary position changes.

A “position” refers to the workstation and other associated workspace attributes.

An “overflow position” refers to a position that is only utilized by a primary PSAP in the event of abnormally high call volumes, the malfunction of a position funded under the base Funding Position Policy, or any other instance where use of only the positions funded under the base Funding Position Policy are insufficient for the primary PSAP to achieve call taking metrics established by applicable rules and standards.

It is the policy of the 911 Board that each primary PSAP may receive funding for one overflow position. A primary PSAP may request funding associated with additional overflow positions. Prioritization of factors identified shall be determined by the Funding Committee and identified Factors for consideration of such requests include:

- a) demonstration of staffing needs and the PSAP’s analysis of the staffing needs as shown by industry recognized methods (e.g. as published by APCO, NENA, etc.), see e.g. 9 NCAC 06C.0208.
- b) comparison of similar PSAPs’ staffing, operations, levels of service, see e.g. 9 NCAC 06C.0211(a)(5).
- c) only call taking duties shall be considered when determining positions, see e.g. 9 NCAC 06C.0208(c), 06C.0208(e).
- d) PSAPs must demonstrate that staffing changes are necessary to meet the call taking rule; e.g. 09 NCAC 06C.0209(a) requires answering 90% of calls within ten seconds or less.
- e) other factors consistent with G.S. 143B-1406, 911 Board rules, and applicable laws.