Guilford Metro 9-1-1
2021 Annual Report

GUILFORD METRO 911
FIRST POINT OF CONTACT

ONE CALL. ONE CENTER. ONE SOURCE.

From the Director

Guilford Metro 9-1-1 (GM911) serves as the Primary Public Safety Answering Point (PSAP) for enhanced 911 in Guilford County. The center provides 911, dispatch, and radio services for other cities, towns, and unincorporated areas in Guilford County and Emergency Medical Services dispatch for the City of High Point.

This year continued to bring challenges, especially to our Operations Division, which suffered its most critical staffing shortage ever. As a department, we managed to remain progressive, especially from a technological perspective. Here are a few of the many projects completed in 2021.

GM911 Technical Services Division upgraded:

- Our radio system to the most current version (A2020.1),
- The microwave backhaul to the new 9500 series,
- All radio consoles for the 911 center,
- The MCM database system to the most current platform.

Technical Services and Public Safety Information Technology (PSIT) Divisions collaborated to incorporate the US Digital Designs Fire Station Alerting system. PSIT also successfully chose a consultant for its Computer Aided Dispatch/Records Management System (AD/RMS) replacement and began the review process with the Greensboro Police Department to form a Real-Time Crime Monitoring Center.

The Training Section completed over 8,000 public information requests.

The Emergency Communications Division was credited with 33 life saves. It also was successful in recruitment and retention efforts. We increased beginning salaries and incorporated a new job position and pay grade to allow for better growth opportunities.

GM911 is progressive and responsive to the needs of our agencies and community. We stand ready to fulfill our role as the "First, First Responder." I am very proud of the many accomplishments of the staff of GM911, especially while dealing with a pandemic for two years in a row. Without their dedication and professionalism, GM911 would not fulfill our mission of high-level customer service to the community as well as our users.

Melanie A. Neal
Executive Director

Our Mission

The mission of GM911 is to serve the community and local government agencies with effective communications services and to serve as a facilitator of communications for public safety agencies in Guilford County. To be effective, GM911 uses all available resources to support the mission of subscriber agencies.

We are committed to the priorities, mission, and objectives of those we support and will partner with those departments and organizations to accomplish their goals while we adhere to the core values within the department.

About GM911

Department Leadership

Melanie Neal
Executive Director

Mark Shepherd
Quality Assurance Administrator

Christine Moore
Emergency Communications Operations Manager

Greg Nash
Public Safety IT Manager

Lewis Cheatham
Technical Services Division Manager

Tykia Johnson
Administrative Fiscal Manager

Executive Board

City Manager David Parrish*
City of Greensboro

County Manager Michael Halford
Guilford County

911 Council

Sheriff D.H. Rogers
Guilford County

Police Chief Brian James
City of Greensboro

Fire Chief Jim Robinson
City of Greensboro

Emergency Services Director James Albright
Guilford County

User Groups

EMS
Chair: Shift Commander Jeff Hutchens
Guilford County Emergency Services

Fire
Chair: Chief Gary McGee
Climax Fire Department

Law
Chair: Captain Daryl Loftis
Guilford County Sheriff's Office

Radio
Chair: Technical Services Manager Lewis Cheatham
GM911

*Resigned June 30.

Agencies We Serve

GM911 provides call intake and dispatch for medical, fire and law enforcement agencies throughout Guilford County and manages equipment to provide for radio communications for a wide range of organizations.

Colleges & Universities

- Guilford Technical Community College Fire Curriculum, Fire Station 99 and Police
- High Point University
- North Carolina A&T State University
- University of North Carolina at Greensboro

Fire

- Alamance Fire Department
- Burlington Fire Department
- Climax Fire Department
- Colfax Fire Department
- Greensboro Fire Department
- Fire District 13 Incorporated
- Fire District 28 Incorporated
- Gibsonville Fire Department
- Graham Fire
- Guilford County Fire Marshal
- Guil-Rand Fire Department
- Julian Fire Department
- Kimesville Fire Department
- McLeansville Fire Department
- Mt. Hope Fire Department
- Northeast Fire Department
- Oak Ridge Fire Department
- Pinecroft Sedgefield Fire Department
- Pleasant Garden Fire Department
- Southeast Fire Department
- Stokesdale Fire Department
- Summerfield Fire Department
- Whitsett Fire Department

Municipal Governments

- City of Burlington
- City of Graham
- City of Greensboro General Government and Transit Agency
- City of Thomasville
- Guilford County Animal Control, Dive Team, Emergency Services, Facilities/General Services, General Government, Hazmat, Juvenile Detention, Parks and Recreation, Public Health/DSS, Security, and Transportation

Law Enforcement

- Burlington Police
- Drug Enforcement Agency
- Graham Police
- Greensboro Police Department
- Guilford County Sheriff

Other

- Carelink of Cone Health Systems
- Cone Health System
- High Point Regional Hospital
- Piedmont Triad Airport Authority
- Piedmont Triad Ambulance & Rescue
- NC Department of Transportation
- National Park Service
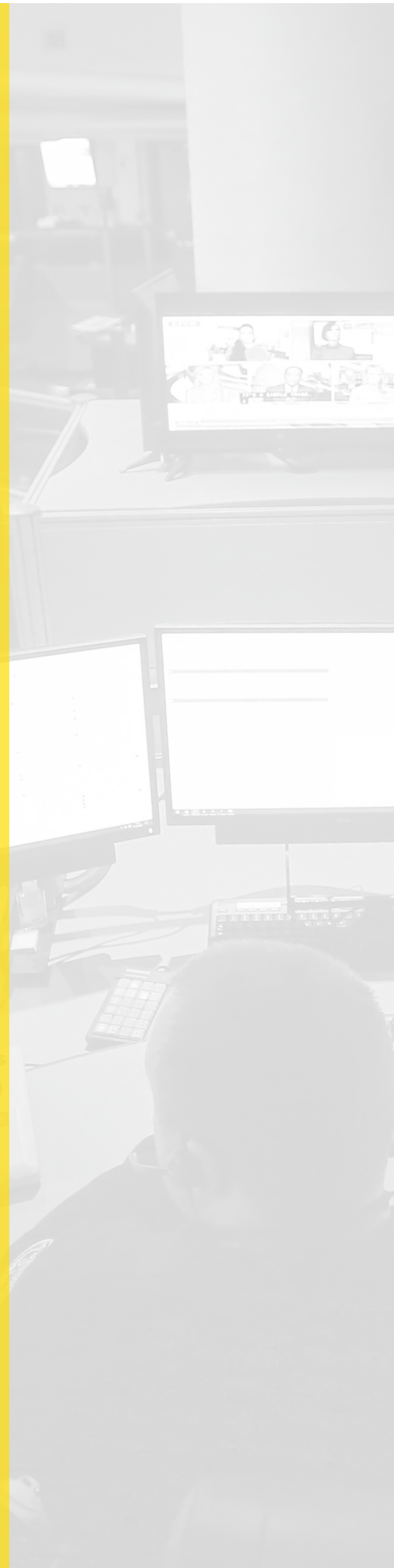
Agencies with Interoperability

GM911 systems can communicate with the following agencies.

Colleges & Universities

Alamance Community College

Elon University

High Point University

Emergency Management

Mecklenburg Emergency Medical Services

NC Office of Emergency Medical Services

Thomasville Rescue

Triad Regional Advisory Committee

Urban Search & Rescue

Fire

Denton Fire Department

Faucette Township Fire Department

Hasty Fire Department

Healing Springs Fire Department

High Point Fire Department

Horneytown Fire Department

Lexington Fire Department

Liberty Fire Department

Midway Fire & Rescue

NC Office of State Fire Marshal

Randolph County

Reeds Fire Department

Tyro Fire Department

Wallburg Fire & Rescue

Municipal Governments

Alamance County

Caswell County

City of Archdale

City of Durham

City of Fayetteville

City of High Point

City of Salisbury

Municipal Governments

City of Thomasville

Davidson County

Randolph County

Rockingham County

Stokes County

Town of Cary

Town of Gibsonville

Town of Kernersville

Wake County

Winston-Salem/Forsyth County

Law Enforcement

Alcohol Law Enforcement (ALE)

Alcohol, Tobacco, and Firearms (ATF)

Elon Police

Federal Bureau of Investigation

Gibsonville Police

High Point Police Department

Lexington Police Department

NC Department of Probation and Parole

NC Department of Public Safety

NC State Highway Patrol

NC Criminal Investigations Division

State Bureau of Investigation

US Courts Probation and Parole

US Marshal Middle District

US Secret Service

Other

NC DMV License & Theft Bureau

NC Forestry Service

NC State Parks

NC Wildlife Resources Commission

Wake Forest Baptist Medical Center

Administrative Services

The Administration Division creates and manages department goals and objectives. It provides day-to-day and personnel management, project oversight, and planning for all other divisions and oversees the department's $18 million budget. This division also oversees the Training and Quality Assurance Section.

Quality Assurance & Training Section

About the Section

The Quality Assurance and Training Section has an administrator, two emergency communications specialists, and a part-time roster employee. Altogether, the team has more than 83 years of experience in the 911 and public safety system. It oversees accreditation compliance, department-wide training, and is the point of contact for Guilford County Department of Social Services and public information requests. Preparing record requests expends approximately 50-60 hours per month.

Agency/DSS/Public Record Request

2020	6,056
2021	7,426

0   1,000   2,000   3,000   4,000   5,000   6,000   7,000   8,000
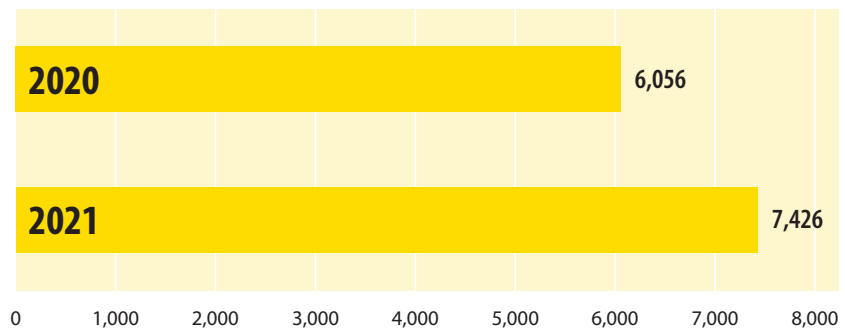
Requests by Type

19	311	587
SUBPOENAS	RADIO TRAFFIC	AGENCY

Accreditation Compliance

Accreditation

The section is responsible for compiling and maintaining documentation to meet the 911 communication requirements for the following:

- Accredited Center of Excellence (ACE) for Emergency Medical Dispatch and Emergency Fire Dispatch
- APCO International Training Standards for Public Safety Telecommunicators
- DCI Service Agreements and Compliance
- Commission on Accreditation for Law Enforcement Agencies
- Commission on Accreditation of Ambulance Services

GM911 is an Accredited Center of Excellence (ACE) in two call-take disciplines – Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) through the International Academies of Emergency Dispatch (IAED). The agency must meet and maintain 20 points of accreditation.

The section must randomly audit three percent of the annual medical calls monthly and 12 fire calls per week. The center must maintain, at a minimum, overall quarterly compliance levels. GM911 met the requirement in every category.

Emergency communications specialists receive feedback on a monthly basis. The reporting and feedback process is a crucial part of the Quality Assurance/Quality Improvement Program, as it helps to enrich the services GM911 provides to the residents and agencies we serve.

GM 911 implemented Emergency Police Dispatch (EPD) Protocols to process law enforcement calls in 2018. The team conducts random law call reviews using ACE standards in all categories with the exception of auditing three percent of the annual calls. Currently the section does not have enough staff members to meet and maintain this particular ACE requirement for the EPD discipline.

2021 Compliance Levels

Compliance Level	EMD	EFD	EPD*	Minimum Standard
Non-Compliant	7%	6%	3%	7%
Low Compliance	2%	2%	2%	10%
Partial Compliance	5%	4%	8%	10%
Compliant	25%	21%	27%	None
High Compliance	61%	67%	60%	None

GM911 is not ACE accredited in EPD, and therefore is not required to meet the minimum standard compliance in this area. Regardless, we strive to meet that goal.

1,092
UNREDACTED
PHONE CALLS

1,105
REDACTED
PHONE CALLS

2,152
PUBLIC (ATTORNEY/
CITIZEN/MEDIA)

4,687
DSS

26,330
DOCUMENTS
REVIEWED/REDACTED

Training

Training Responsibilities

This section is responsible for the training of all new emergency communications employees through an in-house Rookie School, and providing continuing education on a monthly basis to all existing employees.

GM911's training curriculum meets the APCO International's Minimum Training Standards for Public Safety Telecommunicators and is APCO International's Agency Training Program Certified. This certification validates the agency's training curriculum to ensure it provides trainees with the required content and focuses on the demonstration of decision and psychomotor skills cited within the standards.

2021 Training Highlights

Although in-person training was limited in 2021 due to the COVID-19 pandemic, GM911 employees received approximately 5,498 training hours. Training hours accrue through in-service training, Rookie School, multimedia education, local administrative meetings, state and national conferences, as well as on-the-job training.

Training in 2021 included:

- Protocol updates and review for EMD, EPD, and EFD)
- Wellness, fitness, and Human Resources Department updates
- CAD
- Leadership and professional development
- CPR
- Crisis intervention
- Geography
- National Center for Missing and Exploited Children (NCMEC)
- Customer service
- Fielding multiple calls for the same event
- Emerging Infectious Disease Surveillance (EIDS) Tool for Coronavirus

Training Team Credentials

EMD, EFD, EPD certifications
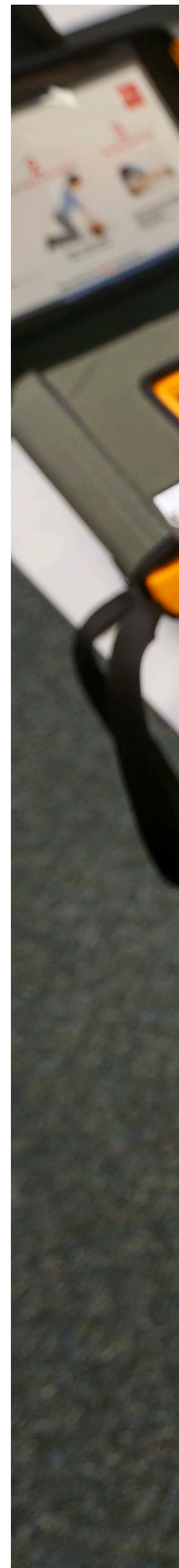
EMD-Q, EFD-Q, EPD-Q (Quality Assurance)

Division of Criminal Information (DCI) and DCI Instructor
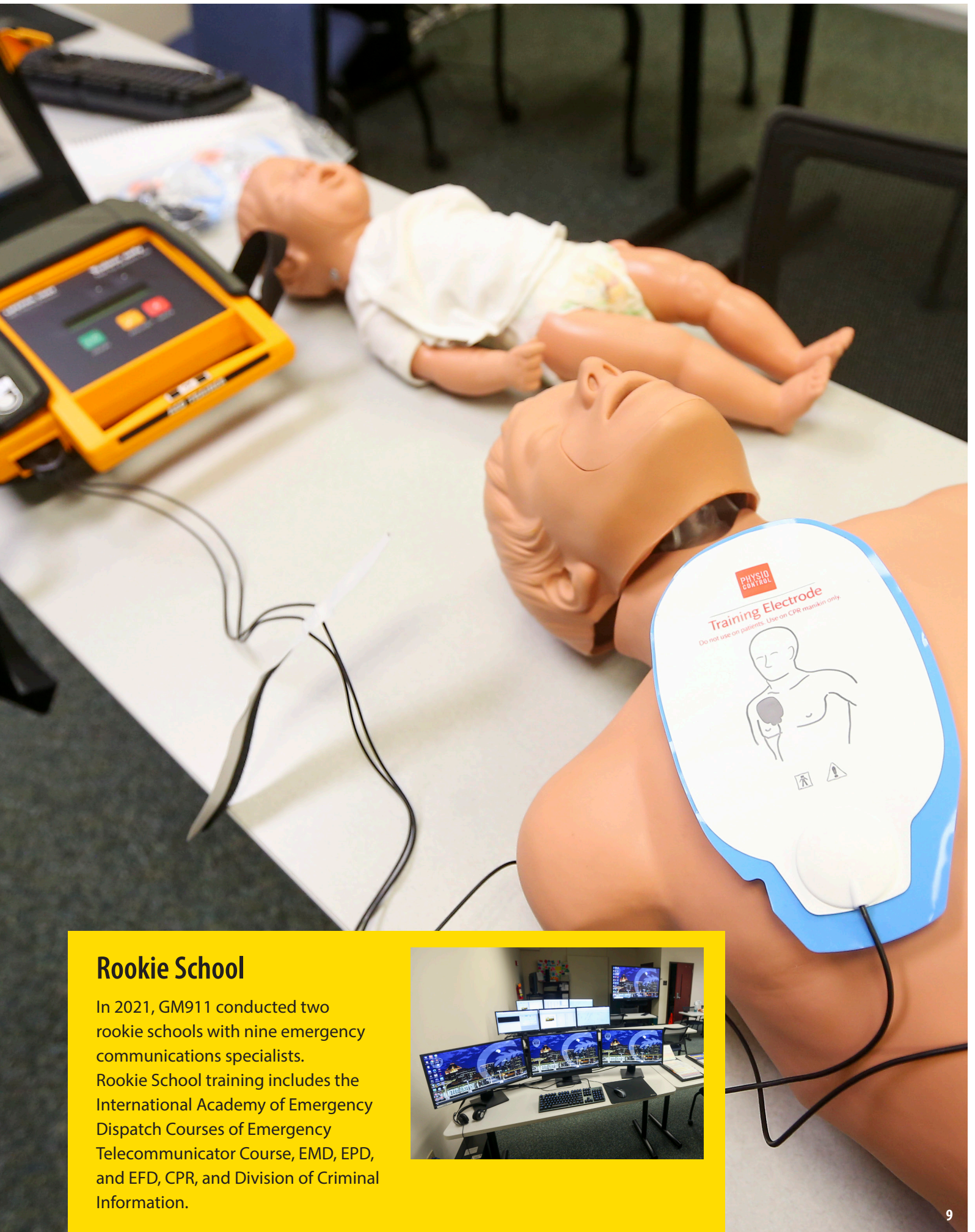
CPR and CPR Instructor

Emergency Telecommunicator (ETC) and ETC - Instructor

APCO International Communications Training Officer Version 5 and Version 5 Instructor

FEMA - 100, 200, 700

Rookie School

In 2021, GM911 conducted two rookie schools with nine emergency communications specialists.
Rookie School training includes the International Academy of Emergency Dispatch Courses of Emergency Telecommunicator Course, EMD, EPD, and EFD, CPR, and Division of Criminal Information.

Communications Division
Education & Outreach

GM911 is dedicated to fostering strong relationships throughout the community, as well as educating the public about 911, our organization, and other public safety topics. Through the Red E. Fox program and other outreach efforts at local schools and youth centers, GM911 staff teaches the importance of 911 to local children. Department members from all divisions participate in various public relations events and gatherings throughout the year. This allows members of the community, local businesses, and partner agencies to fortify bonds with GM911 in ways that cannot be achieved through other means.

2021 Public Relations Events

- RACE Meetings with Moses Cone Hospital
- Guilford Merchants Association Meetings
- 911 Goes to Washington – Virtual
- Elder Justice Committee with the Family Justice Center
- Media interviews regarding 911 related topics
- Visits with NC Representatives in Raleigh and Greensboro
- 9-8-8 Coalition Meetings
- Market Civitan Club
- Major League Hiring Event with NC Works
- United Way events
- Red Cross Salute to Heroes Event
- Aiding Afghan Evacuees Lunch and Learn
- Guilford Works Public Sector Career Fair
- United Way Understanding Race and Racism series
- Roundtable with Amazon Web Services

Feedback from Public & Partners

Commendations	2021	2020
Residents	9	12
Other Agencies	20	20
Internal	57	35
Total	86	75

Complaints	2021	2020
Residents	3	4
Other Agencies	23	31
Total	26	35
Founded*	21	31

Founded complaints were those determined to be valid upon review.

911 Communications Center Tours

38 TOURS **82** ATTENDEES

Call Volume

During the course of the last year, the Emergency Communications Division processed 706,194 calls. GM911 is a leader in the state, answering 99 percent of calls within 10 seconds according to the North Carolina 911 Board Emergency Call Tracking System.

2021 Call Volume
- 172,671 OUTGOING CALLS -6.9%
- 337,838 911 CALLS RECEIVED +3.9%
- 195,685 10 DIGIT CALLS RECEIVED +0.7%
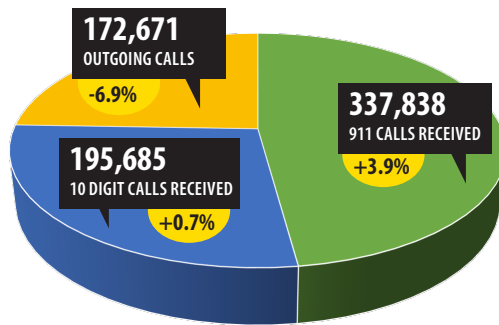
Total Telephone Transactions: 706,194

2020 Call Volume
- 185,472 OUTGOING CALLS
- 324,493 911 CALLS RECEIVED
- 194,392 10 DIGIT CALLS RECEIVED
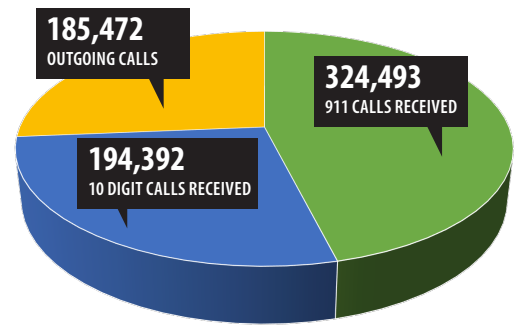
Total Telephone Transactions: 704,357

Types of Calls

We experienced a decrease in the number of landline 911 calls. Our wireless 911 calls have increased from 83 percent to 84.6 percent. The center experienced a significant increase in abandoned calls. We received an average of 926 calls per day in 2021, an increase of four percent. There was a significant increase in text-to-911 calls as community awareness about that service increased.

Calls for Service

Agency	2021	2020	% of change
Guilford County EMS	89,631	83,614	6.7% increase
Guilford County Fire	14,935	13,965	6.5% increase
Guilford County Sheriff	67,097	62,708	6.5% increase
Greensboro Fire	34,468	32,661	5.2% increase
Greensboro Police	207,926	203,717	2% increase

Staffing

Force Strength

The Emergency Communications Division had 78 emergency communications specialists (ECS) in 2021. The authorized ECS staffing was 93, including supervisors and operations manager. The average vacancy per month for this year was 14 ECS positions. In 2021, 10 were hired, 10 ECSs resigned and three retired. We ended the calendar year with 16 vacancies.
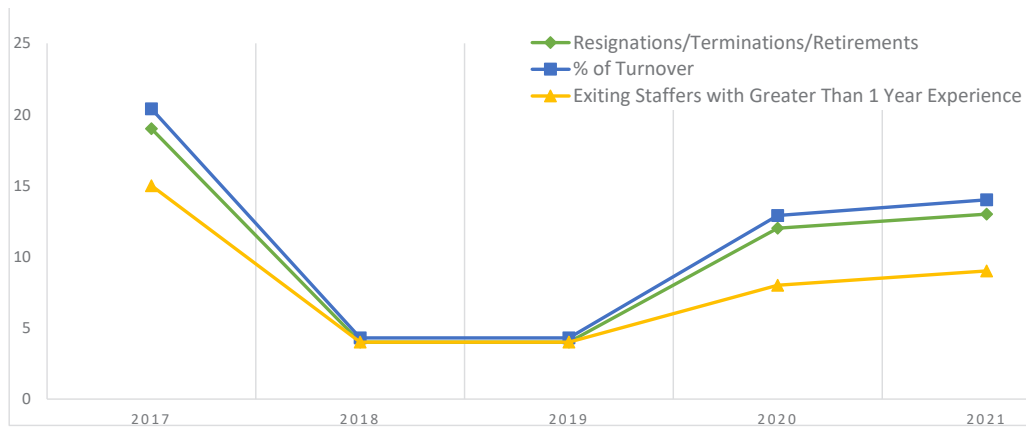
13
RESIGNATIONS/
TERMINATIONS/
RETIREMENTS

9
EXITING STAFFERS
WITH >1 YEAR OF
EXPERIENCE

20.4%
PERCENT OF
TURNOVER

Legend:
- Resignations/Terminations/Retirements
- % of Turnover
- Exiting Staffers with Greater Than 1 Year Experience

(Line chart, x-axis years 2017–2021, y-axis 0–25)

Awards and Recognition

GM911's annual Employee Recognition Program honors employees for their dedication and outstanding service.

Telecommunicator of the Year

All Emergency Communications Specialists (ESC) were honored for their work during the COVID-19 pandemic.

Rookie of the Year
Shanice Scott

Support Person of the Year
Andrew Harvey

Master Telecommunicator Achievement Award
Employees who received Master Telecommunicator Certification
  Jennifer Batson
  Elaine Feeny

Performance Standard Award for Emergency Medical Dispatch (EMD)
  Evelyn Kabler
  Tonya Swann
  Yolanda Graham

Red Cross Salute to Heroes Award
This honor was awarded by the American Red Cross of the Piedmont Triad for Phillips' work teaching English to immigrants and educating them about 911 services.
  Jeri Phillips

Accredited Center of Excellence (ACE) Award
For receiving ACE level quality assurance scores
Alex Carroll – EFD
April Dunn – EFD
April Loftis – EFD
Bernadette Ngetich – EPD
Cheryl Hodges – EFD/EPD
Cindy Little – EMD/EFD
Christina Miller – EFD
Corrie Wagoner – EFD
Danette McNeal – EMD/EFD
James Gemperline – EFD
James Greer – EPD
Jeri Phillips – EFD
Kelly Faircloth – EMD
Kris Riley – EFD
Laura Berkstresser – EFD
Melinda Medford – EFD
Misty Ritchie – EMD
Paige Cummings – EFD
Pamela Miller – EFD
Ray Kivett – EFD/EPD
Robin Maness – EFD

Life Saving Award
For providing life sustaining or saving support
James Gemperline
Danette McNeal
Kimberly Williams (2)
Jeri Phillips
Vanessa Johnson (2)
April Loftis (2)
Sunserey Wilson
Kristina Shaver
Nicole Childress
Kellie Zimmerman
Jennifer Batson
Pamela Miller (2)
Michael Huntoon (2)
Corrie Wagoner
Justin Sugalski
Alexandra Carroll
Michael Justin Davis
Robin Grassi (2)
Tonya Swann
Breanna Edwards (2)
Elaine Feeny
Chris Champagne
Laura Berkstresser

Public Safety Information Technology Division

The Public Safety Information Technology (PSIT) manages special projects and the acquisition, maintenance, and operation of all hardware and software supporting the operations of GM911, Greensboro Police and Fire departments, and an array of networks and computer systems.

2021 Highlights

- Upgraded and replaced the Police and Fire DIMS and Police-To-Citizen (P2C) servers and implemented a separate, internal P2C server.
- Replaced Brazos eCitation, the electronic citation platform.
- Implemented Workforce Telestaff, a scheduling system for Police.
- Moved CrownPointe training platform to virtual server.
- Completed server migration for GPD division that handles fraud investigations.
- Set up account for Flock LPR, the automated license plate reader system, and coordinated with the state for connectivity.
- Created new data reports for GPD Behavioral Health Response Team, Guilford County Animal Control, EMS, and Sheriff's Department.

- Imported data for Accurint Virtual Crime Center system.
- Implemented the Computer Assisted Dispatch (CAD) Radio Channel manager for Fire, Police, and Emergency Management System (EMS) and replaced all CAD consoles at both dispatch locations.
- Implemented various new nature codes, highway response plans, and unit types for EMS and Geoprox codes for Fire and EMS.
- Went live on the USDD Fire Station Alerting System for Oak Ridge, Summerfield and Pinecroft-Sedgefield fire departments and implemented the USDD MCC7500 interface.
- Replaced controllers in PURE Storage devices.
- Deployed OneSolution Mobile CAD Terminal for Guil-Rand Fire Department.

14 MAP UPDATES   **55** ANNEXATIONS

99.99%
SYSTEM UPTIME

System Uptime

System uptime is critical for the emergency operations center. We strive for high availability, steady performance, and data integrity. Excluding planned downtime, GM911's CAD and phone systems uptime did not fall below 99.99 percent for 2021.

7,600+
WORK ORDERS

3,949
GM911 & FIRE

3,694
POLICE

Help Desk

In addition to project completion and equipment rollout, in 2021 PSIT completed more than 7,600 work orders from internal and external users, with many completed within 24 hours of submission.
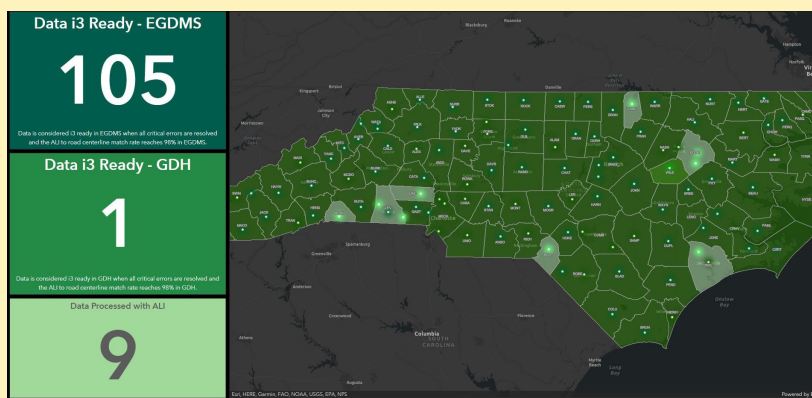
Geographic Information System (GIS)

Internally, the PSIT division has GIS staff who are responsible for updating geographic information for emergency and non-emergency responses. This data is crucial in helping to identify a caller's location and recommending the proper response by specific agencies. This key component drives our CAD system and allows responders to navigate efficiently to emergencies. PSIT staff works with various agencies to ensure that we have as current and accurate information as possible.

Data i3 Ready - EGDMS
105
Data is considered i3 ready in EGDMS when all critical errors are resolved and the ALI to road centerline match rate reaches 98% in EGDMS.

Data i3 Ready - GDH
1
Data is considered i3 ready in GDH when all critical errors are resolved and the ALI to road centerline match rate reaches 98% in GDH.

Data Processed with ALI
9

Esri, HERE, Garmin, FAO, NOAA, USGS, EPA, NPS
Powered by Esri

Statewide overview of GIS submission status per Public Safety Access Point, showing locally we are in compliance.

Supporting Statewide GIS Data Hub

GM911 worked on a statewide effort to improve GIS data available to the Emergency Services Network (ESINet), which is used across public safety agencies for emergency call routing and location validation. GM911 carefully validated data for errors. At the completion of 2021, GM911 had a match rate of 98 percent with no critical errors and the data was deemed accurate and in compliance with the National Emergency Number Association's standards.

1,006
STREET SEGMENT ADDITIONS

3,330
POLYGON EDITS

31,292
ADDRESS POINT ADDITIONS/EDITS

34,897
STREET SEGMENT EDITS

Geographic
Data Updates

Technical Services Division

The Technical Services Division operates a full-service, customer-owned and maintained (COAM) 800 megahertz trunked wireless radio system, which handles all radio traffic for Guilford County, Burlington and Thomasville. We also program, support and offer accessories for subscriber equipment.

The division strives to provide excellent customer service by producing professional results in maintenance, repair, and programming of our radio system and end-user subscriber equipment for voice, data, emergency, and non-emergency communications. We also provide consultation, order processing, and project management for our customers to help them best meet their needs.

6,742 TOTAL RADIO SYSTEMS ASSETS MAINTAINED BY GM911

2021 Highlights

It was another busy year with continued installation and configuration of the P25 core hardware and site network. We upgraded our P25 system from version 7.17 to A2020.1 through our Motorola SUAll agreement. System A2020.1 version hardware and software updates, optimizations and enhancements were performed, which are required to maximize the performance of these systems and keep the network functioning to specification.

Continual software and security enhancements allow us to maintain a state-of-the-art communications system that is both secure and robust enough to meet the needs of our public safety users.

Another project included upgrading our microwave equipment at five of our tower sites to the latest technology platform from Nokia. The technology we were using had become obsolete and met its sunset dates for replacement parts and software upgrades.

Other major projects included upgrading our 911 communication centers dispatch consoles. Our consoles had reached the end of the equipment lease and needed to be replaced. The upgrade consisted of complete replacement of the existing equipment, which allowed us to move forward the latest technology platform, the Motorola MCC7500E setup.

This past year we also upgraded our MCM Commshop 360 solution, purchased in 2009, to the new MCM Commshop Motiondeck solution. MCM is our main database that allows us to manage all of our radio assets, system IDs, work orders, recurring billings, and purchases. This new platform has many new applications, features, and configuration options beyond the legacy Commshop 360, which is no longer supported. The upgraded Commshop is powered by a new Web-based platform, called Motiondeck, which will take us well into the future with updated interfaces that work directly with our Motorola Radio System and Genesis Reporting Software.

This upgrade will allow us to remotely supply public safety data, which allows for a single point of entry and reduces errors and delays. It also allows synchronization with the Commshop software. This allows pertinent data to be securely exchanged across multiple applications making our processes and procedures more effective and efficient while increasing data integrity. Currently, MCM's Commshop on the Motiondeck platform is the only software that has been allowed to supply with Genesis software and the Motorola ASTRO 25 Core Database.

We went live on this new platform on September 29 and it was up and running by October 14. Since going live, we have been able to update aliases and add or remove IDs through our MCM Commshop software and provision the data, saving time and providing for more data integrity across the systems.

We also continued to attend national and state meetings, conferences, trainings, workshops for NC Emergency Management, the national wireless broadband network FIRSTNET, APCO, the National Emergency Number Association, Motorola Trunked Users Group, MTUG, NC Statewide Interoperability Executive Committee, NC FirstTech and other organizations. With the COVID-19 pandemic continuing, most of these meetings were held virtually.

Technical Services Division

2021 Projects

The Technical Services Division delivers ongoing management and assistance with projects and daily operations to both internal and external customers. Outstanding customer service and efficiency is always at the top of the priority list for our division. Below are some of the completed projects for 2021.

- Collaborated with US Digital Designs (USDD) to install the new Fire Alerting System that utilizes our house setup for automated alerting redundancy for the Greensboro Fire Department.

- Reprogrammed subscriber units to include changes in dispatch for USDD.

- Demonstrated, tested, procured and began implementation of Genesis Database IMW GPS solution.

- Continued radio code plug building and programming for changes to the High Point and Thomasville radio systems to maintain interoperability.

- Continued alignment and optimization of radios to manufacturer specifications for safety and performance.

- Continued agreement with Motorola for system maintenance (parts) and SUA (software).

- Continued maintenance of the Thomasville's public safety and non-public safety radio system and radio units.

- Set up several additional talk groups and patches for direct communications for surrounding agencies.

- Allowance and set up of backup talk groups to support the High Point's public safety and non-public safety in the event that their radio system fails.

- Completed the setup and configuration of units for the Graham Police and Fire departments as they migrated to our radio system in January 2021

- Installed upgraded microwave equipment to the latest platform for our five older tower sites.

- Refreshed 911 center's dispatch consoles lease and equipment to MCC7500Es.

- Installed cutting edge Motorola SmartConnect technology, which allows capable radios to leverage Long-Term Evolution (LTE) for coverage and connection back to our Land Mobile Radio (LMR) system.

- Added two units of the latest platform of two-way radio technologies called Motorola APX Next, which combines LMR and Android operating systems in the same device for public safety.

- Purchased and installed new conventional backup repeaters to the latest platform for redundancy in the event of a main trunked system total failure.

Radio Systems Assets *Maintained by GM911*

2,754 CITY OF GREENSBORO

2,369 GUILFORD COUNTY

489 CITY OF BURLINGTON

332 CITY OF THOMASVILLE

104 HIGH POINT UNIVERSITY

102 CITY OF GRAHAM

83 NC A&T STATE UNIVERSITY

79 GUILFORD TECHNICAL COMMUNITY COLLEGE

76 UNIVERSITY OF NC AT GREENSBORO

71 NC DEPARTMENT OF TRANSPORTATION

66 US DRUG ENFORCEMENT ADMINISTRATION

62 PIEDMONT TRIAD AIRPORT AUTHORITY

54 PIEDMONT TRIAD AMBULANCE & RESCUE

43 CONE HEALTH

37 CARELINK

18 NATIONAL PARK SERVICE

3 HIGH POINT REGIONAL HOSPITAL

GREENSBORO

COUNTY OF GUILFORD
NORTH CAROLINA
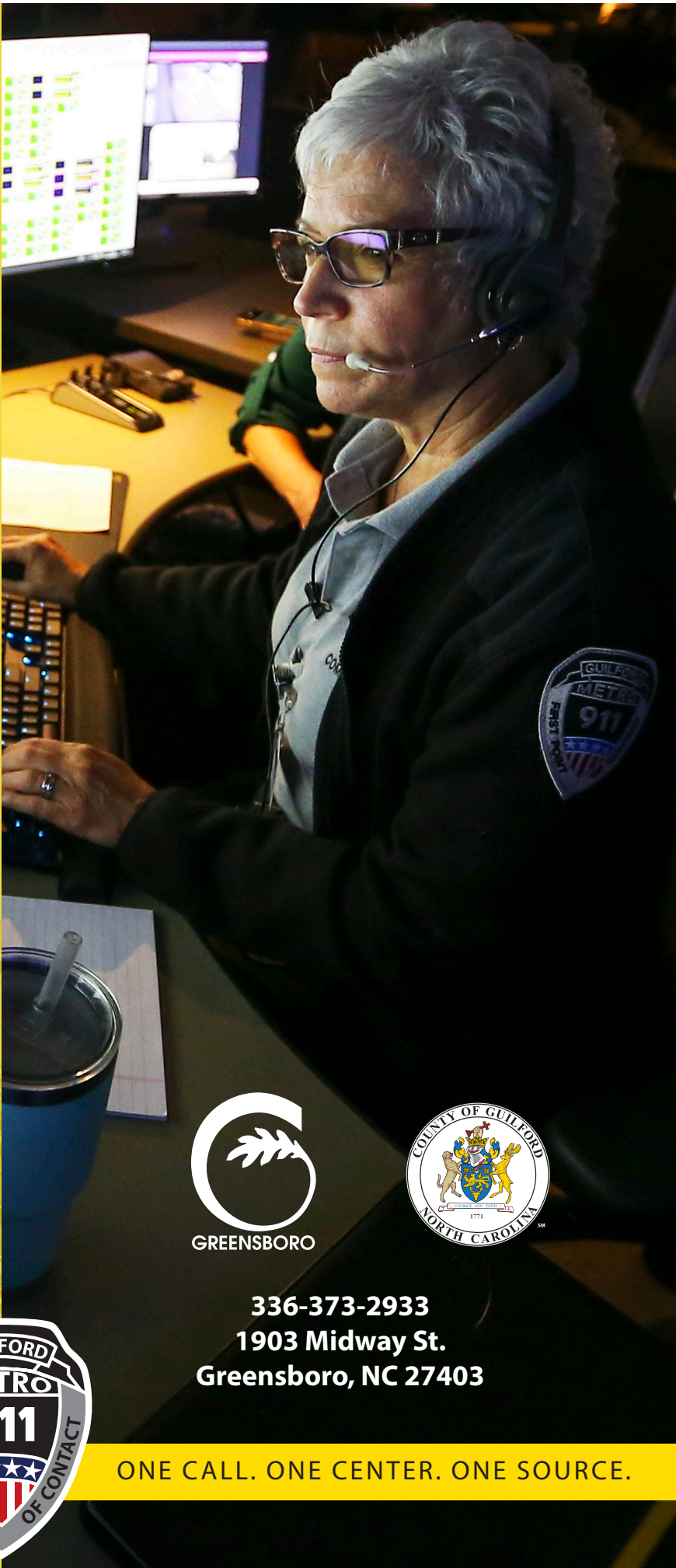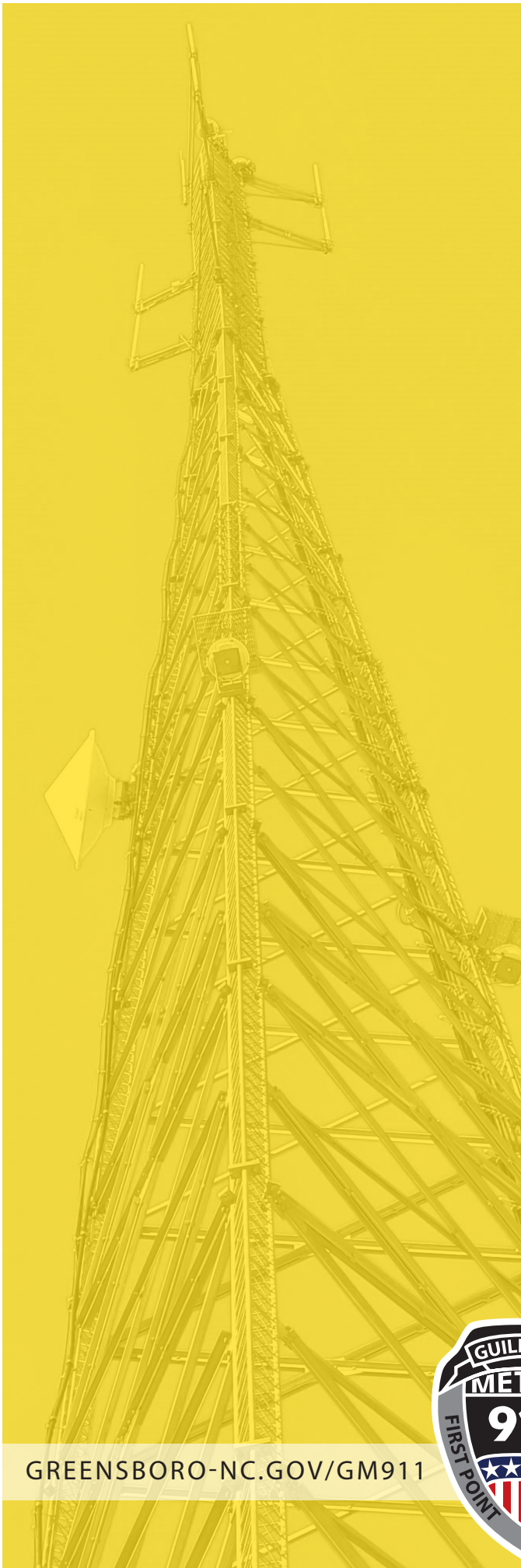
336-373-2933
1903 Midway St.
Greensboro, NC 27403

GUILFORD
METRO
911
FIRST POINT
OF CONTACT

GREENSBORO-NC.GOV/GM911

ONE CALL. ONE CENTER. ONE SOURCE.