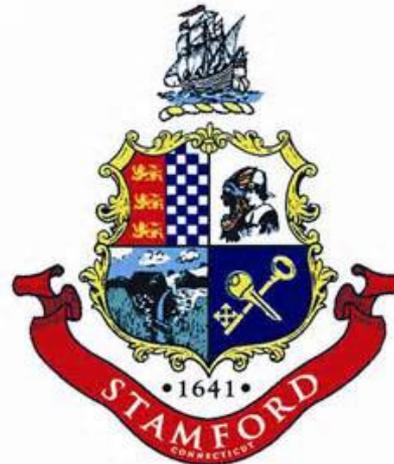


City of Stamford

Emergency Communications

FY 2023-24 Budget Presentation



911 Communications Center

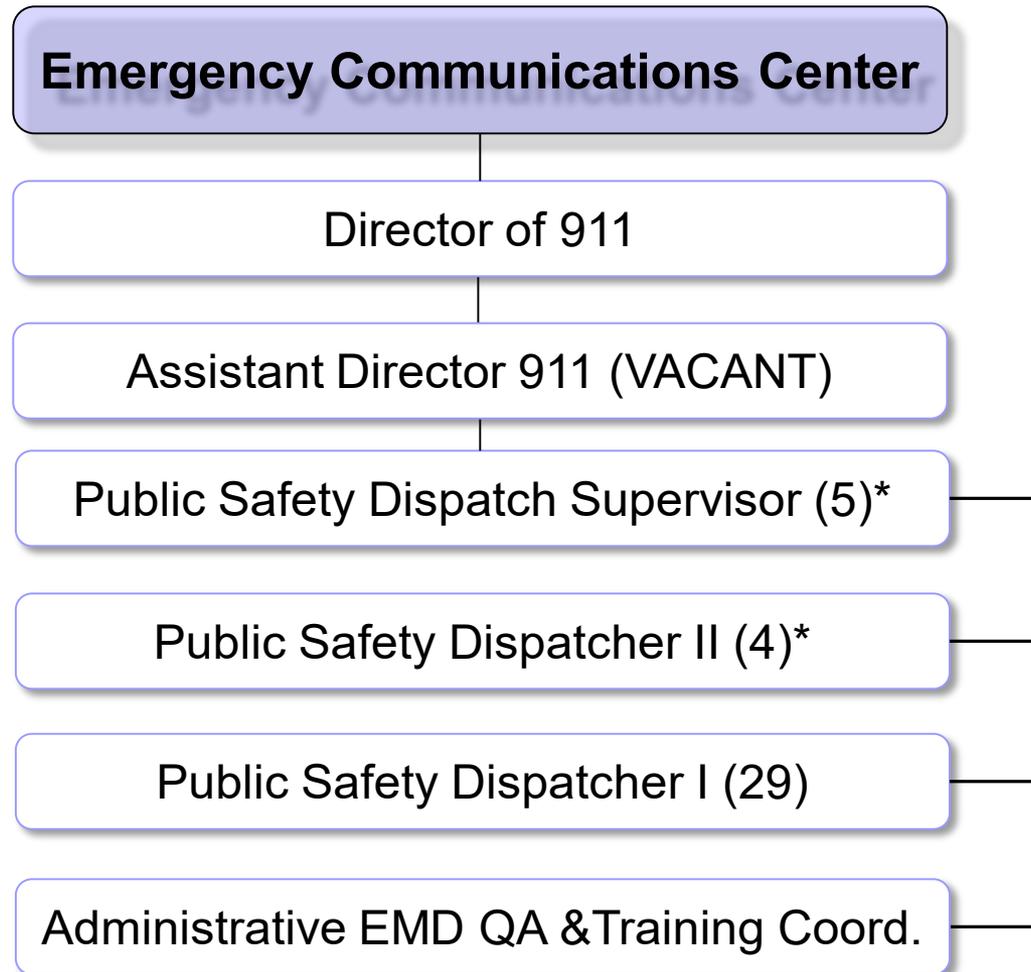
Mission

The mission of the Emergency Communications Center is to serve as the vital link between the citizens and the emergency responders of the City of Stamford by providing emergency and non-emergency services in a prompt, courteous and efficient manner.



Programs	Services Provided
911 Emergency Services	<ul style="list-style-type: none">• Provide trained 911 telecommunication services with personnel.• Process calls for service appropriately and respond to other public needs promptly within State Guidelines.• Perform Emergency Medical Dispatch (EMD) for accurate medical response• State Standard requires that 90% of all 911 calls received by PSAP be answered in 10 seconds or less.
Non-Emergency Services	<ul style="list-style-type: none">• Process Police and Fire non-Emergency inquiries.• Referrals to Mental Health and Social Service Units• Other Non-emergency citizen services.

Emergency Communications Organization Chart



** = Proposed Positions*



Performance Metrics – 9-1-1 Calls

Stamford ECC : Volume of Calls 2022

Month	911 Calls						Distr%	1 yr Change
	Admin	Wireline	VOIP	Wireless	Text	Total 911 Calls		
Jan	7121	729	159	3951	11	4850	7.68%	3.10%
Feb	6694	669	145	3801	16	4631	7.34%	7.85%
Mar	7572	749	168	4121	8	5046	7.99%	2.02%
Apr	7578	801	175	4311	6	5293	8.39%	1.42%
May	8071	873	191	4548	9	5621	8.91%	-0.48%
Jun	8432	888	194	4811	13	5906	9.36%	5.35%
Jul	8565	746	175	4519	8	5448	8.63%	4.71%
Aug	8763	777	171	4343	20	5311	8.41%	4.65%
Sep	8403	781	164	4710	16	5671	8.98%	11.15%
Oct	8206	767	164	4318	14	5263	8.34%	2.65%
Nov	7892	738	183	4124	11	5056	8.01%	3.48%
Dec	7459	741	168	4111	4	5024	7.96%	2.24%
YTD	94756	9259	2057	51668	136	63120		
%YTD		14.67%	3.26%	81.86%	0.22%	TOTAL ALL CALLS: 157,876		



2023-2024 Fiscal Year Items of Note

GOALS AND PRIORITIES FOR 23/24:

- Recruit, test, hire, train and deploy five (5) new civilian Public Safety Dispatch Supervisors
 - Will need to work with HR to develop a test, recruit candidates, establish a hiring list, onboard, train and deploy
- Test, promote, train and implement four (4) new Public Safety Dispatcher II's
 - Will need to work with HR to develop a test, determine if we will recruit outside candidates, or just make available to internal candidates, establish a list, onboard, train and deploy
- Complete training and implement three (or four) (3/4) new Public Safety Dispatcher I's
 - Anticipated start date for new hires is April 1st.
- Recruit, test, hire, train and implement two (2) new Public Safety Dispatcher I's
 - Current list will expire April 1st. Will need to work with HR to develop a test, recruit candidates, establish a hiring list, onboard, train and deploy

SIGNIFICANT CHANGES:

- Staffing: -3 Public Safety Dispatchers (+1 anticipated resignation on 3/27)
 - Offers have been made. Anticipated start date is April 1st.
- Upgrade of Systems to current versions
 - CAD version up-to-date with added functionality
 - Working with Adashi on RollCall application for timekeeping and attendance
- Updated Policies and Procedures Manual
 - Established employee-led, function-based teams
 - Publishing new Operational Policies and Procedures in advance of Civilian Supervisors

CAPITAL EXPENSE REQUESTS:

- Remodel of certain areas of ECC – this is an outstanding issue.
 - Addition of a “Quiet Room” to provide PSDs with a brief respite.



2023-2024 Fiscal Year Items of Note

NEW/EXPANDED SERVICES:

- Implemented an Automatic License Plate Reader (ALPR) system to assist PD in identifying and locating wanted persons/vehicles,
- Trained all employees on Behavioral Health Unit roles and responsibilities, Traffic/Blue Light Cameras, Postvention services
- Leveraged City of Stamford Leadership and Training Institute programs for several Public Safety Dispatchers in anticipation of approval of Public Safety Dispatcher II and Public Safety Dispatch Supervisor roles.

KEY CHALLENGES:

- Aging Workforce - Potential loss of institutional knowledge
- New technologies make the job more complicated

HIGHLIGHTS, EFFICIENCIES AND SERVICE IMPROVEMENTS:

- Exceeded State 9-1-1 answering standards for 12+ months
- Utilizing data-driven approach to measure response time standards and other indicators (Pickup to Queue, Queue to Dispatch) in order to improve efficiencies
- Continuing to work with PD, FD and SEMS on alternative response to mental health adaptive response program.

Questions?