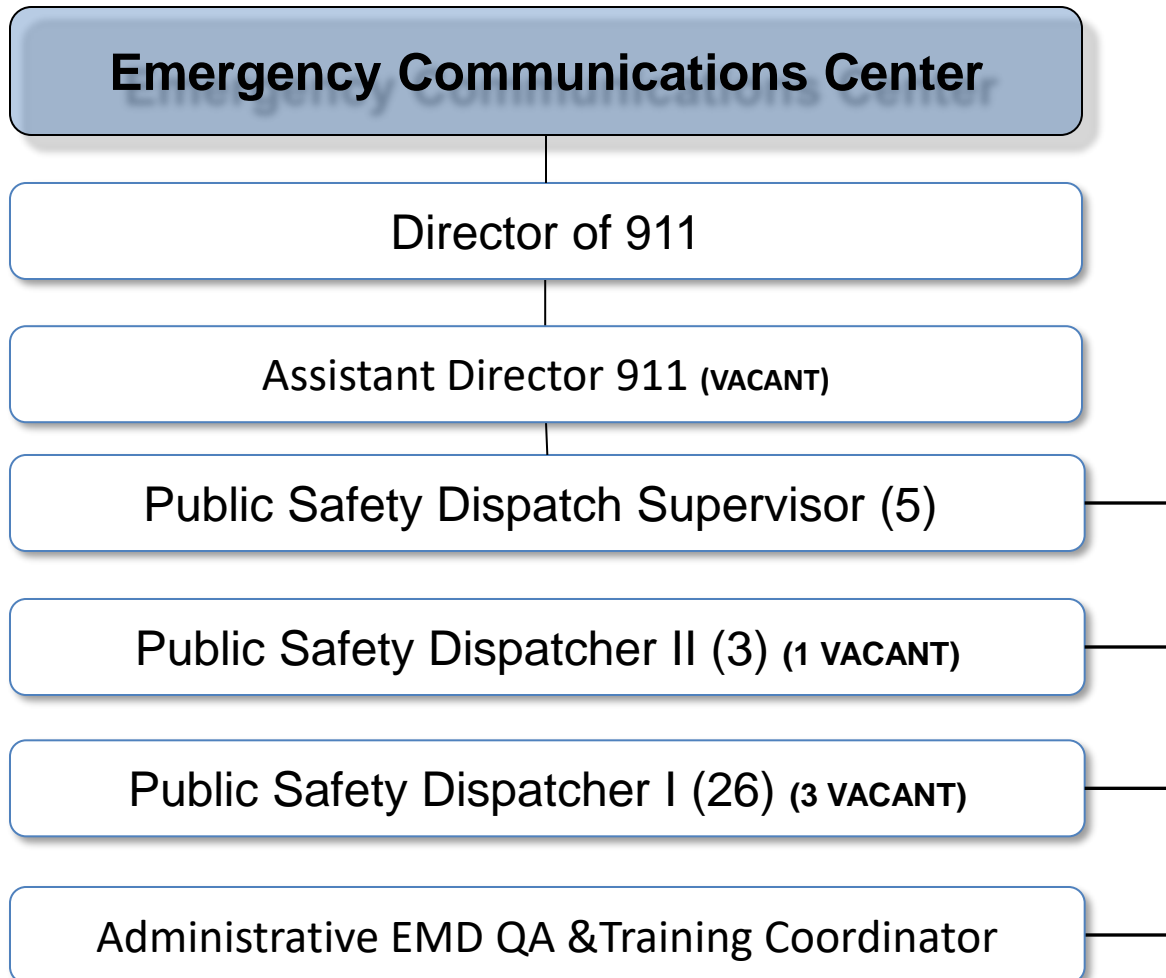


CITY OF STAMFORD
DEPARTMENT NAME

Brian Faughnan
Director
Emergency Communications
Center
Date 03/24/2025



Emergency Communications Center Organization Chart



Budget Summary (FY 2025-26)

- Received over 300 applications for PSD positions for 2025
- Hire, train and deploy four (4) new Public Safety Dispatchers 25/26
- 4 Public Safety Dispatchers are off training and on their own
- Implementation of PSD-II's has taken effect and they are receiving leadership training
- PSD II's have all held solo shifts as supervisors on the ECC floor
- Supervisors are in their roles and have been to advanced training courses in both operations and leadership
- Projected \$50,000 increase in shift differential for contractual obligations
- \$13,600 increase for the Blue Program due to data, cellular, maintenance and repair for the 14 existing towers and the projected installation of 7 more towers
- \$2,500 increase in office supplies, consumable office supplies used in conjunction with department operations and the addition of five PSD supervisors and four new PSD I dispatchers

New or Expanded Services/Programs (FY 2025-26)

- In the process of changing from one software system to a more advanced system with a \$9000 yearly budget savings to take effect July 1, 2025
- Providing FEMA Training for Dispatchers in areas critical areas to help determine responses certain situations within the City. (Grant Funded)
- RapidSoS software will provide two-way translation in over 60 spoken languages to assist with our customer service to the residents of Stamford with their diverse languages
- RapidSoS AI call automation for nonemergency alarm calls to reduce call volume
- Expanded our Access Control on the 6th Flr to enhance the security and safety of the ECC Staff
- Refitting and renovations of the restrooms within the ECC
- In the process of developing new policy and procedures as we work towards accreditation for the ECC, focusing on quality assurance, interoperability, and best practices

Key Challenges & Changes (FY 2025-26)

- Potential loss of institutional knowledge
- Technologies and software are advancing faster now with the assistance of AI
 - Reconfiguration of space within the ECC to expand workspace and to integrate new technologies within the the current structure

Performance Improvements & Efficiencies:

- Handled over 185,000 administration and emergency calls for the 2024 calendar year
- Over 56,000, 911 calls came through the ECC in 2024, exceeding the State of Connecticut answering standards at 92%

Thank You!