

City of Stamford

Emergency Communications

FY 2019-20 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.

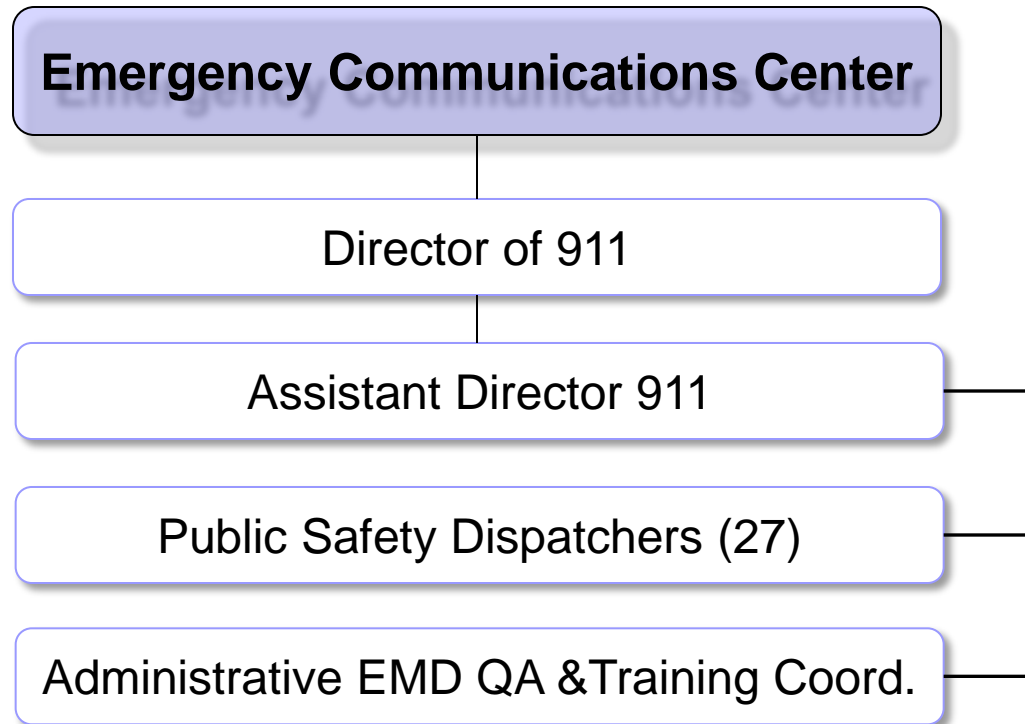
Values

In carrying out the mission of the 911 Center, members will continue to value:

- The importance of the people served and each other
- Excellence and professionalism in handling duties
- Problem-solving and teamwork with first responder partners



Emergency Communications Organization Chart





Services Provided

(to citizens / to departments)

Program (s)	Services Provided (include Volume - if applicable)
Critical & Mandated Programs 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.• State Standard requires that 90% of all 911 calls received by PSAP be answered in 10 seconds or less.
Basic Services Quality of Life Programs	<ul style="list-style-type: none">• Emergency Medical Dispatching for improved medical response.• Police, Fire and Emergency dispatching and protocols.• Nonemergency citizen services.
Other Services	<ul style="list-style-type: none">• Provide support to other City departments.



Other Department Resources

Resources that supplement department staff (i.e.: consultants, outside firms, etc.)

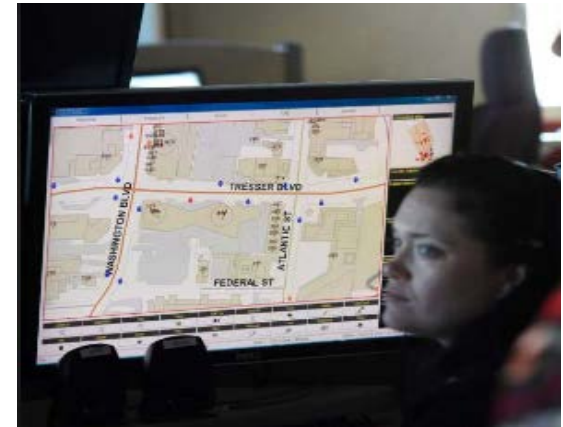
<i>Function</i>	<i>Role - Responsibility</i>
Motorola Solutions	<i>Provides and maintains the City's 800 MHz Radio System</i>
Northeastern Communications	<i>Subcontracted by Motorola and City of Stamford to maintain the ECC</i>
TRITECH Software Systems	<i>Provides and maintains the City's CAD and RMS systems</i>
Priority Dispatch	<i>Provides and reviews the City's Emergency Medical Dispatch protocols</i>
AT&T and Department of State Telecommunications (DSET)	<i>Support for the State of Connecticut VIPER System</i>
Eventide and Interaction Insight Corporation	<i>Provides and maintains the Logger/Recorder in the PSAP</i>



2018 Highlights

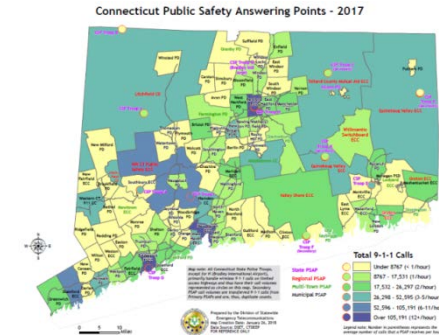
911 Communication Center

- Dispatchers answer an average of 155 Emergency 911 Calls each day!
- The Stamford PSAP receives an average of 6 to 11 Emergency Calls per hour as per DSET.
- Answered more than 160,000 Emergency 911 Calls and nonemergency calls in 2018.
- Implementation of the State of Connecticut Viper System and Text to 911.
- PSAP has six 911 phone lines to answer up to 6 emergency calls at any one time.
- 911 Director in place, hired Dispatchers and trained to fill vacancies.





Performance Metrics



E9-1-1 PSAP Total Call Counts

<u>Municipality</u>	<u>Population</u>	<u>2017</u>	<u>2018</u>
Bridgeport ECC	146,579	119,679	138,607
New Haven ECC	131,014	139,255	131,595
Stamford ECC	120,824	56,968	56,553
Hartford ECC	123,400	144,922	141,149
Norwalk PD	89,005	35,724	36,132

Note(s):

1. Division of Statewide Emergency Telecommunications (DSET) monitors our 911 data in real time and reviews the data for compliance. They also support use with funding for telecommunicators and Coordinated Medical Dispatch based upon per capita data.
2. Stamford ECC answered more than 56,900 Emergency 911 Calls and more than 100,000 nonemergency calls. Stamford 911 Calls average approximately 6-11 per hour.



2019-2020 Goals

- Improve dispatching services through hardware upgrades, hiring dispatch staff, improved policies and procedures and training.
- Process calls for service appropriately and within State Guidelines.
- Reorganize staffing to better manage personnel assignments to meet state requirements.
- Hire Dispatchers (3) to fill current vacancies. Anticipated that several Dispatchers will retire at the end of this Fiscal Year.
- Enhance QA and Dispatcher Training Program(s).
- Implement Public Safety Radio Network Infrastructure, IP End to End, Geo Prime and Microwave Upgrade.
- Continue to work with DSET on PSAP restructuring and Improvements.





2019-20 Department Challenges

Impact of significant budget reductions:

- Inability to transition to the State Model of Supervision and Staffing to provide appropriate and required services.
- Critical reduction of appropriate and critical services along with system functionality and maintenance on critical communications and software systems.
- Proper training and QA of Public Safety Dispatchers.
- Staffing the Emergency Communications Center appropriately.
- Adapting to the texting and “cellphone only world” which began last summer.

Challenges:

- Continued hiring of highly qualified personnel – to reach and maintain appropriate staffing levels. Training is 6 months.
- Maintaining and upgrading critical infrastructure.
- Proper funding for training, professional development and other services.