

Emergency Communications Center FY 2021/22

SIGNIFICANT CHANGES:

- -5 Public Safety Dispatchers (1 Termination, 3 Retirements, 1 Resignation)
 - Working with HR to establish hiring list
 - Communications Training Program and Officers (CTOs) in place and ready to go
- Transition to State of CT Radio Core
 - Expanded radio coverage into the region and beyond
 - Provided additional Mutual Aid capabilities – both internal and external
 - Associated cost savings
- COVID-19 Additions and Adaptations
 - Added COVID-19/Pandemic questions to EMD process
 - Adapted responses to certain types of calls based upon EMD results
 - Instituted additional security, hygiene and sanitization protocols
 - Addition of weekly cleaning/sanitizing of ECC

CAPITAL EXPENSE REQUESTS:

- COLLECT Proxy Server for ASAP to PSAP (Approx. \$25k - State to fund 50%)
 - Reduce incoming administrative, emergency and non-emergency telephone calls for service
- Remodel of certain areas of ECC (Cost TBD – State may fund 50%)
 - Some areas of the ECC are more than 32 years old. With three shifts per day, all year-round, this equals 96 years' worth of use

NEW/EXPANDED SERVICES:

- Institute EFD (Emergency Fire Dispatch) – this provides for accurate prioritization and utilization of assets while providing on-scene safety and response effectiveness
- Continue to work with PD, FD and SEMS on alternative responses to EDP-type situations and calls for service
- Maintain COVID-related protocols and activities while remaining flexible to changes in environment and circumstances

KEY CHALLENGES:

- Aging Workforce
 - Hiring, onboarding and training processes can take several months
 - Potential loss of institutional knowledge
- PD Accreditation efforts will result in changes in Policies and Procedures for ECC
 - While ultimately resulting in enhanced professional services, the challenge will be to adopt, train and monitor these new policies and procedures.

HIGHLIGHTS, EFFICIENCIES AND SERVICE IMPROVEMENTS:

- Maintained State 9-1-1 answering standards for 12+ months
- Reduced overtime costs through hiring, allocation and oversight
- Examining other response time standards and measures (Pickup to Queue, Queue to Dispatch) in order to find new efficiencies