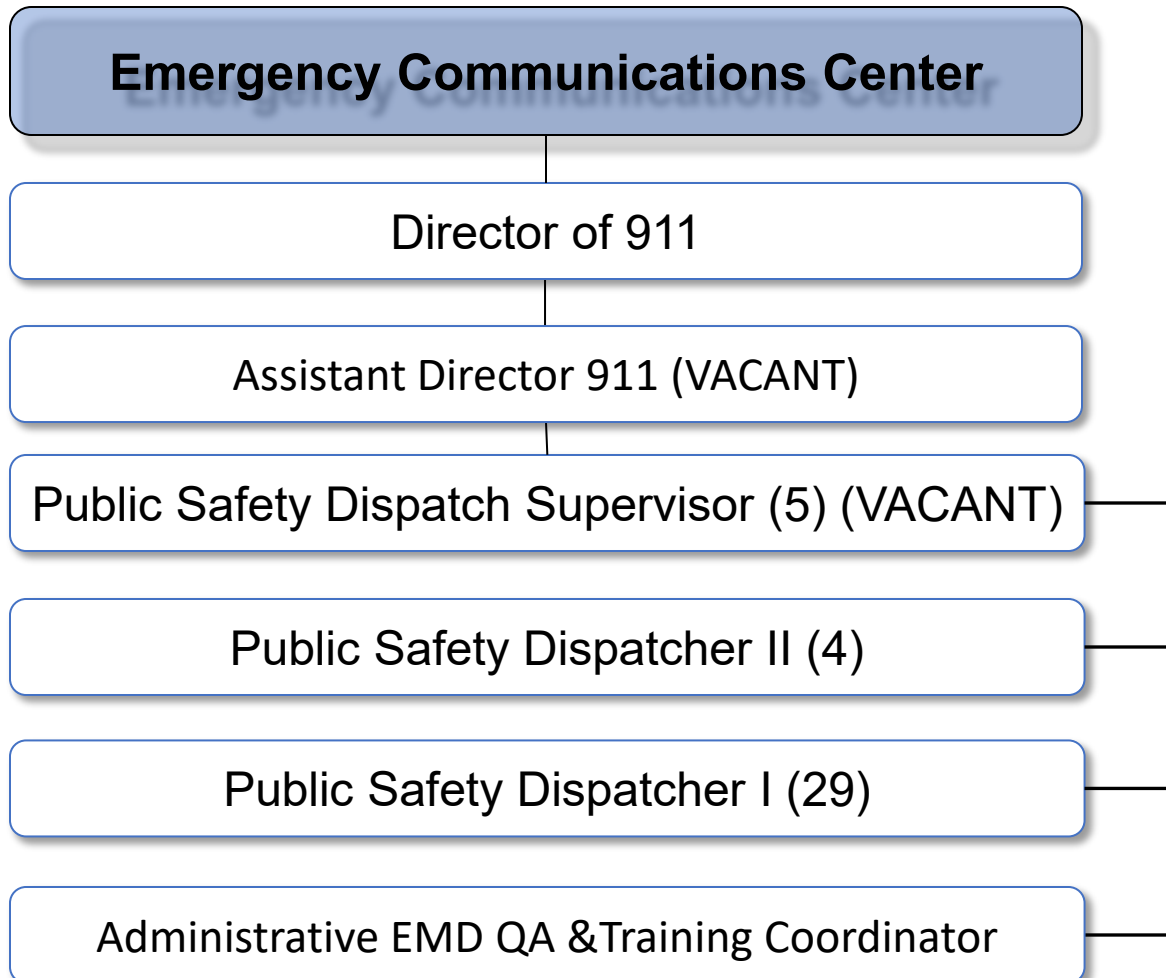


CITY OF STAMFORD Emergency Communications Center

Joseph L. Gaudett, Jr., Director
jgaudett@stamfordct.gov
203-977-5291
March 25, 2024



Emergency Communications Center Organization Chart



Emergency 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.



2024-2025 Fiscal Year Items of Note

GOALS AND PRIORITIES FOR 24/25:

- Hire, train and deploy three (3) new Public Safety Dispatcher I's
 - Anticipated start date for new hires is April 1, 2024.
- Recruit, hire, train and deploy five (5) new civilian Public Safety Dispatch Supervisors
 - HR has signed-off on a proposal to develop a test. Still need to recruit, test, establish a hiring list, onboard, train and deploy.
- Complete probationary period for three (3) new Public Safety Dispatcher I's

SIGNIFICANT CHANGES:

- Staffing: -3 Public Safety Dispatchers (+1 on extended medical leave)
- Implementation of PSD II's:
 - Provided Advanced Leadership Training
 - Assisting with implementation of new applications and procedures
- Systems Upgrades:
 - Instituted "Auto Send to Queue" functionality in CAD system
 - Working with TeleStaff on application for timekeeping and attendance

CAPITAL EXPENSE REQUESTS:

- Remodel of certain areas of the ECC – this remains an outstanding issue
 - Addition of a "Quiet Room" to provide PSD's with a brief mental health respite.



2024-2025 Fiscal Year Items of Note

NEW/EXPANDED SERVICES:

- Implemented localized emergency alert functions for schools, daycare centers and key City first-responders.
- Providing Crisis Intervention Team (CIT) Training for 911 Call Takers/Dispatch to all PSD's (Grant-funded)

KEY CHALLENGES:

- Lack of 24/7 Supervision
- Aging Workforce – potential loss of institutional knowledge
- New and expanding technologies continue to make the job more complicated

HIGHLIGHTS, EFFICIENCIES AND SERVICE IMPROVEMENTS:

- Consistently exceeding State 9-1-1 answering standards
- Instituted “Auto Send to Queue” functionality in CAD system resulting in improved “Pickup to Queue” efficiencies
- Working with the PD's Behavioral Health Unit, providing data-driven approach to mental health adaptive response program

Questions?



Board Of Representatives - PPT Requirements

1. Summary of the department or agency function
2. One-page summary of all significant changes in the department or agency and rationale, including headcount changes, and any capital expense requests for the upcoming 2024-25 fiscal year
3. Any new or expanded services or programs in 2024-25
4. Any abandoned or curtailed services or programs in 2024-25
5. Key department or agency challenges or changes expected in 2024-25
6. Highlights, efficiencies, and service improvements over past year 2023-24
7. Outside agencies must include their most recent financial statements

Note: Presentations should be 10 minutes or less. An additional 5 -10 minutes will be allowed for questions.