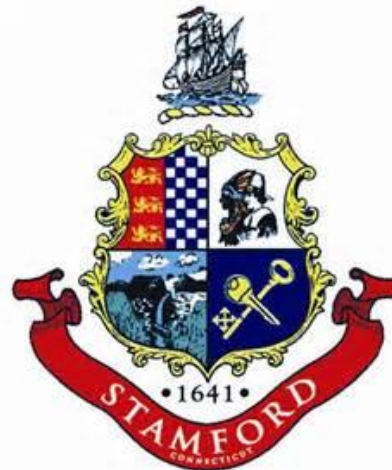


City of Stamford

Emergency Communications

FY 2017-18 Budget Presentation





911 Communications Center

Mission

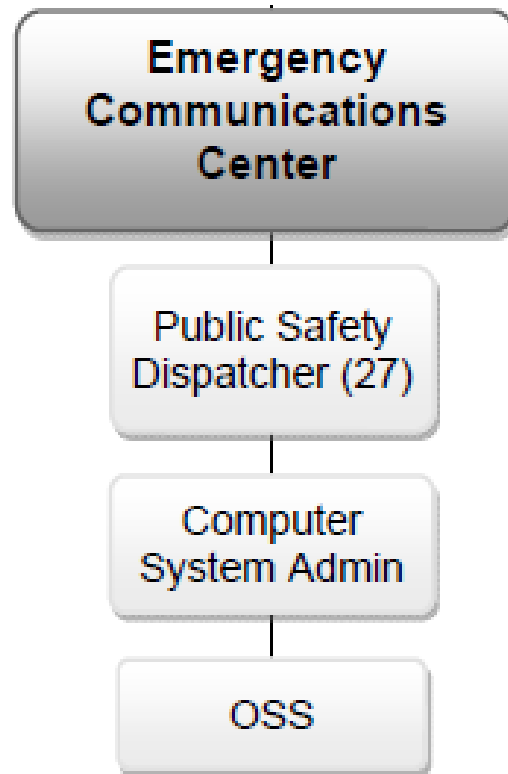
The mission of the Emergency Communications Center is to serve as the vital link between the citizens and the emergency responders of the City of Stamford by providing emergency and non-emergency services in a prompt, courteous and efficient manner.

Values

In carrying out our mission, members of our department will continue to value:

- The importance of the people we serve and each other
- Excellence and professionalism in handling our duties
- Problem-solving teamwork with our 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 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>Provided 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>Provided and maintains the City's CAD and RMS systems</i>
Priority Dispatch	<i>Provides and reviews the City's Emergency Medical Dispatch</i>



2016-17 Highlights

- **911 Dispatchers answer an average of approximately 171 Emergency 911 Calls each day!**
- Answered more than 62,201 Emergency 911 Calls and more than 100,000 nonemergency calls.
- Implementation of the TRITECH Computer Aided Dispatch System (CAD).
- Improved staffing plan to address high call volume times.
- Enhanced CCTV program with live video feed (Traffic Cameras, Blue Light Emergency Phones) when required.



Performance Metrics

2016

E9-1-1 PSAP Total Call Counts

<u>Municipality</u>	<u>Population</u>	<u>Total Call Counts</u>
Bridgeport ECC	147,629	121,707
New Haven ECC	130,322	126,736
Stamford ECC	128,874	62,201
Hartford ECC	124,006	148,582
Waterbury PD	108,802	63,628
Norwalk PD	88,485	30,952

Note(s):

1. Division of Statewide Emergency Telecommunications (DSET) requires a monthly reporting of 911 data, 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 62,201 Emergency 911 Calls and more than 100,000 nonemergency calls.



2016-17 Goals

- Process calls for service appropriately and respond to other public needs promptly within State Guidelines.
- Dispatcher testing and hiring to provide for appropriate Dispatch staffing levels for improved service.
- Reorganize staffing to better manage personnel assignments to meet State guidelines.
- Update Dispatcher protocols to promote consistency in all processes 24 hours a day, seven days per week.
- Enhance Dispatcher training.
- To implement Next GEN 9-1-1, and prepare for the roll out of text-to-911.



2016-17 Department Challenges

Impact of significant budget reductions:

- Critical reduction of maintenance on the critical communications and software systems.
- Training Public Safety Dispatchers while continuing to staff the Emergency Communications Center appropriately.
- Reduced staffing levels – “zero” based staffing.

Challenges:

- Must Hire Dispatchers – Understaffed.
- Cost of maintaining and upgrading infrastructure.
- Meeting the needs of a growing city with present staffing levels.
- Limited funding for training, professional development and other services.