

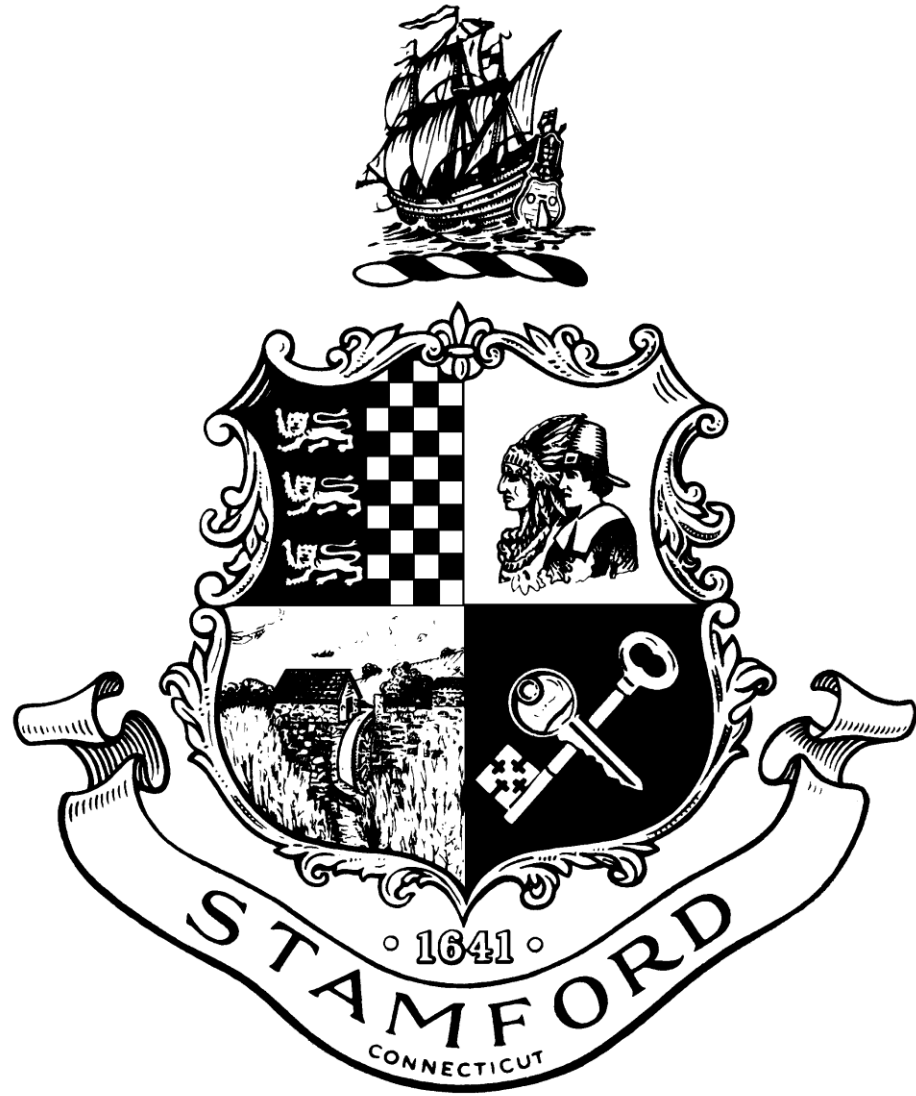


CITY OF STAMFORD

Emergency
Communications
Center

Brian Faughnan
Director

Date: March 23, 2026



Executive Summary

- The ECC provides 24/7 emergency and non-emergency dispatch for Police, Fire, and EMS

Key Budget Drivers

- Aging infrastructure and increased maintenance requirements
- Training, certification, and accreditation compliance

Major Initiatives

- RapidSOS implementation and enhanced language translation capabilities
- Progress toward CALEA and ProQA accreditation

Budget (FY 26-27) Line-Item Summary

Postage (5405) Increase: \$100 to \$500

Equipment Maintenance (6605) Increase: \$57,000 to \$62,000

Education & Training (3201) Increase: \$20,000 to \$30,000

- (50% reimbursed by State)

Data Communications (5302 – Blue Light Cameras) Increase: \$31,600 to \$40,000

Office Supplies (6100) Increase: \$7,500 to \$10,000

Budget (FY 26-27) Radio Line-Item Summary

6606-Radio Maintenance increased from \$804,000 to \$904,000

- Supports ongoing maintenance and lifecycle management of the City's five radio sites
- Locating a qualified consulting firm to develop phased upgrade, replacement options, timelines, and cost required to transition to the new Motorola
- Supports system upgrades, software updates and phased preparation related to Motorola's G-series radio equipment
- Major system upgrades will be addressed through future capital funding requests.

New or Expanded Services/Programs (FY 2026-27)

Technology Enhancements

Accreditation & Compliance

Training & Development

Facility Improvements

Key Challenges & Changes (FY 2026-27)

- PSD consoles are over 25 years old and lack of vendor support
- AI-driven automation and data analysis tools, require continued investment to maintain operational effectiveness
- Sterling Farms needs to be updated as our backup facility

Emergency Communications Annual Report



Call Volume **Call Count By Call Type**

Call volume is a count of all inbound and outbound calls received by the emergency communications center. Calls are categorized based on the line on which they were received (911 or administrative) and the direction of the call (inbound or outbound).

	911	Admin	Total
2025	52,085	134,209	186,294
2024	56,706	129,598	186,304
2023	59,583	128,164	187,747

Ring Time **Answered 911 Call Ring Time Brackets**

Ring time is the time in seconds between the first ring of an inbound call and call pickup. Ring time is recorded for all answered or abandoned calls received through emergency and administrative lines. In this measure, the percentage of 911 calls answered in less than 10 seconds, 11–20 seconds, and more than 20 seconds is shown.

	10 Sec	11–20 Sec	21+ Sec
2025	94.47%	5.16%	0.37%
2024	91.39%	7.50%	1.11%
2023	91.91%	7.13%	0.96%

Abandoned Calls **Abandoned 911 Call Ring Time Brackets**

Inbound calls to the emergency communications center that are not answered are referred to as abandoned. These calls are grouped by both the ring time prior to abandonment and the line the call was received on. The measure to the right is a count of all abandoned calls received on the 911 line with a ring time of more than 10 seconds.

	11–20 Sec	21–30 Sec	31+ Sec
2025	66	120	6
2024	211	760	37
2023	122	411	20

Emergency Communications Annual Report

Call Volume is a count of all inbound calls received by the ECC.

Answered 911 Calls Times, State Requirement under 10 Seconds

Year	Total Calls
2025	186,294
2024	186,304
2023	187,747

Year	10 Sec	11-20 Sec
2025	94.47%	5.16%
2024	91.39%	7.50%
2023	91.91%	7.13%



The staff of the Emergency Communications Center remain committed to innovation and improvement, ensuring we continue to meet our responsibilities to who we serve.

Thank You!