

Emergency Communications Consolidation Update

November 7, 2014



Long Beach Emergency Communications Centers

- City of Long Beach currently operates co-located, separate Fire and Police Public Safety Answering Points (PSAP - Call Centers)
 - Receive over 700,000 emergency calls
 - annually
 - PSAPs meet State requirements for response times
 - Answer 90% of calls within 10 seconds
 - PSAPs provide first contact to the general public and the City's first responders



Long Beach Emergency Communications Centers

- **Current 9-1-1 Process**

- All 9-1-1 phone calls are answered in the Police PSAP
- Police emergency and non-emergency calls for service are handled by Police call-takers
- Fire, EMS, HazMat, Marine and after-hours Animal Control calls for service are transferred to Fire call-takers
- Police and Fire call-takers enter the calls into the CAD system so that the radio dispatchers can send appropriate responders



Emergency Communications Consolidation Project



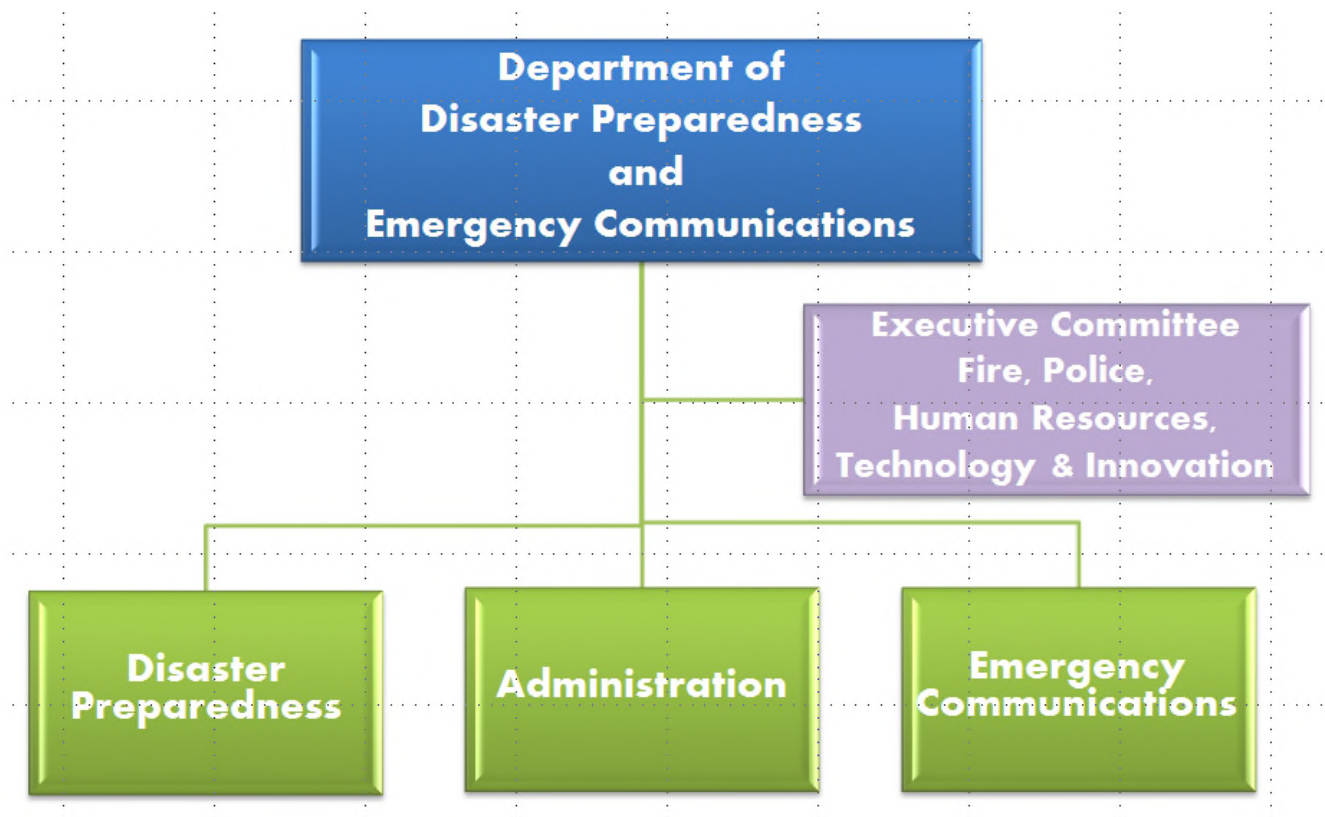
- Goals of Consolidation

- Consolidate communications with the general public at the call taker position for Police, Fire and Emergency Medical Services (EMS)
- Eliminate transfer of calls to Fire PSAP
- Increase coordinated response efforts
- Realize Economies of Scale
 - Reduce duplication of effort
- Improve readiness for Next Generation 9-1-1 (text and pictures to 9-1-1) capability



Emergency Communications Consolidation Program

- Multi-Department Executive team moving project forward through careful and deliberate planning



Challenges - Emergency Communications Staffing

- Vacancies are a challenge to Consolidation and to the existing Police and Fire communication centers
- FY 14 target to reduce vacancy rate to an acceptable level to facilitate a cross-training program in 2015

	<u>Budget</u>	<u>Vacant</u>	<u>Filled</u>	<u>% Vacant</u>
Police PSDs	60	15.0	45.0	25.0%
Fire PSDs	19	6.5	12.5	34.2%

- As of October 2014

Emergency Communications Recruitment

- Various recruitment initiatives in process:
 - Competitive recruitment
 - Open to all candidates that meet the minimum requirements
 - Recruitment currently open through December 31st with National Testing Network
 - Lateral recruitment
 - Open to experienced Public Safety Dispatchers with P.O.S.T and/or E.M.D. certificates to expedite hiring process
 - Non-Career recruitment
 - Open to experienced Public Safety Dispatchers seeking part-time employment

Emergency Communications Training

- Public Safety Dispatcher Training Program
 - One- year probationary program
 - PSD Academy – 4-5 weeks of classroom training
 - P.O.S.T. curriculum, Emergency Medical Dispatch, First Aid, CPR, Geography and Policies and Procedures depending on primary assignment
 - Numerous Codes and Terminology to learn
 - Communications Training Officer (CTO) floor training program
 - 9-13 weeks of phone call-taking
 - 18-27 weeks of radio dispatch
 - CTOs record and provide daily evaluations to the trainees
 - Trainees will experience multiple shift changes to maximize exposure to different calls for service

Emergency Communications Training

- Consolidated dispatcher training completed and under way:
 - 1st Consolidated Academy completed 2013
 - One consolidated trainee graduated
 - 2nd Consolidated Academy completed 2014
 - Five Fire and Police trainees graduated
 - 3rd Consolidated Academy – started 10/30/14
 - Police 14 trainees = 2 lateral & 12 recruits
 - Fire 5 trainees = 2 laterals & 3 recruits
 - 4th Consolidated Academy – early 2015



Emergency Communications Training

- With a 50% success rate in the current class, the following vacancy rates could result:

	<u>Budget</u>	<u>Vacant</u>	<u>Filled</u>	<u>% Vacant</u>
Police PSDs	60	5.0	58.0	8.3%
Fire PSDs	19	1.5	17.5	7.9%

- With these vacancy rates, a 2015 PSD cross-training program could be initiated

Consolidation Progress and Accomplishments

- Police and Fire CAD Upgrade to new Command CAD system go-live in January 2014
 - Police and Fire Communications Centers now operating on the same CAD system
 - Months of extensive training performed before and after go-live
 - System implementation was a one-year project with \$1.7 Million in UASI grant funding
- Initiated the background investigations to allow for Fire PSD access to public safety records and initiate the cross-training program
- Contracted with three investigation companies to expedite backgrounds for new hires

Consolidation Progress and Accomplishments

- Established working groups comprised of both Police and Fire PSDs to assist with various tasks in furtherance of the Consolidation project
 - Developed a Consolidated Emergency Communication Center mission statement

“To protect the lives and property of the community through effective communication while maintaining the safety of first responders; and performing our duties with courtesy, professionalism, and respect.”

Consolidation Progress and Accomplishments

- Working Group (cont'd)
 - Developed a Consolidated Emergency Communication Center logo
 - Developed a consolidated staff uniform to be worn by both Police and Fire PSDs
 - Developed a POST-approved consolidated Academy and CTO training curriculum



Next Steps

- Continue to reduce PSD vacancies
- Complete background investigations for Fire PSDs
- Begin PSD cross-training in 2015
- Develop consolidated policies and procedures