



Legislation Details (With Text)

File #: 09-1201 **Version:** 1 **Name:** CD-3,2,9 - report 9-1-1 Center
Type: Agenda Item **Status:** Received and Filed
File created: 10/26/2009 **In control:** City Council
On agenda: 11/10/2009 **Final action:** 11/10/2009

Title: Recommendation to request City Manager to report to City Council within three weeks regarding 9-1-1 Center staffing and service levels; and request Public Safety Committee to discuss "9-1-1 Center staffing and service levels" at its upcoming Thursday, November 19, 2009 meeting.

Sponsors: COUNCILMEMBER GARY DELONG, THIRD DISTRICT, COUNCILMEMBER SUJA LOWENTHAL, SECOND DISTRICT, VICE MAYOR VAL LERCH, COUNCILMEMBER, NINTH DISTRIC

Indexes:

Code sections:

Attachments: 1. 111009-R-9sr.pdf, 2. 111009-R-9-PD report.pdf

Date	Ver.	Action By	Action	Result
11/10/2009	1	City Council	received and filed	Pass
11/10/2009	1	City Council	second substitute motion	Pass
11/10/2009	1	City Council	received and filed	Pass

Recommendation to request City Manager to report to City Council within three weeks regarding 9-1-1 Center staffing and service levels; and request Public Safety Committee to discuss "9-1-1 Center staffing and service levels" at its upcoming Thursday, November 19, 2009 meeting.

On September 1 st the Long Beach Police City Council and City Management received notice that Long Beach may not be responding to 9-1-1 calls in a timely manner. This decline in service is attributed to reductions in 9-1-1 personnel, and an increase in call volume. On October 29th a subsequent memo was received indicating that the City may not be responding to 9-1-1 service deficiencies in a timely manner.

Accordingly, it would appear to be appropriate for the City Council to be provided with the following information:

1. How have 9-1-1 Answer Times changed over the last 5 years?
2. How has staffing in the 9-1-1 Center changed over the last 5 years?
3. How do Long Beach 9-1-1 Answer Times compare to State 9-1-1 standards?
4. Identify how many positions are currently vacant in the 9-1-1 Center?
5. What steps are being taken to fill any vacant positions that are negatively impacting response to 9-1-1 callers?

6. What steps can be taken to expedite the hiring and training process?

Approve recommendation.

GARY DELONG
COUNCILMEMBER, THIRD DISTRICT

SUJA LOWENTHAL
COUNCILMEMBER, SECOND DISTRICT

VICE MAYOR VAL LERCH
COUNCILMEMBER, NINTH DISTRICT