



## Legislation Text

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**File #:** 09-1201, **Version:** 1

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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