



Date: November 10, 2009

To: Honorable Mayor Foster and Members of the City Council

From: Gary DeLong, Councilmember, Third District *GD*
Suja Lowenthal, Councilmember, Second District
Val Lerch, Vice Mayor, Ninth District *Val*

Subject: Long Beach 9-1-1 Response Time

On September 1st 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?

Recommended Action: Request City Manager report to City Council within 3 weeks regarding 9-1-1 Center staffing and service levels. Additionally, request Public Safety Committee discuss "9-1-1 Center staffing and service levels" at their upcoming November 19th meeting.