



Chief Administrative Officer's 2013 Annual Report



Department of Public Safety Communication

John DeStefano, Jr. – Mayor

Robert Smuts – Chief Administrative Officer

Clayton Northgraves – Director

George Peet – Deputy Director



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Broad Goals

1. Answer all emergency calls immediately; take all relevant information quickly and completely; dispatch police, fire or EMS resources as appropriate
2. Answer all non-emergency calls promptly, helping to resolve the issue in an effective and courteous manner
3. Provide such internal communication, data or other support services for police and fire as are appropriate and needed
4. Operate in the most cost-efficient manner consistent with achieving the other goals listed above



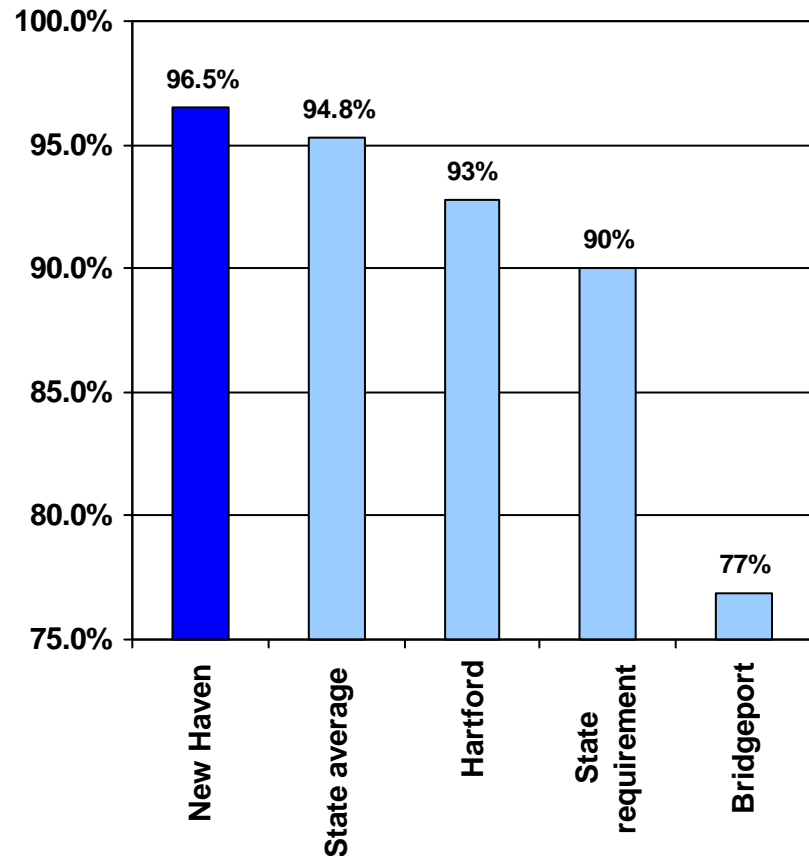
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Work Performed

Dispatched calls (2012):

Fire	6,147
Medical	18,244
Police (total)	131,982
Police Priority 1	28,831
Police Priority 2	30,276
Police Priority 3	43,974
Police Priority 4 & up	28,901
Police reports over phone	5,028

Percentage of 911 calls answered within 10 seconds

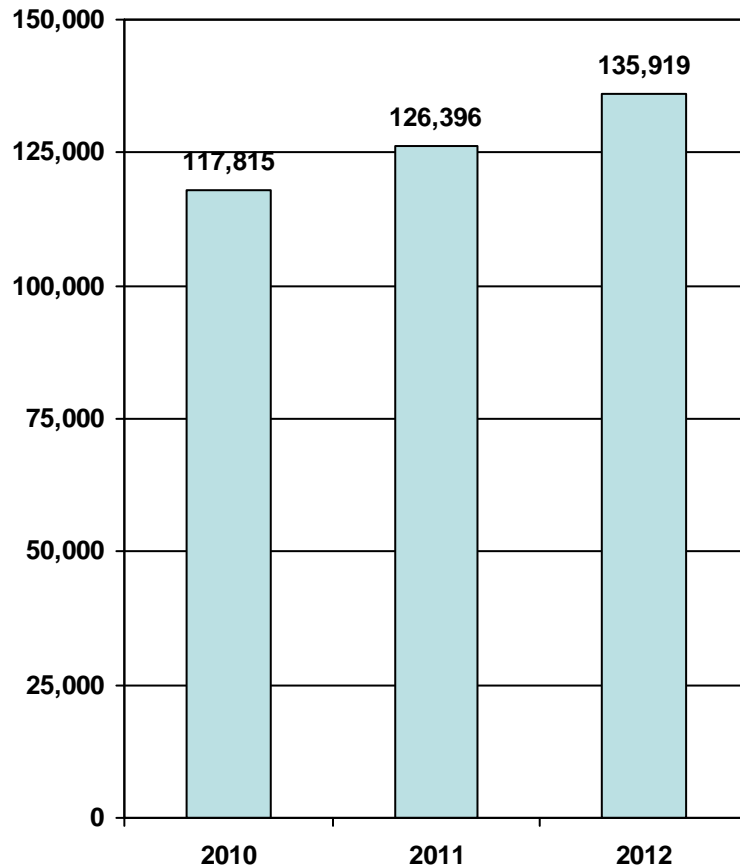




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Work Performed

911 Calls by Year



911 Call Volume has been increasing, by 17% over the past two years:

Effort to reduce the non-911 call volume to compensate:

- Automatic Call Distributor software
- Tow changes
- Expedite report changes



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Work Performed

Non emergency call stats (non-9-1-1)

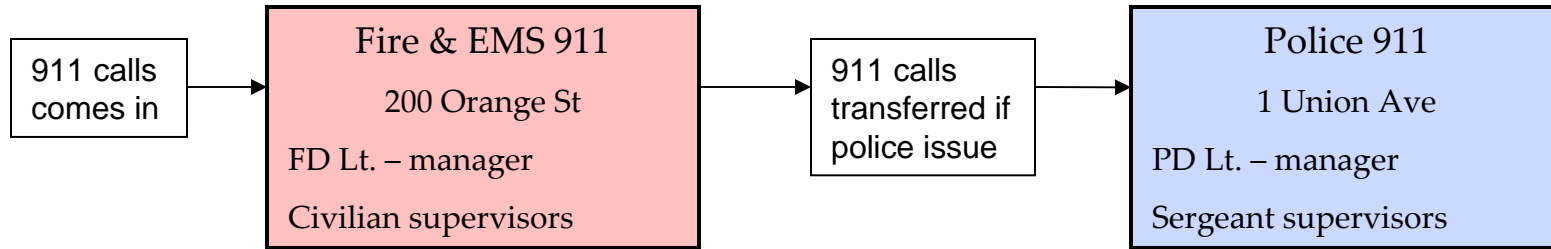
- Automatic call distributor (ACD) implemented in December 2012
- Evenly distributes workload among operators
- Increases overall call handling efficiency
- Since ACD inception average wait time for a call is 16 seconds (3 rings)
- Average of 467 calls processed per day
- Average call length 1 minute and 41 seconds



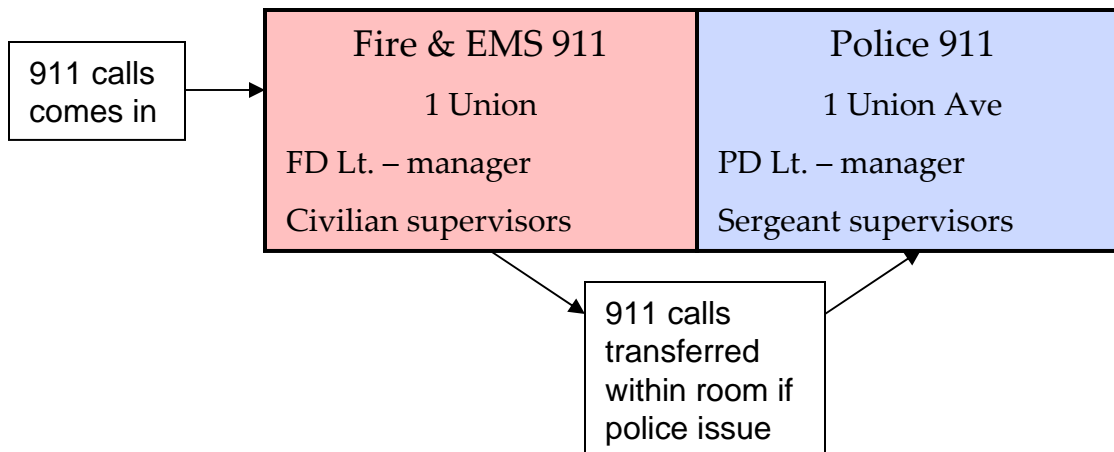
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Recent history of PSC

Prior to 2007



2007-2010



2007-2010

Co-located, but still two separate departments.

Transitional steps:

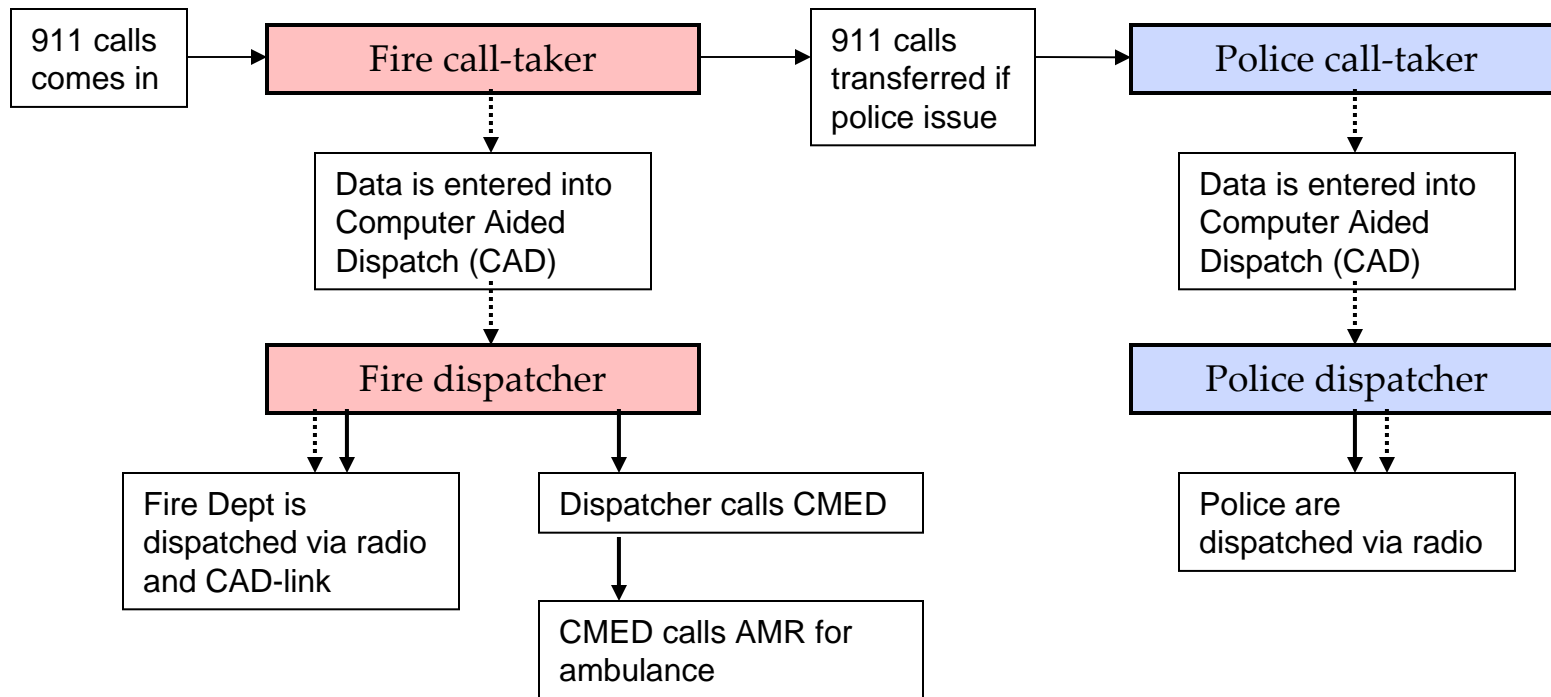
- Cross-training of employees
- Replaced FD and PD lieutenants with a civilian department head and deputy



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Recent history of PSC

Prior to 2010

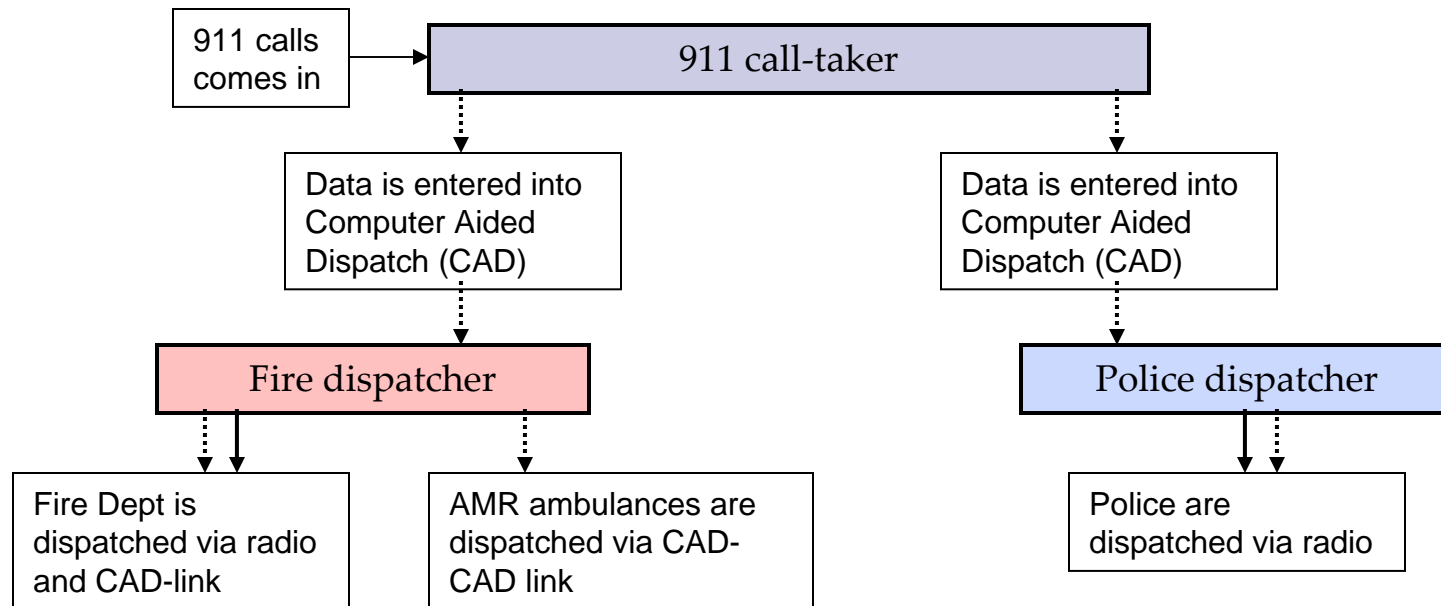




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Recent history of PSC

Current



Benefits:

- More reliable system – fewer transfer points, utilization of technology, more seamlessly integrated
- Less costly – consolidated separate call-taker positions



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Challenges

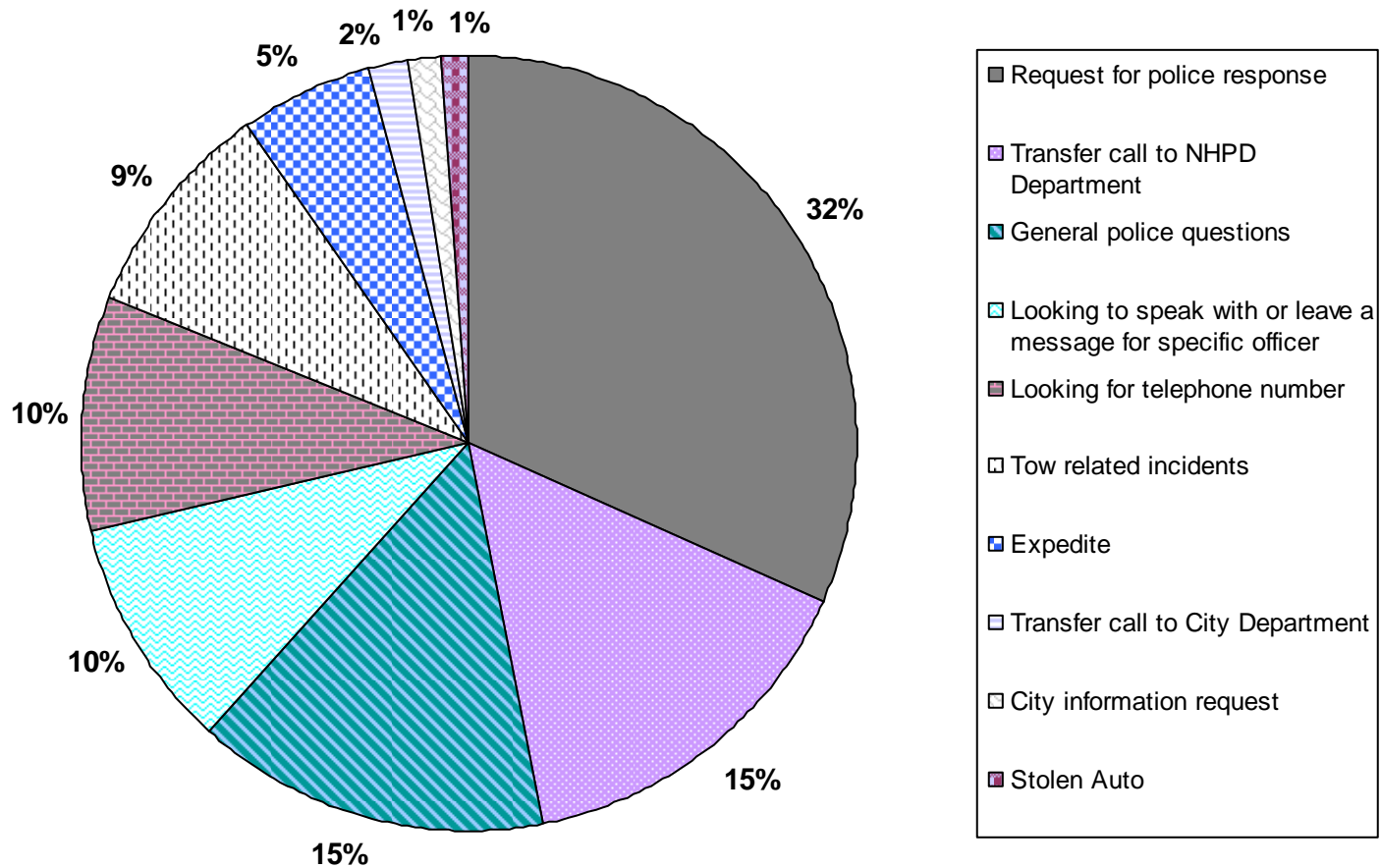
1. Volume of calls
2. Customer service and quality control
3. Cost control



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Challenges: volume of calls

Distribution of non-emergency calls on a non-street sweeping week





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Challenges: customer service and quality control

Customer service and quality control

Training (state mandated):

Telecommunicator Certification – 36 hours (Recertify every 5 years)

Emergency Medical Dispatch Certification (EMD) – 24 hours (Recertify every 2 years)

COLLECT/NCIC – 24 hours (Recertify every 2 years)

Additional training:

PowerPhone Total Response - 40 hours (Recertify every 2 years)

PowerPhone Quality Assurance - 8 hours (Supervisors only)

NCIC/COLLECT weapons training – allows dispatchers to access federal databases to look up gun and pistol permit data

Structured protocol:

PowerPhone worked with PD and FD to review medical protocol and has developed structured protocol for police and fire dispatch

- removes subjectivity from dispatch process
- integrates police, fire and medical to ensure all needs are addressed correctly and quickly
- included 40 hours of training for every dispatcher – went live in January



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Challenges: customer service and quality control

Customer service and quality control

Quality Control/Quality Assurance

In addition to covering vacant shifts (reducing overtime costs), two administrative supervisors cover:

- training
- investigations
- Quality Improvement Program
 - focus on customer service (both internal for PD and FD, and external for public)
 - review radio dispatches and call intake when complaints are made, but also randomly pulled samples for QC/QA review and training

Complaints and Discipline

Only about 10 complaints per year. *If you receive rude or improper service, **please report it!***

Complaints taken very seriously – all are investigated (all calls are recorded, so easy to do)

Discipline results when appropriate, including termination

We do not tolerate rude or improper behavior – you should not accept it if you receive it. We will be reviewing a random sample of calls to look for it, but we can address it much easier if you let us know when it happens. Let your alderman know or call Clayton Northgraves at 203-946-6234.



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Challenges: cost control

After an initial projected deficit – which was compounded by costs associated with Sandy and Nemo – DPSC expects to achieve a balanced budget for FY13-14.

As part of the efforts to achieve a balance this year, a review of the structural drivers of overtime spending was done. From that review, we believe that changing two vacant Operator I/II positions to Lead (supervisor) positions will save on overtime costs and pension liability. This will be offered as a technical amendment, which will be cost neutral (the slight increase in the salary line will be accompanied by a reduction in overtime).



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Challenges: cost control

Long-term cost control efforts:

- CMED savings
- Pursue regionalization

If – and it is a critical *if* – management issues from serving multiple public safety agencies can be sorted out, regionalization can save significant costs through economies of scale. Perhaps more importantly, larger Public Safety Answering Points (PSAPs) can handle the sharp spikes of 9-1-1 call volume much better and are much less likely to be overwhelmed in an emergency.

We are in active discussions with a neighboring municipality, and have started discussions with other near-by communities.